



# Annual report

## 2021 – 22





Founded in 2001, the Asylum Seeker Resource Centre (ASRC) is Australia’s largest human rights organisation providing support to people seeking asylum.

We are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social well being.

We champion the rights of people seeking asylum and mobilise a community of compassion to create lasting social and policy change.

The ASRC movement is proudly supported by a community of committed volunteers and supporters.

**Vision**

Our vision is that people seeking asylum can live safely, sustainably, independently and equally.

**Mission**

Our mission is to support and empower people seeking asylum at critical junctions of their journey.

Building on our proximity to those with lived experience, we mobilise and partner for a community of compassion, justice and opportunity.

**Acknowledgement of country**

The ASRC would like to acknowledge the Wurundjeri people of the Kulin Nation as traditional owners and custodians of the land on which the ASRC stands. We acknowledge that the land was never ceded and we pay our respect to them, their customs, their culture, to elders past and present and to their emerging leaders.

**\*Privacy disclaimer**

Throughout this report, some of the names, identities and details of people seeking asylum and their stories have been changed to protect their privacy.

**ABN** 64 114 965 815

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# Welcome from the Chair

However we looked at it, the 2021-2022 financial year was always going to be challenging. With the first five months of the year dominated by lockdowns, all of us had to dig deep to remain hopeful. For refugees and people seeking asylum, many without work rights and managing food security and health issues, this meant finding all new levels of resilience.

In the face of so much uncertainty, difficult decisions had to be made. Despite record revenues in the previous financial year, we faced considerable pressures and huge demand for our services. We could take a conservative approach and close down services, or we could live our values by serving the community. I think you can guess which approach we chose.

Our community donated specifically for us to respond to the COVID crisis straight away – to ensure people seeking asylum got through those dark days. The surplus the ASRC recorded in 2020-2021, was thanks to significant contributions from State government COVID-19 grants as well as record levels of giving from the public.

As an organisation, the ASRC decided to lean into the restrictive conditions of the pandemic and double down on our commitment to serve our community. And so, we budgeted for a significant deficit of \$5.2 million so that we could stand amongst the few charities in Melbourne able to keep their physical doors open and provide services throughout lockdowns, and protect all of our members, community, staff and volunteers from the impacts of COVID to the greatest degree possible. Our efforts were rewarded with us being jointly awarded the Victorian Chamber COVIDSafe Business Award for the Community sector. I'm incredibly proud of what we have achieved together – and you should be, too.

The 2022 Federal Election was a time of great opportunity for the ASRC. The rights of people seeking asylum became an important election issue, and we saw a shift towards a far more respectful national discourse. Looking ahead to 2023, we are

hopeful that these changes continue building a more compassionate environment for people seeking refuge in our country. We remain optimistic that we can turn the corner on the recent past and deliver an Australia where people seeking asylum and refugees are valued and supported to build the lives they want.

And in many ways, 2021-22 was a year of great progress, with success in several key advocacy campaigns, as you can read throughout this report. We opened our second location in Dandenong in May 2022, serving the largest community of refugees and asylum seekers in Melbourne. We also refreshed our organisational values and launched our new strategic plan, and brought on two new board directors, John Pham and Marija Maher, both accomplished executives with direct lived experience of seeking asylum. We also brought on Katelyn Bonato - a Partner from PwC and long-standing Finance Committee member - as Treasurer to succeed Chester Hii.

Reading back over previous years' annual reports, I remembered writing in 2020 about the environment of unprecedented need that led us to making decisions in a way that would best serve our community, rather than batten down the hatches and scaling down our operations. Over two years later, I am not alone in feeling proud of the approach we chose. I and the rest of our Board and Leadership Team expect the year ahead to be another challenging one. But it is also a time of opportunity, and as always we are spurred on in our work by the knowledge that behind us are hundreds of thousands of Australians who support our mission and our organisation. A huge thank you to our entire community –



members, supporters, volunteers, staff, and other friends. We couldn't do it without you. I invite you to take a moment to reflect on what you are a part of when you support the ASRC – an organisation that is there for its community, no matter how dark the hour. Thank you again.

*Michael*

**Mike Sum**  
Chair, ASRC Board

# CEO year in review

**This year saw the ASRC living its values and its vision in the most impactful ways possible. When most charities physically shut their doors during the pandemic, we were one of the few in Victoria to keep them open. Our priorities were simple. To keep people safe, making sure that no one lost their lives during the pandemic. To keep our doors open, turning no one away. And to use the strength of our independent movement to bolster the leadership of people seeking asylum in Australia.**

We committed to providing food, housing and medicine to people seeking asylum who presented who had nowhere else to ensure no one went homeless or hungry. This included spending over \$1 million just to source food and nearly a further \$3 million to pay for rent, medicines, financial and basic needs aid for people seeking asylum.

We committed to ensure that every Medevac refugee released – more than 200 across Australia – got access to financial assistance on release, and housing assistance if needed.

We also invested to scale up our legal work in response to the ongoing pressures faced by people trapped in the Morrison Government's failed Fast Track system. We did the courageous thing, by taking the unprecedented support the public had given us and using it as it was needed, for the purpose it was given – to respond to this pandemic.

To keep our people safe during COVID – recognising that from a health perspective many were vulnerable – we made home deliveries direct from our Foodbank to more than 1,000 people a fortnight. Throughout the pandemic, we took the necessary safety measures to protect our people: from PPE to RATs. We ran our own COVID vaccination clinics, and we are proud to say that during this year, no one lost their life in our care.

When our social enterprises were shuttered because of the pandemic, we continued to pay the wages of 70 staff with lived experience of seeking asylum. We were also proud to partner with the Victorian State Government, in the middle of the pandemic, to employ 106 people with lived experience of being refugees in our organisation. Of these, almost 70% have gone on to find ongoing permanent employment.

We couldn't have gotten through this

pandemic without the bravery and courage of our staff with lived experience, our wider workforce, and our incredible volunteers. Their flexibility as we moved to hybrid and remote models of working meant we could adapt to the challenges of a global pandemic without missing a stride. Throughout this time, we remained – as ever – independent of federal government funding, and one of the most effective and influential voices on refugee issues in Canberra.

We used the power of our independence to stop more cruel laws being passed under then-Immigration Minister Peter Dutton, which would have resulted in many more people being locked up in detention. After the fall of Kabul, we rallied quickly alongside our corporate legal partners to support the community from Afghanistan, with calls for 20,000 humanitarian visas, as well as information and legal assistance.

We continued to work behind the scenes to medically evacuate refugees trapped in Papua New Guinea and Nauru. We called for an end to offshore detention, advocated for the universal rights to work, healthcare and a safety net, and demanded an end to the cruel, toxic and divisive politics that have caused such needless suffering over more than two decades.

While delivering services to 7,000 people a year at the coalface, we were also training the next generation of refugee leaders. Nearly 50 people across four states graduated from our Community Advocacy and Power Program. In May 2022, we opened our Refugee Resource Hub: an incubator for refugee-led organisations in Dandenong. While supporting, empowering, and nurturing the leadership capacity of people with lived experience of seeking asylum, we are also being led by them in how we deliver our services.



In our Strategic Plan we proudly committed to a profound transformation of the organisation, in line with the needs of the people we serve. We consulted over 700 people seeking asylum, asking them what the future priorities and vision of the organisation should be. As a result of that feedback, ASRC made the innovative move from a needs-based approach, to a human rights-based approach, which recognises the value and resilience of people seeking asylum.

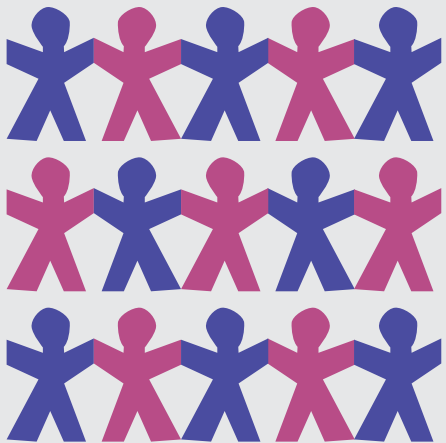
We aspired that, within three years, at every level of the organisation, 50% of employees would be people of colour or people with lived experience. We committed to being an organisation that provided even more effective, accessible, culturally appropriate and responsive services, bringing in a new Response and Support Team and human rights based service model to further improve the quality and speed with which we help people.

We ended the financial year facing turbulent and uncertain times: on the one hand, a new government, with a promise that a more compassionate and just Australia will be realised. But as of the end of the 2021-22 financial year, no change had been made. The tail winds of interest rate rises, inflation, and cost of living pressures had begun sweeping across a challenging economic landscape, where demand and need remained stubborn and unprecedented.

Yet the fact remains that in the worst of the pandemic, we found a way to care for 7,000 people, never closed our doors, kept everyone safe, and doubled down on our values and our purpose. We could only do this because of the extraordinary generosity of the Australian public and our supporters. We hope we did them proud.

*Karapanagiotidis*  
**Kon Karapanagiotidis**  
CEO, OAM

Our impact



70000+

people seeking asylum  
and refugees supported and empowered by the ASRC

283,045  
hours

of service offered by our  
army of volunteers

243  
staff

working on our mission

31,374  
supporters

joined our campaigns

4210

mentions of ASRC  
across the media

167,042

donations made to ASRC  
appeals and campaigns

48

people graduated from  
our Community Advocacy  
and Power Program

263

appointments for clients at  
our Gender Clinic

892

households received  
major legal support

25000+

requests responded  
to during our  
Afghanistan Clinic



240,000

advocates and supporters in our movement

204  
students

referred into government-  
subsidised VET courses

872  
hours

of English for Work  
classes provided

204  
jobs

secured by participants of our  
Employment Program

7466

health appointments  
provided to 975 clients

130

households a week  
supported with food  
delivery

102,797

nights of shelter provided

\$49,179

of health bills waived

45,772

hours of paid employment  
provided by social  
enterprises

\$1.7mill

raised on our annual World  
Refugee Day Telethon



## Essential services during the pandemic

The extreme complexity of seeking asylum combined with prolonged pressures from the pandemic have left some people in devastating circumstances. Demand for housing security and access to basic provisions and essential services is growing, while government support for this community remains at an all time low.

To address this demand, as well as adapting our own service delivery to allow us to support more people, we have also moved to assisting members to engage with other agencies to increase their financial independence and reduce reliance on ASRC funds for their day-to-day costs wherever possible. We also hosted staff from the Red Cross at the ASRC each week to assist clients in applying for Red Cross Emergency Relief funds.

### Preventing homelessness and meeting basic needs

In 2021-22, the ASRC and the Red Cross collaborated to ensure that the people who are most in need could access urgent funds for accommodation, which included \$200,000 of housing support via the Victorian State Government's Department of Families, Fairness and Housing Stepping In grant funds. Another program, the Intensive Homeless Support (IHS) pilot, provided 6 months of intensive, specialist support to a small cohort of people experiencing chronic homelessness. The IHS Program supported people who were at risk of sleeping rough and residing in crisis accommodation, funded by the ASRC, to identify more sustainable housing options and to prevent them from returning to homelessness.

As well as support with housing, our program provides individuals and families with basics like utility support, public transport, nappies, shoes, clothing and phone credit. The number of households contacting the ASRC for help meeting basic needs continued to increase in 2021-22. After a 79% increase in the previous financial year, this year 45% more households asked for our support. We work to give clients the dignity of choice. For our Winter Warmer event, we transitioned to providing families and individuals with store

centre closures, volunteer retention, staffing and resource allocation, increase in cost of food and fresh produce, decline in donations and the winding down of the Harvest of Hope all contributed to how we delivered our services.

The demand for ASRC's Foodbank continued to increase throughout 2021-2022. Our key priority was home delivery and we partnered with Fruit2Work, a third party produce delivery organisation, to make sure we could reach more households. Our hybrid model of home delivery and collection where it is safe to do so saw a 62% increase in people helped with food and essential items. As lockdown conditions started to ease in 2021-2022 we were able to support more people with dine-in meals at our centre.

In 2022 we developed a Foodbank Guiding Team which met monthly to discuss program plans and goals, including co-design and client-led design of a new Foodbank.

### Responding to healthcare needs

In 2021-22 ASRC continued to provide care and health case management to an increasingly complex client group. The team responded to a number of clients presenting in mental health crisis, and assisted with the care and follow up for some clients with COVID-19. We had an increase in people accessing our health services and our spend on pharmaceuticals. Many people have lost work, work rights, SRSS support, and access to Medicare. This denies people access to subsidised prescription rates, increasing the burden of cost on our pharmacy program.

Alongside our regular health services, we have also worked to reduce the effects of COVID-19 on refugees and people seeking asylum. We called clients identified as being at a higher risk of complications from COVID-19 to give information and advice. In the community, we ran free pop-up vaccine clinics in partnership with St Vincent's, IPC Healthcare and CoHealth, supported by a team of ASRC bi-cultural workers and nurse immunisers. The team handed out

vouchers, instead of physical items like blankets and jackets. This simple change in approach has resulted in people feeling an often long-lost sense of agency, control and freedom in one part of their life.

### Addressing food insecurity

The ASRC Foodbank, daily Community Meals and Harvest of Hope community garden are collectively known as the Community Food Program. Five staff members oversee the program, with 100 volunteers carrying out the day-to-day duties that keep the program viable.

The Community Food Program shifted dramatically in the last financial year. Various factors such as home delivery,

“I was sleeping in my friend's car. Those days were full of sad thinking, confusion and hunger. In the last three years this is the first really good thing that has happened to me and thank you to ASRC for all your support”.

— Azlaan\*

“I didn't have free rights of studying or working for 5 years. Then in 2020, my Medicare card was cancelled. I have terrible migraines, sometimes for 22 hours, and need to see pain specialists. While I was at the height of despair, I found the ASRC. That caused me to get out of the dark hole I was in. I was taken care by doctors and nurses, I was not alone anymore with my pain”.

— Ahmadi\*



hundreds of Rapid Antigen Test kits each month, and set up a system by which members were able to use the tests in their own language at the time of testing. We also assisted clients with uploading their details to government sites so they could access COVID certificates. ASRC also worked in partnership with refugee settlement agency AMES, City of Melbourne, ASRC Dandenong and Monash Health to provide COVID-19 vaccine information sessions. These activities were supported by targeted funding from the Department of Health.

Other advocacy, education and outreach activities continued in 2021-22. In the last financial year the health team, through regular telephone and email engagement, successfully advocated for the waiver of \$49,179 of bills from a wide range of health services: a 100% success rate (up from 92% in 2020-21). We also ran a new partnership with the Australian College of Optometry to

provide monthly eye screening appointments and free glasses onsite at ASRC. 14 clients accessed this service in March to June 2022.

### Supporting people in crisis

People who are not existing members of the ASRC but are in need of crisis support could access our New Presentation Program.

COVID had a significant impact on the New Presentations team and this continued well into 2022. Mass job losses, restrictions and lack of access to other Government safety nets like JobKeeper, JobSeeker and Centrelink and barriers to employment drove a spike in demand for services, as people lost their financial independence and had no other form of support. 1,975 people re-contacted the New Presentations team in 2021-22, with the pressures of COVID seeing people who had been self-sufficient for some time needing

# 102,797

nights of shelter provided to 324 adults and 235 children

# 237

households assisted with basic needs support for everyday essentials

including bills, nappies, and public transport, at an average cost of \$771 per person per year

# 130

households supported with food deliveries every fortnight

# 371

dine-in community meals provided each week

# 7466

health appointments provided to 975 clients



100%

of pharmacy bills successfully waived for ASRC members, amounting to \$49,179

553

people supported by caseworkers, with 12,982 appointments and other engagements

550

people supported on a triage basis by the ASRC, including 350 still held in on- and offshore detention centres across Australia.

250<sup>+</sup>

Medevac refugees offered continuing support by ASRC after their release from detention.

\$489,085.39

spent on housing Medevac refugees and people seeking asylum released from detention in the 2021-22 financial year

support again. We provided a flexible and responsive crisis support model, where clients were triaged and prioritised based on need.

Building capacity to support New Presentations became an area of priority. As a result, a larger scale triage response program – the Response and Support Team – was formed to replace our New Presentations program.

#### Providing ongoing, holistic support

The Casework Program provides active rights-based case management and solution-focused support including information, advice, advocacy, referral, reviewing case plans and support to people seeking asylum around a range of different issues including mental health, health, immigration, legal, social, financial, material aid, employment, education, and counselling. We support approximately 550 clients, working with them through every stage of the refugee determination process. 2021-2022 saw us move through COVID challenges and also adapt our casework programs to more closely align with the human rights-based approach formalised in the ASRC Strategic Plan 2022- 2024.

As a result of exceptionally high numbers of requests for assistance during the peak of COVID pandemic, ASRC had to suspend its ordinary ways of operating and apply a triage model of service through New Presentations/GAP, while also maintaining very high case numbers in our casework program from the beginning of 2020 until late 2021.

In 2021-22, the counselling program was reviewed in light of reduced numbers and availability of volunteer counsellors, as a result of COVID. The counselling program was discontinued on 12 October 2022 due to ASRC budget constraints, and the limited availability of volunteer counsellors and supervisors.

#### Standing with people in detention

The Detention Rights and Advocacy team continued to provide individual advocacy, casework and crisis intervention to people indefinitely detained in offshore processing centres and in onshore detention. Our team also works collaboratively with the Human Rights Law Program, Campaigns & Advocacy Program and sector partners for systemic change, especially ending offshore detention.

In March 2021, we established the Preventing Homelessness Fund, investing \$775,000 in housing solutions to support Medevac refugees released from detention who were at risk of homelessness. A \$1,000 Eftpos card was provided to all Medevac refugees released across the country to assist with their adjustment to community life, providing dignity and choice. We also provided a further 171 gift cards to people still in detention in 2021-22 to purchase essentials like phones, phone credit, shoes, and winter clothing. Phone credit in particular means people can keep in touch with family and friends, as well as access legal assistance and other services.

The ASRC supported people released from detention in Melbourne, including during COVID lockdowns, providing assistance including ASRC Foodbank deliveries, Myki cards and casework. When the last group of Medevac refugees were released into the community in April 2022 with 3-6 weeks of official government support, a large number of the released refugees and people seeking asylum immediately identified the need for greater assistance to recover from the impacts of 9 years of detention. The ASRC responded to these requests for further assistance by allocating a dedicated caseworker to work with all Medevac clients living in Melbourne, as well as providing some remote assistance to people interstate. We worked to establish links with health providers and other services to address the long-standing health and wellbeing impacts from detention. This included establishing a new relationship with the Australian Dental Health Foundation to deliver free dental care.



“Many people are struggling and angry with the injustice and uncertainty, as anybody would. This anger hides the fear of their future. So you talk gently with them, in their language. Once somebody is at ease with you, they start to tell you their story and the many problems they are facing – it is at this point we can start to help. After this, you look at the face of the person in front of you, and you see the relief. It’s good to see smiling faces around you.”

— Asmatullah, ASRC Bicultural Healthworker



# A new hub of hope in Dandenong

The Refugee Resource Hub (RRH) is the ASRC’s newest and most ambitious investment. Responding to significant community needs in and around Dandenong, RRH is designed as a “one-stop-shop” for people seeking asylum and refugees in Melbourne’s South East. RRH staff and volunteers, as well as co-locating partner organisations, are building and delivering services for the local community including education, employment, legal, health, counselling, women’s empowerment and vocational training and social and welfare support.

In spite of COVID-related challenges including material and labour shortages, thanks to a couple of years of hard work of volunteers and the generous assistance of a number of key supporters, ASRC opened the doors of the Refugee Resources Hub in the heart of Dandenong in May 2022.

### Serving the community in our first two months of opening

In the first two months of RRH opening, we supported, engaged and provided services to 243 members and we estimate that 1000 plus members will be supported with our services in the coming year.

The huge demand for services in Melbourne’s South East reflects the

increasing number of people seeking asylum and refugees living in and around Dandenong who have complex needs, as well as the impact of punitive government policies including the 2018 reduction in eligibility for Status Resolution Support Services (SRSS). The loss of SRSS has resulted in ASRC members facing hunger, homelessness, chronic stress and other mental health impacts. It has also



interrupted members’ progress towards gaining longer-term economic and social independence.

The diversity of needs experienced by people seeking asylum requires a sufficient range of services to meet these needs. The RRH aims to offer access to ‘a continuum of services’ – from open, unrestricted support that large numbers of people can access with little effort, through to more intensive, ‘closed’ forms of services like private appointments with lawyers and doctors.

In our first two months, we focused on delivering key services: healthcare and mental healthcare, housing and rental assistance, food and financial counselling (including bills and debts), support for individuals and families including counselling, and legal assistance.

Throughout both months, our Access and Support team worked with clients to help them access essential services including government assistance where available, providing information, encouragement and a place to come for help navigating systems and processes.

### Looking ahead

Next year we plan to continue improving our existing service delivery, guided by consultation with and feedback from members and our community. We also plan to launch a Foodbank program as is offered at the main ASRC centre in Footscray which will allow members to access groceries and household essentials. Other services planned include laundry and drying services, and an optometrist service.

In 2022-23 we will also seek to engage and work with more refugee sector organisations to co-locate at the RRH. There is still scope for additional partners to be involved, including shorter-term or ‘one-off’ partnerships for community activities or events.



### The partnerships that make our work possible

RRH is built on a partnership approach to social change and service delivery. We have brought together community organisations and services for the benefit of people seeking asylum and refugees in the broader Dandenong community.

The benefits of a partnership approach include reduced duplication of services across the sector, building sector capacity, and building even stronger services in consultation with the people who will use them, and local organisations with specialist knowledge.

In 2021-22 we consulted with the sector in the South East, then established a formalised structure for partnership-building through an EOI process, terms of reference and memorandum of understanding.

RRH has been fortunate to receive immense support: from the community, people with lived experience, sector organisations, donors, businesses, government, and of course our tireless volunteers. Thank you to everyone who has helped us on this journey.

The development of RRH would not have been possible without the commitment of our service delivery partners and the generosity of our industry partners who provided pro-bono and low-bono support. We would like to say a special and huge thank you to all our generous partners, the broader sector in the South East, and ASRC members, staff, volunteers and the broader community.

### Service partners

Organisations co-located at RRH with ASRC:

- SisterWorks – delivers women empowerment programs to women from CALD and refugee communities
- Australian Hazara Women’s Friendship Network: Delivers capacity building and awareness program to women
- Centre for Migrant Refugee Health, delivers mental health and counselling services

### Virtual partners:

- South-East Monash Legal Service
- Monash Health Refugee Health and Wellbeing

### Industry partners

RRH industry partners who provided pro-bono and low-bono design and building support:

- Bates Smart, Ratio (Planning Consultant)
- Architecture and Access (Access Consultant)
- Aurecon (Service Engineer)
- Philip Chun (Building Surveyor)
- Irwin Consult (Structural Engineer)
- WT Partners (Quantity Surveyor)
- Intrax Consulting Engineers (Land Surveyor)
- Garner Davis and Bates Smart (Architects)
- Grenade (Graphics Design)
- Enlocus (Landscape Architects)
- GreenCap (Material hazards assessment and risk management)

“For me it’s like a home. It’s a place of safety, security, somewhere we can find help, speak to a person. This is the only resource in Dandenong for the many asylum seekers in this area.”

— Nasreen\*

243

members supported in the first two months of opening RRH

217

people we supported in the South East community were new to the ASRC

86

referrals to RRH programs like housing, health and counselling

10

industry partners helped us refurbish the RRH centre in Dandenong, ready to serve the community

5

community organisations partnered with the ASRC to deliver services, including three co-located at the centre



# A community-powered movement for change

The ASRC is a community of people fearlessly advocating for meaningful, positive change to the current cruel system refugees are subjected to. A significant part of our work is building a diverse, representative and effective movement. People with lived experience of seeking asylum are at the centre of ASRC's advocacy, leading the debate and ensuring that their rights are fundamental to our advocacy work. Together, through a mix of public campaigns, subject matter expertise, grassroots community organising, lobbying and law reform we aim to ensure the rights of people seeking asylum, in the community, held offshore and in detention.

This year had moments of joy and moments of despair. Under the Morrison government, we continued to see an attack on the rights of people seeking asylum and refugees. We witnessed the devastating fall of Kabul and supported the launch of the Action for Afghanistan campaign, which mobilised ASRC financial and campaign support of community groups who were calling on the Government to take urgent action. We also saw the Russian invasion of the Ukraine and worked alongside the Ukrainian community in calling for a humane response.

Ahead of the election, came the long overdue acceptance of the 'New Zealand deal' to resettle 450 Medevac refugees over three years. We continue to advocate for the release of all refugees on PNG and Nauru.

The results from the 2022 election strongly rejected the politics of fear and division and have clearly shown that Australians want a more humane and compassionate country for refugees. We look forward to working with the 47th Parliament to achieve the change people voted for. Soon after being elected, the Albanese Government, Nades and Priya, and their daughters Kopika and Tharnicaa returned to their home in Biloela. This was the result of the incredible community-led #HomeToBilo campaign, of which ASRC was a proud supporter.

## Community-powered change

In 2021-22, 48 people across Victoria, New South Wales, Queensland and Tasmania graduated from the ASRC Community Advocacy and Power Program (CAPP). The

MP campaign which saw 4,500 people email their Senators urging them to oppose the bill. And we won! The government abandoned their latest attempt to force this dangerous bill through Parliament late on the Wednesday of the final sitting week of the 46th Parliament.

## More than 140 people were released from onshore detention

A key advocacy priority in 2021-22 was the release of refugees held in detention and putting a spotlight on the situation facing refugees in PNG and Nauru and those in hotel detention after medical transfer to Australia from PNG and Nauru. At the start of July 2021, more than 140 people previously detained offshore were held in Australia's onshore immigration detention network, including places like the Park Hotel in Melbourne. By June 2022 almost everyone from this group was released from immigration detention and the Park Hotel was empty. The ASRC continued to play a lead role in the Time for A Home campaign, which is run by a coalition of more than 140 organisations and groups. We released 20 press releases specifically concerning onshore immigration detention over the June 2021-July 2022 period, in collaboration with people with lived experience and other refugee organisations, which resulted in key media appearances.

There is currently the fewest number of refugees in detention, onshore and held offshore, than at any other point in the last two decades.

## 'Stronger than Fear'

Also in March, we launched our election campaign Stronger than Fear. A key focus was for our election campaign to be guided and led by people with lived experience

While a charity such as ASRC can't conduct activities with the aim of influencing the outcome of an election, we can lead activities that inform the public debate and comment on policy positions of the various parties. We launched a detailed, four-point policy platform under the values-based headings freedom, safety, protection and humanity focused on 9 key electorates where we had the greatest resources (staff, volunteers and supporters) and in areas where the candidates and voters told us refugee policy was important to them. In 8 of the 9 electorates, candidates with compassionate, fair refugee policies were elected. And, importantly, issues concerning refugees were present throughout the election, often spoken of in a compassionate and humane way, with attempts of division and fear fading. Since their election, we have worked closely with elected representatives to honour commitments made during the election campaign.

# My voice for fairness

My journey with the ASRC started in 2021, with the Community Advocacy & Power Program (CAPP). It's a training program for people with lived experience of seeking asylum, centred around leadership, campaigning and advocacy. I was studying law in Brisbane at the time, because I wanted to advocate for my community. When I heard about the work the ASRC does, my eyes were opened: I wanted to join the mission.

CAPP touched on every single thing that I personally needed to do the work that I was passionate about: what leadership is, how to campaign and organise at a community level, building relationships, learning about and prioritising the issues of the community. We covered the key issues, and how to advocate on them - everything from engaging with traditional and digital media, to public speaking - ending with self care. It was very intensive, but for me it gave me the spice I needed, the ingredients to create the dish I like, basically.

After that, I planned to make my way to Victoria, to work with the ASRC. I applied for the role of Community Organiser - the team knew me through the CAPP training, they knew how passionate I was, and about my experiences with this type of work in Queensland. When I started the role in April 2022, the intense work of preparing for the Federal Election was already well underway.

When you come from a refugee background, there is a lot to get to grips with. I had to open my eyes and mind and heart to all sorts of information, and educate myself really quickly on how to work within the political process, alongside the team. I was reading all day to understand the positions of parties and individual candidates, and which electorates might vote for representatives who stand up for human rights.

I received lots of support and guidance from my team at the ASRC. I helped to organise our three candidate forums, booking the venues and inviting candidates, talking with politicians and their offices on the phone. One of my most nerve wracking moments was taking over the moderator's role for the Macnamara candidate forum. I stepped in as an emergency replacement for Director of Advocacy and Campaigns Jana Favero, who had tested positive for COVID. It was my first time ever

moderating such an event, but it went well and I got positive feedback: one of the politicians told me, "you should be working with ABC".

Although I did some political work back in Afghanistan, it's totally different: you're working in your native language, you're familiar with the key figures and political landscape from a young age. Here, I was using English as my third language, and starting out with limited knowledge of the political system. Thankfully I did manage it, and we were very happy with the outcomes of our election efforts.

The experience was encouraging and confronting at the same time. Encouraging when you talk to a candidate who welcomes you, regardless of your appearance or the way you speak, and who publicly advocates for refugees. Confronting in the sense that you have to hold a position of impartiality, even with candidates and parties that have harsh views and policies toward refugees - policies that have hit you, your family, and your home so badly.

So it was a mix of these two very intense feelings. On election day, we were handing out scorecards to people as they came to the polling booths. There would be people who passed by saying "no, we don't want you", "we don't welcome refugees" - things like that. Sometimes it's hard, but you put it aside so that you can remain strong on your platform, but also be the neutral organiser that you need to be.

Yet these confrontations are also very motivating. They encourage you to do more to change the narratives around refugees that cast us as victims or "queue jumpers". There are so many success stories which demonstrate the contributions that communities from diaspora backgrounds are making to this country, and how well we're taking care of ourselves and others.

The deeper I go into the community, the more I learn, not just about refugees who have been victims of war, forced displacement, homelessness, poverty, and statelessness, but also those who have built successful businesses, who contribute to humanitarian aid, who support their families back home. I'm proud to see the resilience, the strength, and the power of those who have learned the

language, the system, the culture, and found their way to becoming a homeowner or a business owner in this country.

We celebrated the results of the election loud and hard throughout the refugee community. We wanted Labor to come back to power, to lead a kinder and more compassionate government toward refugees. Unfortunately, change that was promised urgently - like granting permanency to temporary visa holders - has been slow to happen. The communities I work with suffered as a result, with people going through really severe mental and physical health issues, unable to see their families, unable to say farewell to children or parents who passed away. It breaks my heart.

Being on a temporary visa affects your life deeply. You wake up in the morning, uncertain of your status on this land. You see all the resources around you, but you have no access to them. You wonder, who is going to give you a job? How is your family going? How tall is your child now, and how will they look in person, when you see them again? You are just a forgotten person. You want to feel your feet on the ground, because if not you are just a bird - you have to fly away, find another safe place for yourself.

That's why no one should be left behind. Going forward, it is our goal to see all 31,000 people subjected to the harmful 'Fast Track' visa application process granted permanent residency as soon as possible. It must be a fair process. We also want safety for all refugees and people seeking asylum, which means access to mainstream social safety nets like health care, education, and work rights. And freedom for people who are left behind on Nauru or Papua New Guinea, or locked up in onshore detention facilities.

The ASRC will continue to hold the government accountable, using our independence to lobby for change alongside other organisations and sector partners. We'll keep bringing people together at a grassroots level to write letters, sign petitions, call MPs, and organise protests to keep pressure on the government, to show them that the public is aware of what they are doing to refugees.

— Saajeda Samaa, Community Organiser, Victoria and Hazara Australian





# Access to justice and protecting human rights

The ASRC provides free, specialist legal advice and representation to people seeking asylum as part of our Human Rights Law Program (HRLP). An accredited Community Legal Centre staffed by dedicated specialist lawyers, HRLP supports people facing threats including indefinite detention and return to harm, including violence, torture, loss of liberty, and death. We aim to empower our clients, in the community and in detention, with the information and support they need to face one of the most complex legal systems in the world.

The HRLP offers holistic legal support at all stages of the refugee determination process, including expert immigration advice and representation, visa applications and tribunal and court work. We also actively engage in policy and law reform, community legal education and training, and outreach to detention centres. We respond to thousands of requests for legal help each year, offering support from fact sheets and referrals through to full representation at the Department of Home Affairs, and in Australia's courts and tribunals. Our Duty Clinic alone, operated primarily by volunteers, actioned 5,234 requests in the 2021-2022 financial year.

COVID-19 continued to impact the HRLP in 2021-22. We had to continuously adapt our service delivery, striving to reach clients whose circumstances prevented them from easily attending remote appointments. Remote delivery also had major implications for volunteer retention. On top of COVID, unprecedented delays in the visa process and barriers to access to justice have led to a crisis in our community. People are now waiting years at each review stage for their protection applications, often without work rights and separated from family. Despite these challenges, we worked hard to make our services accessible and uninterrupted for as many people as possible. The intensive support we provide means that we need to triage our cases and prioritise the most vulnerable people seeking help. As always, the generous support of people who give to the ASRC including individuals and partner businesses helped us support more people, more comprehensively.

In 2021-22 we worked on a total of 1068 matters, an 18% increase from last financial year. This included 591 full representation matters and 469 limited assistance matters, an increase of 33% in full representation. Our ASRC Footscray Wednesday Night Clinic worked on 315 matters and offered over 300 appointments to people in need. A further 105 appointments were held at the Refugee Resource Hub in Dandenong, supporting people from the South-East region.

As well as our usual case load and clinic work, we also increased our focus on systemic change. As a result, we have seen considerable change, including the implementation of policies we have advocated for, and the successful blocking of cruel and damaging proposed laws. We continue to target our services to serve the most disadvantaged, including people with chronic mental health issues that impact their capacity, people in detention, and people disadvantaged by gender or sexuality.



## Responding to demand, redesigning service delivery

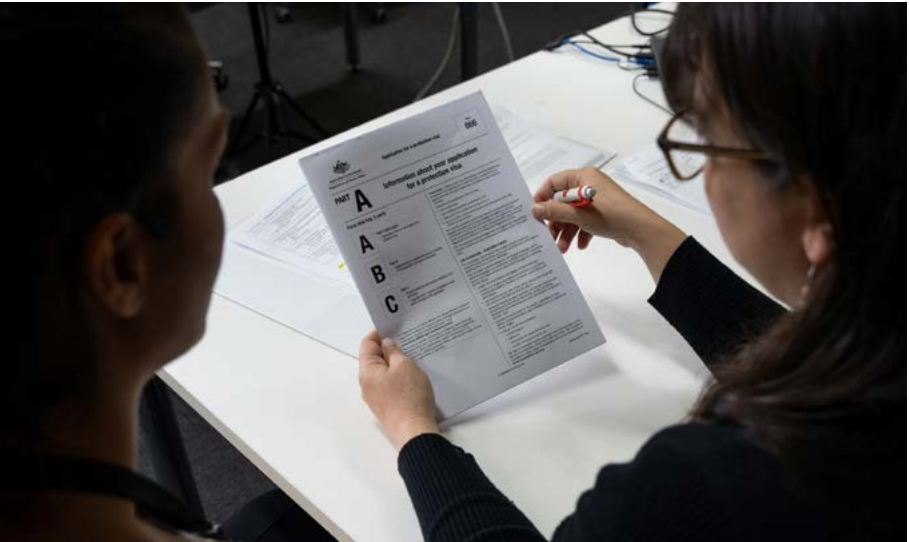
Demand for our services is extreme due to a refugee system plagued by a lack of due process and delay. We have already taken several steps to improve access, focusing on:

- identifying and delivering structures that support specialist, targeted service delivery
- recruiting a Law Institute of Victoria Accredited Specialist as our Principal Solicitor
- recruiting a Legal Practice Manager
- identifying and addressing Australia-wide service gaps for our community, including client experience and access
- reviewing and reforming our triage, duty and clinic models to increase intake capacity by at least 150% and help people receive assistance more swiftly.

We were able to redesign our service delivery significantly in 2021-22, including making structural changes. This has already seen considerable improvements in the reach, quality and timing of our delivery, and is likely to continue to do so with further changes coming into force in the 2022-2023 financial year.

## Litigation successes

Our lawyers obtained decisions in 9 full-representation litigation cases for people seeking refugee status in Australia's federal courts, with a success rate of over 65%. To illuminate the strength of this success rate, only about 7% of total cases seeking refugee status succeeded in the Federal Circuit and



Family Court of Australia (FCFCOA) from 1 January 2013 to 11 March 2021. Other litigation conducted achieved success by consent without the need for a court hearing. All litigation outcomes typically represent years of work, and are made possible by everyone in the ASRC community who supports our work.

ASRC lawyers also supported clients to win a further 16 cases in the Migration and Refugee Division of the Administrative Appeals Tribunal (AAT), and 6 full-representation cases in the AAT's General Division with a 65% success rate, where generally the success rate is lower than 25%. Our lawyers provided assistance to many more facing this jurisdiction, where indefinite detention and refolement to harm is a significant risk.

## Afghanistan response

In the wake of the fall of Kabul in August 2021, we urgently established the Afghanistan Clinic to respond to the extraordinary humanitarian crises and provide information and assistance to thousands of people.

The Afghanistan Clinic ran from September 2021 to April 2022. We responded to over 2,500 email requests, offered 300+ appointments, completed 100+ offshore humanitarian visa applications, and made multiple Ministerial intervention requests. The clinic included a triage hotline and email service, which responded to requests for information from within Australia and overseas. We provided legal appointments for people in Australia, including Afghans in Australia seeking permanent protection as well as people seeking to help loved ones overseas apply for offshore humanitarian visas.

Legal appointments were held on weeknights, harnessing the incredible support from volunteer lawyers at partner firms. Completing offshore humanitarian visa applications in a fast-paced environment

was no easy feat. We coordinated with applicants located overseas and their loved ones in Australia and together navigated the many practical barriers to gathering all the information required.

The success of the Afghanistan Clinic would not have been possible without generous sector collaboration including more than 120 volunteers, and invaluable support from KWM, Maurice Blackburn, Gagens, and the migration private practice sector.

## Gender Clinic

ASRC's Gender Clinic offers specialised immigration advice and legal assistance to women and LGBTQIA+-identifying clients who have gender-based claims for asylum. Gender-based claims often involve additional complexity and additional vulnerability factors and require specialist knowledge and support.

In 2021-22, the Gender Clinic offered over 250 appointments for individuals and their children and families who face harm and discrimination due to their gender. We assisted women with acquired brain injuries from family violence, people fleeing Female Genital Mutilation or so-called honour killings, and people violently persecuted for their sexuality.

People in these communities are routinely denied fair process, despite the sensitivity of their claims - often, the Department refuses even to interview them. The process can be a deeply traumatic one in which they are denied the opportunity to share their stories. Despite these challenges and the complexity, the Gender Clinic has an outstanding success rate for its clients.

As well as assisting individual clients and conducting strategic litigation to change damaging laws and legal structures, ASRC's Gender Clinic conducts policy and law reform work and contributes to the national dialogue to ensure that the safety of migrant women and children and LGBTQIA+ community members is not overlooked.

892

individuals or family groups had major legal support or representation from our Human Rights and Law Program

105

client appointments in Dandenong, in the six months since opening in December 2021

5,234

requests for legal assistance and advice responded to by our volunteers and duty solicitors

2,500+

requests responded to through our Afghanistan response

250+

appointments for clients at our Gender Clinic



## Significant legal cases 2021-22

The ASRC supported many clients to successfully navigate Australia's notoriously difficult refugee system and achieve outcomes assuring their safety and security in the community. The cases we assisted on spanned issues that reflect our diverse client base, from family and gender-based violence, TPV/SHEV renewal challenges, visa cancellations, arbitrary and indefinite detention, guardianship, and protection visas. Several clients were experiencing multiple vulnerabilities, including severe mental health challenges. Clients were supported by our lawyers as well as other ASRC case workers to ensure their needs were met and they had access to other supports like housing, work rights and healthcare. The cases below provide a tiny glimpse into just some of the profound difficulties people face trying to navigate a flawed, often unfair legal system.

### Strategic litigation and the Gender Clinic

ASRC's Gender Clinic ran important strategic litigation in 2021-22, including advocating for migrant mothers who are survivors of family violence whose children have been affected by discriminatory policies, barring them from accessing status in Australia as is their right. The litigation is likely to have a broad effect across the jurisdiction, addressing imbalance in rights, disempowerment, and harmful outcomes.

In another case, we successfully advocated for a woman from Papua New Guinea who had experienced significant and persistent family violence perpetrated by her ex-partner which was substantiated by significant medical evidence. The client feared that her ex-husband would seek to seriously harm or kill her upon her return to PNG. Gender Clinic lawyers attended the department interview with our client and made post-interview submissions about the dynamics of coercive control in what was a little-understood and complex case. We were thrilled that our submissions for this client led to a successful outcome and she was granted a permanent protection visa.

### From cancellation at the airport, to recognition of status

In the Dandenong Generalist Clinic based in the Refugee Resource Hub, we secured a Safe Haven Enterprise Visa (SHEV) for a refugee while he was in immigration detention on an expedited basis. On arrival in Australia by plane, the man informed

immigration that he feared harm in his home country and wished to seek asylum. For his honesty, his visa was cancelled and he was immediately detained and taken to immigration detention. Because he was detained before he was immigration-cleared, he was no longer eligible for permanent protection and could only apply for temporary protection. We assisted the man to lodge his application on the basis that he feared for his life for his political activities. We represented him at his Department interview and within four months of his arrival in Australia - a short time in the context of the current extreme delays in processing - he was granted a visa and released from immigration detention. In light of the recent government announcement about SHEVs, he will be able to access a Resolution of Status visa and, finally, permanent and secure status in Australia to rebuild his life.

### Releases from long-term detention

In 2021-22, we achieved significant results for refugees facing indefinite, arbitrary and long-term detention, securing multiple releases after years-long detention in complex and deeply compelling cases.

In one case, we secured freedom for a refugee with schizophrenia who arrived in Australia as a child stowaway, but had had his visa cancelled. His health had deteriorated over years in detention to the point that he no longer had decision-making capacity - he became unable to even talk on the phone or attend hearings. If deported, because of his mental illness,

he would be at risk of harm, including shackling in chains and even death. Despite his circumstances, the Department moved to deport him before a decision had been made on his case, requiring ASRC to make an urgent application to VCAT, supported by medical evidence, to prevent that reprehensible outcome. The only other option for him was indefinite detention, even until death.

After tireless and complex advocacy, including the support of pro bono barristers, he was released and could return to his community where he could obtain the medical help he needed to recover from his ordeal in detention.

In another case, a man arrived in Australia as an Australian citizen by descent, but was later told his citizenship registration had been cancelled. He was detained and, for two long years, denied access to the documents he needed to understand his situation. At short notice, he was told he would be deported to a country where he feared severe harm, including death. We acted immediately, securing a Federal Court injunction on the day of the planned removal, and commencing litigation challenging the process he had been subjected to and seeking his freedom.

In a third case, we assisted a young man, who feared harm due to his religious conversion, to secure a protection visa. Our client's battle to live in safety continued for almost a decade. He applied for a protection visa which was initially refused by the Department of Home Affairs, however on appeal the Administrative Appeals Tribunal (AAT) recognised he was a refugee and his case was remitted to the Department.

Unfortunately, our client's mental health deteriorated due to the anxiety of being rejected by his family and extreme stress from the process of seeking asylum. He was convicted of offences related to his poor mental health and was sentenced to a 12-month community corrections order. Despite these circumstances, the Department cancelled his bridging visa in 2017 and he was taken into immigration detention, including being transferred to Christmas Island.

After a visa refusal, the ASRC represented our client all the way to the Full Court of the Federal Court, where we successfully argued that the AAT decision was unlawful. The case was sent back to be reconsidered at the AAT where we again represented our client, and the AAT found he was entitled to protection. Our client was finally granted a visa and released from detention in 2022, after almost 5 years in immigration detention.

### CASE STUDY

Ruwani\* was facing her new life in Australia with a toddler, pregnant with her second baby and experiencing the stress of her marriage being put under many financial pressures. Her family had no social security or safety nets - including access to free healthcare and her husband had no work rights at the time of arrival.

"This experience of being pregnant was so much more scary than with my first baby. This time I could not see my family GP because I did not have money to pay for appointments. And when the hospital told me I would have to pay for my blood tests and scans I did not know what to do. And I was very worried that all the stress would harm the baby."

Through local refugee organisations, Ruwani was referred to ASRC Health. We were able to line up a doctor for continuous care,

immunisations, a social worker to support her in hospital before and after delivery, postnatal nursing care and supplies, as well as counselling for her and her partner.

**“When the nurses from ASRC called me and said I could see a GP there for free I felt relieved. They said I could see a lady doctor at ASRC which was very good as it is not appropriate in my country and religion to see a man doctor.”**

"With all the stress of not having doctors and having no money, my husband and I started to have more problems. We are okay now but for a while it was very bad. The doctor and nurses in ASRC organised for us to get counselling and other help. All of ASRC helped us to get through this very bad time."





204

jobs secured by Employment Program participants, 38% of which were permanent full time roles

318

referrals were made to jobs with our employer partners

27

mentoring partnerships created and supported, with 66% of mentees securing work aligned to their preferred career pathway

443

people seeking asylum received tailored advice and information on study options in a private appointment

872

hours of English for Work classes provided

## Empowerment, employment and education

People seeking asylum are among the few groups in Australia denied income support while looking for work. The ASRC's employment and education programs provide pathways to ongoing employment for refugees and people seeking asylum. Although heavily impacted by COVID, Our English for Work language classes, Womens Engagement Program and Community Engagement and Development Program continued online. Significant labour shortages across the country due to the pandemic saw many program participants successfully secure work. We are now focusing on creating more opportunities for program participants who have more entrenched and complex barriers to employment, including engaging employers willing to offer supported roles.

### Tailored support on the path to meaningful employment

The ASRC continues to provide holistic services to people seeking asylum – and one of the things many of our members want most is to be able to work. We often hear the saying 'it's not about what you know, it's who you know'. Often, it can be both. Our Employment Program integrates with the Education Program to offer opportunities to skill up in areas of interest and demand, provide suggestions about how to best showcase existing skills in an Australian job market, and offer warm referrals to the network of potential employers we are constantly developing.

In 2021, we undertook an innovative pilot of our Professional Mentoring and

Leadership Development Program. This tailored program brought together 9 leaders from Metro and 9 people seeking asylum from the ASRC's membership. The first sessions took place in April, with topics including adaptive leadership in the face of ongoing uncertainty, trauma-informed practice at work, cultural diversity and inclusion, as well as the lived experience and resilience of people seeking asylum. Mentees reported improvements in confidence, professional networks and access to more opportunities. Mentors reported that they learned a lot both through the training sessions on diversity and inclusion and from the practical experience of mentoring people seeking asylum, that they will take these insights back into their workplace and teams.

The Employment Program refreshed its program logic and goals to ensure all actions and activities result in refugees and people seeking asylum being able to independently secure and maintain



meaningful employment. Work is prioritised to ensure people in our programs are able to achieve the employment goals and outcomes they want. The Program has also embedded a best practice, objective (and piloted) work readiness assessment tool - the Employment Readiness Scale (ERS) - to support people seeking asylum to understand their work readiness and the actions they need to take to reach their employment goals. The tool enables people to assess their work readiness, develop targeted action plans to address identified barriers to employment, and then reassess the impacts of those actions and continue on their vocational career pathway, with the support of our Employment staff and volunteers. We discovered that 55% of people who take that first ERS assessment when they come to us lack key job search skills and 58% lack sufficient social supports to find and maintain work in Australia. The assessment will allow us to deliver more customised support for participants' specific employment needs and barriers.

### English for Work classes - skilling up and staying connected

English For Work classes continued online in 2021-22. This language, literacy and numeracy course designed in-house by ASRC's expert volunteer English as an Additional Language (EAL) teachers is delivered at three levels and run four times per week. Topics include Australian workplace culture, managing money, transport and communication for work.

Keeping classes going throughout the pandemic and associated restrictions was a challenge. But we were committed to keeping our classes going, and many members told us this provided an invaluable place to connect with others as many people felt isolated. We continued online classes through 2021-22 with the dedication and patience of members and volunteers.

### Impactful collaboration with the education sector

Since 2010, the Victorian Government has

“

When my family first came to Australia, we only knew four or five words of English. I felt lonely and lost. Then I met someone who recommended the ASRC and we started English classes. My daughter found a job and is now studying, and I completed my Commercial Cookery certificate. I felt very comfortable and supported.”

— Esmat

contracted the ASRC to refer people seeking asylum to subsidised Vocational Education and Training (VET) courses. The Asylum Seeker Vocational Education and Training (ASVET) program provides eligible asylum seekers and refugees granted temporary residence an exemption from the usual citizenship or residency eligibility criteria required for participation in a government-subsidised Skills First training course. The ASRC referred 204 people in 2021-22 to a training course. Additional people self-referred following appointments with the ASRC to seek further information.

As part of ASVET, workshops and forums are held to educate and train VET practitioners and other community stakeholders and build the VET sector's capacity to support people seeking asylum along their education and training journey. In 2021-22 we held the annual ASVET Professional Development Workshop and the Community of Best Practice Forum. We were thrilled to see increased participation and co-design by people with lived experience of seeking asylum in the planning and delivery of both events.

In 2021-2, the ASRC collaborated with Victorian universities to run an online, statewide scholarship information session for people seeking asylum. We brought together past scholarship recipients, universities and the Victorian Tertiary Admissions Centre to provide tips for our members and highlight common issues in scholarship applications. Over 150 people registered to attend the scholarship information session, and we conducted 44 private follow-up advisory sessions for people interested in receiving personalised

advice for their scholarship applications.

### Engaging and empowering our community of members

Maintaining and rebuilding connection through and after the pandemic was essential. We relaunched the ASRC members e-newsletter in September which went out to 977 members.

Our Community Engagement and Development (CED) Program continued, with activities supporting members to engage with the wider community. We assisted 50 members in accessing gyms and swimming pools, and partnered with Brimbank City Council who paid for 12 women to attend swimming lessons. After the lockdown, CED organised a visit for 75 members and their families to Melbourne Zoo.

As well as having access to CED activities, women can also join dedicated activities as part of the ASRC's Women's Engagement Program (WEP). WEP held its first in-person member consultation in February 2022, reflecting on previous activities and suggesting and co-designing new ones. From this co-design process, WEP went on to hold training in leadership, floral arrangement, jewellery making and beauty therapy, as well as gardening activities and a hot spring spa visit.

We delivered a business information session for WEP members in collaboration with the Brotherhood of St Laurence Stepping Stones Program. After the session three women signed up for small business training and learnt how to start a small business. They are being supported by Business Mentors from the Brotherhood of St Laurence.



80

people employed in ASRC social enterprises

45,772

hours of paid employment provided to ASRC members across both social enterprises, generating \$2.84 million combined income

120

hours per month dedicated to new staff onboarding and training, quality and performance monitoring, staff supervision and commercial quoting

824

ASRC Catering customers in 2021-22, up 45% from last financial year, boosted by new Meals by ASRC delivery service created in response to COVID restrictions

31

new commercial cleaning customers and 164 domestic customers, despite COVID-19 and other challenges

## Impact through social enterprises

Thousands of hours of paid work were generated by the ASRC Cleaning and Catering social enterprises in 2021. These enterprises create employment pathways for refugees and people seeking asylum, which in turn foster connection, independence and financial security. We work with employers to ensure supportive and professional environments, and participants are offered training and professional development opportunities. ASRC staff provide services to domestic and commercial customers, with revenue being fed back into programs and staff development.

ASRC's social enterprises continued to be impacted in 2021-22 by economic flow-on effects from the pandemic. ASRC Cleaning saw a decrease of 280 domestic customers, although we did also gain 10 new commercial customers. We also continued to experience staffing challenges. Both social enterprises have faced some barriers to recruitment, due to many new entry-level jobs becoming available as lockdowns ended, particularly in hospitality and retail, combined with fewer arrivals due to border closures. We continued to strengthen our relationships with sector partners and implement strategies including a waitlist procedure for new domestic bookings. ASRC Catering was also able to create new and additional services including Meals by ASRC, a delivery service in line with COVID-19 catering requirements. As offices opened back up, we saw more offices resume or choose to increase their regular catering habits.

Although the Australian government chose to remove paid pandemic leave, we continued to support staff by paying for hours missed where people needed to isolate or stay home due to having COVID-19. Pandemic leave was provided to 15 catering staff and 12 cleaners in 2021-22. Some generous customers also chose to pay for cancelled bookings to support their regular cleaners, and 177 invoices were issued for these cancelled services, totalling \$19,000 wages paid to cleaners.

Further to this, the ASRC proudly partnered with the Noel and Carmel O'Brien Family

Foundation through a multi-year grant to support people seeking asylum and refugees on their employment journey with ASRC Social Enterprises. More information can be found in the fundraising, philanthropy and partnerships section of this report. We also hired our new ASRC Social Enterprise Senior Manager, who will support the transformation, recovery, and growth of the ASRC's social enterprises as part of our three-year strategic plan. We are exploring further pathways to employment and opportunities for staff, and will introduce the role of Senior Team Leader in the next financial year.

### ASRC Catering

ASRC Catering continued to grow in 2021-22, with an increase in annual revenue of \$819,663 from the previous year. This is attributed to an increase in catering orders for functions and events. We ran a very successful catering pop up shop and café on Brunswick Street, Fitzroy, from December 2021 to January 2022. Staff helped customers with retail purchases including pantry staples and take-home meals, as well as a dine-in café and evening bar serving tapas-style food and wine. Retail revenue from the pop-up became a key revenue stream for the financial year. Our skilful caterers also teamed up with the Immigration Museum for several key events during Refugee Week in June 2022.

We successfully recruited two new Team Leaders on a fixed term contract at 38 hours per week. Team Leaders will focus

on onboarding and training new staff, monitoring quality and performance, and supervising staff. As part of this we have created standardised training content focusing on commercial kitchen practices, including the creation of checklists, daily work flows and team leadership modules.

Growing the business continued in 2021-22. There was a focus on using social media to highlight the impact of ASRC Catering, and we achieved some excellent coverage of events including the Brunswick St Pop Up. The University of Melbourne and ASRC Catering are in discussions to partner on new initiatives, including opening a new café at the Parkville Campus which would employ hospitality staff with lived experience of seeking asylum.

[www.catering.asrc.org.au](http://www.catering.asrc.org.au)  
[www.meals.asrc.org.au](http://www.meals.asrc.org.au)

### ASRC Cleaning

ASRC Cleaning offered a new service, Professional Carpet Steam Cleaning, in 2021-22. Twelve cleaners undertook training in domestic steam cleaning. The service began in January 2022 and by the end of the financial year brought in revenue of \$2000 with a total of 24 services booked. Customers could add on steam cleaning to their End of Lease services, as well as regular domestic bookings. We also saw an increase in demand for End of Lease services, with 88 services booked and an approximate income of \$38,000. As a social enterprise, the ASRC invests profit back into staff development and other organisational priorities.

We ran several initiatives to increase the employability of our social enterprise participants. As well as introducing steam cleaning training, we also ran training sessions on workplace culture and created a staff forum for people to have any questions answered. We have also approached sector partners, including Jesuit Social Service and Brotherhood of St Laurence, to recruit our members into their community for cleaning roles.

### CASE STUDY

“I always use more spice than other people. I use lots of lemongrass, galangal, chilli and fresh turmeric; always fresh, never dried.

Malay food means Nasi Lemak: rice cooked in coconut milk with chicken and sambal.

Chicken Rendang is another popular dish and my favourite. Here at ASRC Catering we have Chicken Rendang and a Vegetarian Rendang option using soy meat and tofu both are my recipe.

I came to Australia in 2019. At first, I worked in a factory packing biscuits

but I couldn't get enough shifts. So I went to ASRC and talked to their Employment team. That's how I came to be working here at ASRC Catering.

In the future, if I had the opportunity I would love to study to become a chef because I love cooking obviously. But on my visa right now I can't study so I also dream that I'll receive a Permanent Residency visa. It's really stressful not knowing for certain what my future will be.

I want to buy a house and to start my life. Living here now I feel safe. I'm happy and hanging out with my friends but my future is very unclear.

The sari I'm wearing is from my culture. It's Malaysian Indian and when I wear it I feel beautiful and I'm comfortable. It's something special that I can wear to show my identity.”

— Harchana





# The impact of our Community of Compassion

Our work would not be possible without the power of community. In 2021-22 we continued to mobilise the broader community to stand with people seeking asylum and refugees: to take action, to have conversations for change, and to provide financial support. The support we receive is humbling and people choose to give in many ways - whether participating in or organising a community event, choosing to buy a gift that does good from the ASRC Shop, sharing our content online or making a financial contribution. The ASRC is so grateful for our community of compassion and everyone who generously gives.

### Community-powered fundraising

We saw incredible community support for our events in 2021-22, with over 1,000 people hosting a Feast for Freedom and around 370 people taking part in either our inaugural KMs of Compassion event or a Run 4 Refugees public running event.

We launched the KMs of Compassion event in November 2021 as a one-day personal challenge which participants could do alone or with a small group of friends and family on 21st November. Participants could choose their own type of exercise and clock up as many kilometres as they wished,



wherever they wanted, to raise funds for people seeking asylum. 311 willing participants walked, ran, cycled, swam, rowed and skateboarded clocked up almost 4,000km together, raising \$158,813 and smashing the fundraising target by 218%.

In line with our new strategic plan, ASRC's Telethon was rebranded to the World Refugee Day Telethon, with a core focus on embedding the voices of people with lived experience of seeking asylum and working more closely alongside refugee-led organisations to help highlight the refugee sector as a whole. The Telethon is a chance to recognise and celebrate the strength and resilience of refugees and people seeking asylum and the incredible contribution they make to our community on 20 June each year. In 2022 the event raised \$1.69 million, with 10,359 people making a donation. Key Opinion Makers working alongside volunteers at the ASRC call centre included Kishwar Chowdury, Paul Dempsey, Tom Ballard, Clare Bowditch, cast members from the Hamilton (Jason Arrow, Julian Kuo, Brendan Yeats, Dean Drieberg) and cast members from Harry Potter (Gareth Reeves, Amanda le Bonte, David Ross Paterson).

Other events and initiatives powered by our compassionate community include schools and kinders supporting us with bake sales and 'cut for a cause' days through to the launch of a calendar featuring Brett Sutton and 'Auction for Action' which saw Julian Burnside AO and Kate Durham auction artworks from their private collection.



Year 9 students at Kilvington Grammar School held their annual Cut for a Cause fundraiser, beating an ambitious fundraising goal and raising more than \$15,800 for the ASRC.

How delicious! Fitzroy Community School ran a sausage sizzle, lemonade and cake stand, and a trash and treasure market at Edinburgh Gardens and raised nearly \$600 to support the ASRC.

### ASRC Shop

We expanded our range in the ASRC shop in 2021-22, collaborating with Ethiopian-born Melbourne artist Olana Janfa on a collection which featured his artwork 'Journey to Freedom'. With nearly 5,000 orders placed and sales of over \$300,000, our wonderful volunteers were kept busy packing and posting orders particularly in the lead up to Christmas.

### Publishing stories of seeking asylum

In November 2021, the ASRC in partnership with Black Inc. published the book Seeking Asylum: Our Stories. The book shares the stories of people who have lived the experience of seeking asylum. Contributors write about experiences including journeying to Australia, growing up in a refugee camp, studying for a PhD, changing attitudes through soccer, being Muslim in a small country town, campaigning against racism, surviving detention, holding onto culture, and dreaming of being reunited with family. Over 2,100 copies were sold through the ASRC Online Shop.

### Amplifying our voices with digital platforms

In 2021-22, the key objective of our social media communications and other digital engagement was to amplify the voices of people with lived experience. We made this decision in line with our 2022-2024 strategic plan. With the power of these voices, we focused on engaging the community and motivating actions that drive social change - participating in a campaign, building awareness through attending a community event, or making a financial donation. ASRC's social media channels and other digital communications are also the online scenario for our broader community to express their support and welcome refugees in Australia, as well as to express their frustration and take action against unfair policies affecting people seeking asylum.

People saw ASRC content more than 74 million times in the last financial year, with a total of 74,756,396 impressions across all social media platforms. This includes more than 3.5 million times that people not only saw but also engaged with our digital content. The ASRC website received 493,195 users in this financial year, who cumulatively viewed more than 1.3 million pages. The two top actions that generated the highest percentage of pageviews in this period were Action for Afghanistan and Become a Volunteer. ASRC's digital assets include social media channels (Facebook, Twitter, Instagram, LinkedIn, YouTube), websites and other digital communications like our newsletter. We run dedicated accounts for major events, programs and community initiatives like our social enterprises program, ASRC Shop, Telethon, and Feast for Freedom.

2,146

people participated in ASRC events including Feast for Freedom, KMs of Compassion and Run4Refugees, raising \$690,000

10,359

people donated to our annual World Refugee Day Telethon, giving a total of \$1,693,928 million

2,100

copies sold of Seeking Asylum: Our Stories in the first six months after launching

2 mill.

views of ASRC video content across our social media and YouTube channels

478,000

followers on combined ASRC social media channels



VOLUNTEER

“I got involved with the ASRC more than 20 years ago, when I heard how people were coming to Australia and how they were being treated and didn’t have enough to eat.

I came out to Footscray one night, it was when we started out in the little shop across the road. We had very little back in those days – it was all small donations in this one little room. But there was always a great spirit of welcome. The lawyers here do a fantastic job. One of my granddaughters started coming out with me when she was at school. She worked as a volunteer in the legal team, then she finished her law degree and came back and finished a professional year here, working for about 18 months on the team. Then you’ve got the work of the employment clinic and health clinic and everything else. And everyone is made welcome and safe, which is fantastic. I’ve got satisfaction out of thinking I’ve done a little bit to help people. And I’ve met lots of wonderful people, both refugees and volunteers. It’s just a rewarding place to work.”

— Jean Nash, Foodbank Volunteer



MAJOR DONOR

“The ASRC is incredible at helping us understand the global issues that ultimately result in displacement, and people coming here to seek asylum.

You can feel quite overwhelmed by what goes on in the world, but the ASRC helps put it into context, and it gives us a way to help.

Seeing the work of the ASRC is really powerful and grounding. We love being a very small part of this incredible community that’s coming here: to see the multiculturalism, to see people being able to access food, welfare, English lessons. To us, it’s very rewarding to be a part of an organisation that believes in equality and really cares about all human lives.”

— Mike and Amanda Da Gama Pinto, on behalf of the Da Gama Pinto Foundation

CORPORATE PARTNER

“The ASRC and Maurice Blackburn have been working together for as long as I can remember.

We’ve always been very proud to work with ASRC, both in terms of providing sponsorship and partnering on projects where we can help the people who really need help.

At the end of the day, our impact is measured in terms of the impact of the ASRC: all we want from our money is for the ASRC to succeed. Whenever I look at what projects are going on, I’m always blown away by how much this organisation pulls off... in terms of providing front line services, health and wellbeing care, policy and advocacy, legal assistance - the whole gamut. What we get out of our sponsorship, is just knowing that the folks at ASRC are geniuses at making a little bit of money go a very long way, in helping people seeking asylum and refugees with whatever they need.”

— Jacob Varghese, CEO of Maurice Blackburn



STAFF

“For me, community means a safe space for people to come together, so that they can experience working together, learning from each other, and sharing with each other.

In our Social Enterprises, I can feel the sense of community very strongly, because people come from different cultures, different backgrounds, and different situations - but here they come together to work as a team. They provide support to each other, as a community, to make sure everyone has a fair chance, and everyone is heard.

In particular, coming out of COVID was a challenging time. One of the biggest highlights for me was how we came together and built up the scale of our businesses quickly, to recover from COVID. That was a big success. We created more pathways and roles for our members, tested new things in market - like a pop up shop - and took up so many opportunities to learn from each other.”

- Flor Sedighi, Director of Refugee Business





# Building capacity through fundraising, philanthropy & partnerships

As a frank and fearless advocate for refugees and people seeking asylum, it is essential that the ASRC remains independent of Federal Government funding. Our work is powered by the generosity of our community of compassion, as well as partners and philanthropic organisations, state and local government grants, and income from our social enterprises. We are humbled by the generosity of our community that continued through 2021-22 and allowed us to continue to support people through and out of the pandemic as many other crisis services and grants ended. We thank each and every person who has made a gift of any kind to stand with people seeking asylum and refugees.

### Individual donations kept us running through difficult times

An individual gift, either on occasion or a monthly basis, is the cornerstone of what makes the ASRC's work possible. Individual donations from our passionate supporters go where need is greatest, as well as ensuring the ASRC remains sustainable. In 2021-22, despite the many challenges we faced, the generosity of our donors remained steadfast. In total more than 160,000 donations were made to an ASRC appeal, event, community fundraising activity, as a one-off general donation or as a regular monthly gift and we also welcomed around 18,000 new people into our donor network.

Monthly donors are essential to our sustainability, as being able to forecast income allows us to plan for longer-term programs and services. At the end of the financial year we had 8,400 people in our monthly giving program, Champions of Change, an increase from 7,700 in the previous financial year. Around 1,800 people made their first monthly donation with us to help contribute to a just and fair future for our community.

Gifts in Wills remain a growing income stream and play a vital role in ensuring we can invest in transformational projects alongside our main programs and work

streams. In the 2021-22 financial year we received 13 bequests left to us by donors in their Will and we acknowledge the powerful legacy they leave.

### Grant-making for good

Throughout the 2021-22 financial year, the ASRC continued to partner with the philanthropic sector, local government and the Victorian State Government in support of people seeking asylum and refugees. Together, single and multi-year grant funding arrangements meant the ASRC could continue to deliver core programs and services. Grants also powered several new initiatives that made sure refugees and people seeking asylum had access to tailored support when they most needed it.

We were fortunate to have \$5.09 million of grants income powering our work in 2021-22, across both new and existing grant funding opportunities. While this was lower than the previous financial year, this decrease was forecast, as all organisations transitioned into a COVID-normal operating environment, and pandemic-specific economic recovery grant opportunities like Working for Victoria were phased out.

### Sustainable partnerships for long-term impact

The ASRC is proudly partnering with the

Noel and Carmel O'Brien Family Foundation through a multi-year grant to support people seeking asylum and refugees on their employment journey with ASRC's two social enterprises. Funding from the Foundation has enabled the ASRC to hire dedicated staff within both ASRC Cleaning and ASRC Catering, whose role it is to support member employees on their employment journey. The Director or Refugee Business together with the Employee Engagement Officer work closely with member employees to develop individualised Pathway Development Plans that captures employee strengths and ambitions, while also outlining a plan for developing the skills and experience people need to achieve their goals, both within the enterprises as well as for their future career opportunities.

Throughout their journey with the social enterprises, member employees are supported to implement their PDP and to access learning opportunities in a format that best meets their learning style.

With the support of the Noel and Carmel O'Brien Family Foundation this new model of the social enterprises is delivering a safe and inclusive environment for more than 60 people seeking asylum and refugees to develop the skills and experience they need to move towards financial independence.

“

“Seeing the work of the ASRC is really powerful and grounding. We love being a very small part of this incredible community that’s coming here: to see the multiculturalism, to see people being able to access food, welfare, English lessons.”

— Mike and Amanda De Gama Pinto, of the De Gama Foundation

### Support from 500 generous philanthropists

Nearly 500 families, individuals, and financial intermediaries make up our community of philanthropic donors. Though the rising cost of living has put pressure on the ASRC's ability to provide services, our steadfast philanthropic supporters have continued to gift us the resources we need to make a difference in Community Food, the Human Rights Law Program, and crucial Advocacy Work. In 2021-22, ASRC raised more than \$4.2 million in philanthropic donations.

With help from some of our philanthropic business partners and individual donations, we were able to expand our services across Melbourne and open the Refugee Resource Hub in Dandenong. This was made possible by two families who are long-time supporters. We also secured philanthropic funding to support social workers in the Refugee Resource Hub, and to purchase a refrigerated food van for our Catering team to add fresh meat and dairy products to our menus.

1,829

new monthly donors, bringing us to a total of 8,400 people who generously give monthly to the ASRC

13

people who chose to remember us by making a bequest in their Will

18,618

people donated to the ASRC for the first time

167,042

total donations made to ASRC appeals and campaigns

\$5.1 M

income for activities delivered across 42 philanthropic grants, 4 grant managed donations and 16 government grants



# Organisational reflection

Navigating complexity associated with the ongoing global pandemic and increasing economic insecurity, the ASRC continues to prioritise ethical investment in delivering our core purpose – serving our members. This year saw a focus on key strategic deliverables in areas such as building our foundations, understanding of our impact and embedding our new values. In the first year of our new strategic plan we implemented the initial phase of our Affirmative Action Policy, focused on increasing the representation of people with lived experience across our workforce; commenced embedding a Human Rights Based Approach to all services placing the agency and empowerment of people seeking asylum at the core of what we do; instigated a significant change process to improve our service delivery; and maintained our strong, independent voice to drive system change in partnership with our community.

## Internal policy review

This year we commenced a review and refresh of all organisation operational and governance policies and procedures. The project is centred on ensuring we have clear, compliant and fit for purpose guidelines to support consistent decision-making processes, strong business continuity supports and a refreshed quality assurance approach.

## Monitoring and Evaluation Review

In 2021 we entered into a partnership with the Centre for Social Impact. This partnership has now taken its first steps to create and embed a monitoring, evaluation and learning framework across the organisation and to enable leadership to make decisions based on data and facts, to test new approaches and to track changes over time. The project will inform internal decision-making and provide information for external education and advocacy, including sharing our learnings with others in the sector.

## Supporter One

This financial year saw us align the fundamental building blocks for an organisation wide integrated systems infrastructure. We undertook an extensive review of our Supporter Journey, engaging closely with our Salesforce partner to design a best-of-suite solution.

On completion of the solution design, the ASRC went to market to procure key software services including, critically, a front-end donor processing and payments portal.

Having put the vital building blocks in place in the first half of the financial year, the functional development commenced via an agile product release strategy. A full on-platform product development was soon completed, which saw the hand-off to end users for user acceptance testing and an internal change management process.

## Representation of staff with lived experience across the organisation

Our year 1 strategic goals saw us adopting affirmative action targets across the organisation to drive a more diverse workforce. We are currently underway with the development of a Diversity, Equity and Inclusion policy that incorporates affirmative action of people's lived experience seeking asylum to be prioritised / forefront of employment opportunities. Already significant representation of people with lived experience is being seen through our reporting with 42% of our workforce accounted for.

## Staff Development

We partnered with a social justice organisation, Hue, to upskill and empower people of colour and those seeking to challenge systems of aggression. Over the year 85% of the staff workforce completed multiple sessions covering challenging systems of racism, allyship in the workplace, and deconstructing whiteness.



# A movement driven by dedicated volunteers

Volunteers are the lifeblood of the ASRC. Despite falling numbers of volunteers across the country, including at the ASRC, our dedicated team of volunteers old and new continued to tirelessly serve the community with their skills and support. Each and every person who gives their time is critical to our ability to deliver services. Every program across the ASRC felt the benefit and commitment of our army of volunteers in 2021-22. Thank you.

We would like to acknowledge and express our heartfelt thanks to the 956 volunteers who gave 283,045 hours of their time to support thousands of people seeking asylum in 2021-22. We were glad to welcome many new faces into our volunteer team, after adapting our recruitment processes so we could recruit and onboard volunteers more quickly in response to reduced volunteer numbers nationally.

In 2021-22, the Volunteer Engagement Team set out to make our volunteer recruitment process more responsive to the needs of the organisation and better adapted to a more challenging volunteer recruitment environment in Australia. The team used different platforms to create an ongoing recruitment process via the ASRC website. Instead of having to recruit only every two months, ASRC programs can now recruit as and when they need. This shift means teams can more efficiently plan for their volunteering needs and respond to changes in their programs. As a result, programs can more quickly onboard and train volunteers to assist members.

In order to keep providing services to members during the August-October 2021 COVID lockdowns, the Volunteer Engagement Team had to implement the state government's permit process. Working closely with other ASRC programs, Volunteer Engagement introduced a streamlined process to allow programs and teams to send updated permits as required so that volunteers could travel and keep providing much-needed services to members during lockdowns.

A goal of the Volunteer Engagement Program is to establish communication between volunteers and the ASRC. The weekly Volunteer Bulletin is an important tool for communication with our many volunteers. It is used to share information about the centre, the ASRC and the wider sector. All programs are invited to contribute news and updates about their programs, and to acknowledge the amazing work of volunteers. During COVID, the bulletin was really our only way of communicating with many volunteers who were unable to come onsite or even continue volunteering and so it played an important role in maintaining part of the ASRC community.

“As soon as I was 18, I applied to volunteer at the ASRC to be able to put my beliefs into action. I became so passionate about the ASRC and wanted to be more involved.”

— Georgia\*

656

new volunteers gave their time to the ASRC in 2021-2022

283,045

hours of time and expertise provided by volunteers

\$11.7 M

estimated wage value of volunteer time given\*

\*As measured under the SCHADS Award, or industry equivalent





## Leadership Team

The Leadership Team is comprised of the Chief Executive Officer, General Manager and the Stream Directors. Its primary responsibilities are to: implement the strategic plan; ensure responsible delivery of programs and services in line with funding agreements; manage and develop our people; manage risk and compliance appropriately; role model our values and foster a culture of inclusion, teamwork and accountability.



**Abiola Ajetomobi** | Director  
Innovation Hub



**Anastasia Magriplis** | Director  
Services & Advocacy Operations



**Alan White** | Director  
Fundraising & Marketing



**Matt Pritchard** | Director  
People & Services



**Jana Favero** | Director  
Advocacy & Campaigns



**Jo Kakafikas** | General Manager



**Kon Karapanagiotidis, OAM** | CEO



**Sherrine Clark** | Director  
Humanitarian Services



**Kate Mohay** | Director  
Finance



**Robyn Stevens** | Director  
Human Resources

## The Board

The ASRC Board is the governing arm of the ASRC Association. Its primary responsibilities are the governance and sustainability of the ASRC, as well as strategic, fiduciary and monitoring functions that include ensuring the organisation remains viable and effective, to secure its long-term future.



**Mike Sum** | Chair



**Rebekah Lautman** | Board Member



**Marie Sellstrom** | Board Member



**Greg Tucker** | Board Member



**Haleh Homaei** | Board Member



**Chester Hii** | Treasurer



**Katelyn Bonato** | Treasurer



**Marija Maher** | Board Member



**John Pham** | Board Member

## Financial performance summary

During 2021-22, the ASRC continued to prioritise our people, members and strategy as the COVID pandemic entered its second year. Keeping our doors open and people safe, along with significant investment in future capability, reflected a planned \$5.3m deficit for the year. The investment in people and capability was underwritten from our reserves as government grants declined. This decline was driven by both the Work for Victoria Initiative of \$600k (down from \$3.7 million in 2020-21) and the wind-up of the JobKeeper subsidy (\$1.3m in 2020-21).

### Income

Total revenue of \$25.0 million in 2021-22 was significantly lower than the previous year (\$30.3 million, or a 17% decrease). The majority of the decline came from grants and fundraising, partially offset by a modest growth in donations. The JobKeeper and Work for Victoria initiative Cash Flow Boosts contributed \$500k in 2021-22, compared to \$5.0 million in the prior year.

The Social Enterprises showed strong recovery from the previous year, where the pandemic limited service offerings in both cleaning and catering. The division contributed \$2.6 million to total income which represents a 75% increase on the prior year.

### Reserves and Cash

The organisation's reserves have declined to \$13.1 million as a result of the operating deficit for 2021-22. At current activity levels, this equates to approximately seven months of core operating expenditure (above the reserves policy guidance of four to six months - [asrc.org.au/reservespolicy](https://asrc.org.au/reservespolicy)). As ASRC does not receive federal funding, maintaining prudent reserves in the current environment protects our independence and sustainability.

Cash and cash equivalents at year-end were \$9.9 million (a reduction of \$6.7 million on 2020-21), of which \$0.3 million relates to grant funds received in advance that are committed to be spent on future programming. The remaining funds have come from fundraising and philanthropic

income. These funds will continue to support the increased demand in operational spend due to the increased needs of members as a result of the pandemic, as well as investment in the strategic plan that will see ASRC better support its members into the future.

### Assets

Total assets reduced by \$5.6 million from the prior year, predominantly from decreased cash reserves. Property, plant and equipment increased by \$1.2 million following completion of work on the new Refugee Resource Hub in Dandenong, offset by a reduction in trade receivables and right of use lease assets.

### Liabilities

Total liabilities reduced in 2020-22 by \$0.4 million compared to 2020-21. Prior year liabilities included a large liability for grant contract liabilities (\$1.0 million), which reduced to \$0.3 million in 2021-22.

### Cash flow

ASRC reported a negative cash flow in 2021-22 of \$6.7 million representing a decline of greater than 100% on 2020-21. Net cash outflow from operating activities were \$4.8 million, net cash outflow of investing activities of \$1.5 million and net cash outflow from financing activities of \$0.3 million. Investing activities predominantly represented expenditure on the new Refugee Resource Hub which opened in 2022.

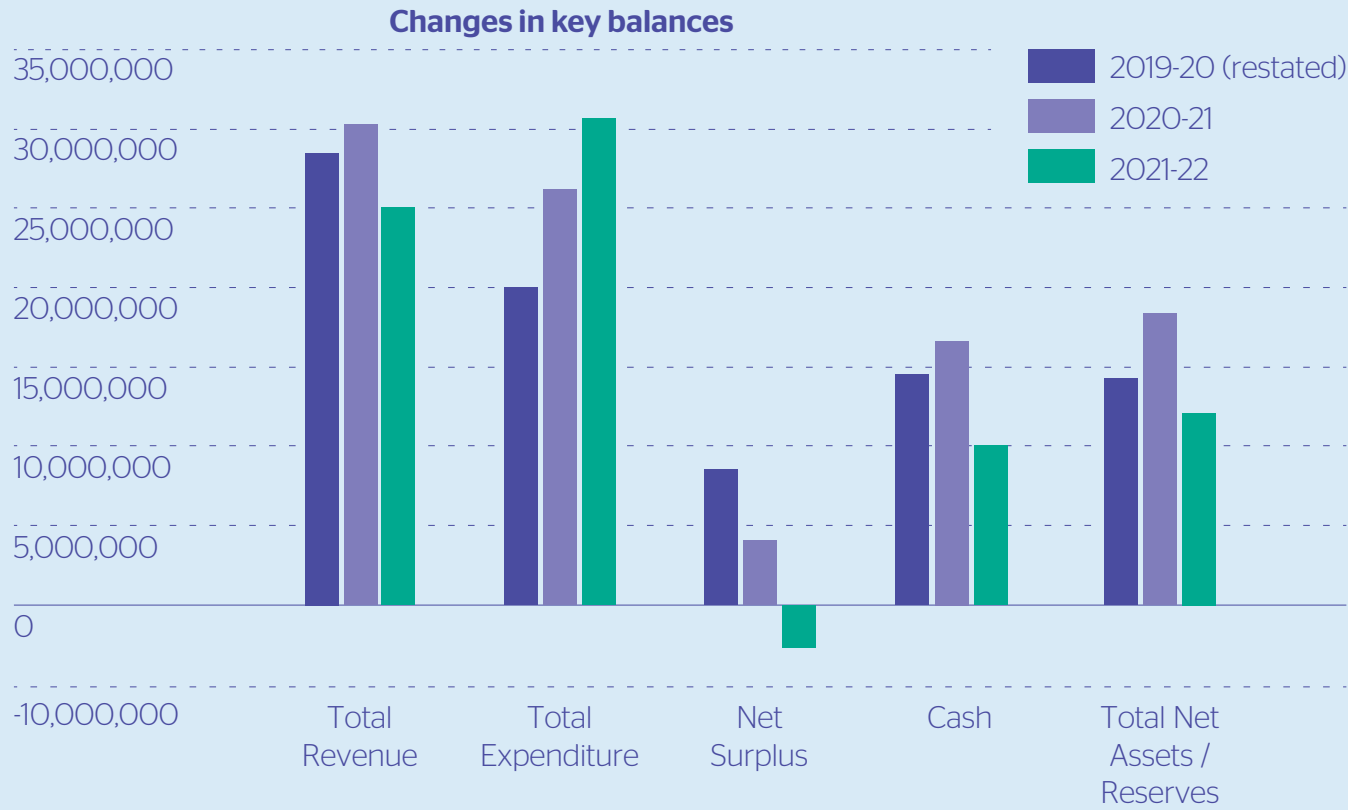
### Expenditure

Total expenditure for 2021-22 was \$30.3 million, \$4.1 million (16%) higher than 2020-21. The main areas of additional spend were:

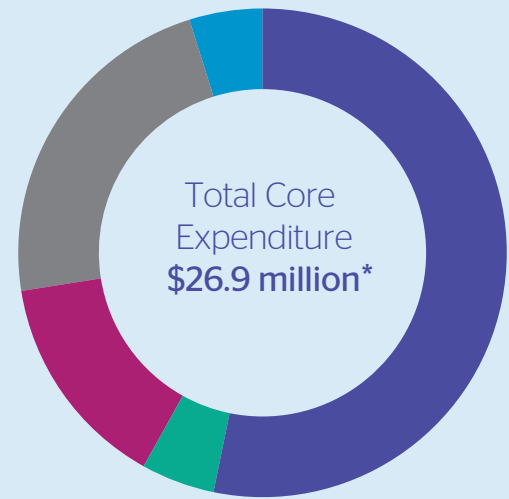
- \$1.4 million increased investment in people, strategy and the future capability of our systems and processes.
- \$1.0 million increase in direct service delivery, including legal representation, food, housing, social services, education and employment support.
- \$0.6 million increase in social enterprises with the reduction in pandemic and social distancing restrictions.
- \$0.4 million increase in fundraising costs, including investment in new channels to drive donor acquisition and raise awareness.
- \$0.3 million investment in refugee capacity building initiatives and the monitoring and evaluation of our program outcomes.
- \$0.2 million increase in advocacy including investment in the External Refugee Leadership Alliance which supports grassroots refugee led organizations' in the Asia Pacific.



# Financial snapshot

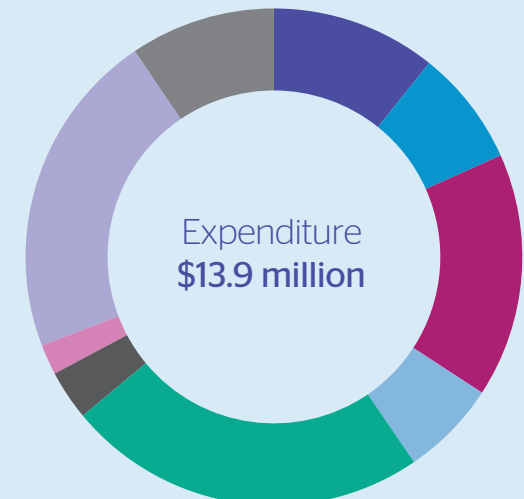


## Where the money went



- 53% Service Delivery
- 5% Community Engagement
- 14% Fundraising Costs
- 5% Staff and Volunteer Management
- 23% Accountability and Administration

## Service delivery & advocacy



- 11% General access and material aid
- 8% Client Services Program
- 16% Community Food Program
- 6% Health
- 24% Housing Support
- 3% Education, Employment and Empowerment Programs
- 2% Detention Rights Program
- 21% Humanitarian Rights Law Program
- 9% Asylum Seeker Rights Advocacy

\*excludes Social Enterprises



# Financial statements

**Asylum Seeker Resource Centre Inc.**  
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**30 June 2022**

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**General information**

The financial statements cover Asylum Seeker Resource Centre Inc. ('the Incorporated Association'). The financial statements are presented in Australian dollars, which is the Incorporated Association's functional and presentation currency.

Asylum Seeker Resource Centre Inc. is a not-for-profit organisation incorporated in Victoria under the Associations Incorporation Reform Act 2012 ('the Act').

A description of the nature of the Association's operation and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 25 October 2022. The directors have the power to amend and reissue the financial statements.

**Registered office and principal place of business**

Asylum Seeker Resource Centre Inc.  
214-218 Nicholson Street  
FOOTSCRAY VIC 3011



To review the Auditor's full statement, [click here if viewing digitally](#), or use the QR code if reading the report in hard copy.

**Asylum Seeker Resource Centre Inc.**  
**Directors' report**  
**30 June 2022**

The Board members present their report, together with the financial statements, on the entity Asylum Seeker Resource Centre Inc. (referred to hereafter as the 'the Incorporated Association') for the year ended 30 June 2022.

**Directors**

The following persons were directors of Asylum Seeker Resource Centre Inc. during the whole of the financial year and up to the date of this report, unless otherwise stated:

Name	Position	Appointed / Resigned
Mike Sum	Chair	
Gregory Tucker		
Haleh Homaei		
Marie Sellstrom		Resigned on 06-09-2022
Rebekah Lautman		
John Pham		Appointed on 22-02-2022
Marija Maher		Appointed on 22-02-2022
Chester Hii	Treasurer	Resigned on 24-02-2022
Katelyn Bonato	Treasurer	Appointed on 22-02-2022

**Objectives**

The organisation's ultimate objective is to ensure people seeking asylum and refugees can live safely, sustainably, independently and equally.

**Strategy for achieving the objectives**

Our strategic goals for 2022-2024 are:

- We will prioritise and embed the voice and rights of people seeking asylum and refugees in our work.
- Our services, advocacy and culture will be aligned to the human rights of our members, people seeking asylum and refugees.
- Our integrated, streamlined approach will deliver the best possible experience and outcomes for our members, people seeking asylum and refugees.
- We will work with the movement as a valued advocacy and sector partner to realise the rights of people seeking asylum and refugees.

**Principal activities**

The Asylum Seeker Resource Centre Inc. is an independent, not-for-profit organisation that is committed to upholding the human rights of all people seeking asylum.

Our mission is to protect people seeking protection from persecution and destitution, support well-being and dignity, and empower them to advance their own future. We do this by offering 34 holistic programs that provide legal education and employment services, as well as healthcare, aid and food to more than 6,800 people each year.

**Performance measures**

Our performance against our strategic goals will be based on impact. We are currently working through our actionable items to ensure they are meaningful, measurable, and impact driven.

**Review of operations**

The deficit for the Incorporated Association amounted to \$5,292,775 (30 June 2021: Surplus of \$4,073,106).

**Matters subsequent to the end of the financial year**

No matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect the Incorporated Association's operations, the results of those operations, or the Incorporated Association's state of affairs in future financial years.

**Likely developments and expected results of operations**

Information on likely developments in the operations of the Incorporated Association and the expected results of operations have not been included in this report because the directors believe it would be likely to result in unreasonable prejudice to the Incorporated Association.

**Environmental issues**

The Incorporated Association's operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory of Australia.

**Asylum Seeker Resource Centre Inc.**  
**Directors' report**  
**30 June 2022**

**Auditor's Independence Declaration**

A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act 2001* is set out immediately after this directors' report.

Signed in accordance with a resolution of the Board of Directors, pursuant to section 298(2)(a) of the *Corporations Act 2001*.

Mike Sum  
Chair

25 October 2022  
Melbourne, Victoria

Katelyn Bonato  
Treasurer







# Financial statements

Asylum Seeker Resource Centre Inc.  
Statement of financial position  
As at 30 June 2022

	Note	2022 \$	2021 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	9,948,898	16,629,570
Trade and other receivables	7	1,307,198	1,411,069
Inventories		116,095	59,667
Prepayments		324,858	109,169
<b>Total current assets</b>		<b>11,697,049</b>	<b>18,209,475</b>
<b>Non-current assets</b>			
Property, plant and equipment	8	5,633,479	4,458,956
Right-of-use assets	9	323,497	599,104
Prepayments		49,500	85,900
<b>Total non-current assets</b>		<b>6,006,476</b>	<b>5,143,960</b>
<b>Total assets</b>		<b>17,703,525</b>	<b>23,353,435</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	10	1,968,142	1,583,930
Contract liabilities	11	258,647	1,013,107
Lease liabilities	12	315,482	287,818
Employee benefits	13	1,752,079	1,248,064
Financial liability		-	138,150
<b>Total current liabilities</b>		<b>4,294,350</b>	<b>4,271,069</b>
<b>Non-current liabilities</b>			
Lease liabilities	12	163,608	523,022
Employee benefits	13	183,982	204,984
<b>Total non-current liabilities</b>		<b>347,590</b>	<b>728,006</b>
<b>Total liabilities</b>		<b>4,641,940</b>	<b>4,999,075</b>
<b>Net assets</b>		<b>13,061,585</b>	<b>18,354,360</b>
<b>Members' Funds</b>			
Retained surpluses		13,061,585	18,354,360
<b>Total Members' Funds</b>		<b>13,061,585</b>	<b>18,354,360</b>

The above statement of financial position should be read in conjunction with the accompanying notes.

Asylum Seeker Resource Centre Inc.  
Statement of changes in equity  
For the year ended 30 June 2022

	Retained surpluses \$	Total equity \$
<b>Balance at 1 July 2020</b>	<b>14,281,254</b>	<b>14,281,254</b>
Surplus/(deficit) after income tax expense for the year	4,073,106	4,073,106
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	4,073,106	4,073,106
<b>Balance at 30 June 2021</b>	<b>18,354,360</b>	<b>18,354,360</b>
<b>Balance at 1 July 2021</b>	<b>18,354,360</b>	<b>18,354,360</b>
Surplus/(deficit) after income tax expense for the year	(5,292,775)	(5,292,775)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	(5,292,775)	(5,292,775)
<b>Balance at 30 June 2022</b>	<b>13,061,585</b>	<b>13,061,585</b>

Asylum Seeker Resource Centre Inc.  
Statement of cash flows  
For the year ended 30 June 2022

	Note	2022 \$	2021 \$
<b>Cash flows from operating activities</b>			
Receipts from fundraising, donations and grants		22,026,152	27,736,466
Receipts from social enterprise		2,916,831	1,618,999
Other receipts		193,368	182,792
Interest received		1,064	32,382
Payments to suppliers		(10,825,249)	(8,737,854)
Payments to employees		(19,148,244)	(17,304,109)
<b>Net cash provided by/(used in) operating activities</b>		<b>(4,836,078)</b>	<b>3,528,675</b>
<b>Cash flows from investing activities</b>			
Payments for property, plant and equipment		(1,549,244)	(987,535)
Proceeds from sale of property, plant and equipment		-	2,141
Proceeds from security deposits		36,400	-
Payments for security deposits		-	(85,900)
<b>Net cash provided by/(used in) investing activities</b>		<b>(1,512,844)</b>	<b>(1,071,294)</b>
<b>Cash flows from financing activities</b>			
Repayment of lease liabilities		(331,750)	(327,541)
<b>Net cash provided by/(used in) financing activities</b>		<b>(331,750)</b>	<b>(327,541)</b>
Net increase/(decrease) in cash and cash equivalents		(6,680,672)	2,129,840
Cash and cash equivalents at the beginning of the financial year		16,629,570	14,499,730
<b>Cash and cash equivalents at the end of the financial year</b>	6	<b>9,948,898</b>	<b>16,629,570</b>

The above statement of changes in equity should be read in conjunction with the accompanying notes.



# Financial statements

Asylum Seeker Resource Centre Inc.  
Notes to the financial statements  
30 June 2022

**Note 1. Significant accounting policies**

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**New or amended Accounting Standards and Interpretations adopted**

The Incorporated Association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

**Basis of preparation**

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Simplified Disclosure issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and Associations Incorporation Reform Act 2012, the Charitable Fundraising Act 1991 and associated regulations, as appropriate for not-for-profit oriented entities.

*Historical cost convention*

The financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of financial assets and liabilities at fair value through profit or loss, financial assets at fair value through other comprehensive income, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

*Critical accounting estimates*

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Incorporated Association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

**Revenue recognition**

The Incorporated Association recognises revenue as follows:

*Revenue from contracts with customers*

Revenue is recognised at an amount that reflects the consideration to which the Incorporated Association is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Incorporated Association: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

*Donations*

Donations and bequests are recognised as revenue when the Incorporated Association obtains control over the funds, donations collected but not received from external parties are accrued.

In-specie donations are recognised at an agreed value when the Incorporated Association obtains control of the asset.

*Grants*

Grant revenue is recognised in profit or loss when the Incorporated Association satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before the Incorporated Association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

*Government assistance*

Government assistance has been received during the comparative year under the JobKeeper and Cash Flow Boost programs. Payments under these programs are recognised as revenue once the entity is entitled to receive the payments. A receivable is recognised at year end for any payments that the Incorporated Association is entitled to that have not been received.

Asylum Seeker Resource Centre Inc.  
Notes to the financial statements  
30 June 2022

**Note 1. Significant accounting policies (continued)**

**Revenue recognition (continued)**

*Interest*

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

*Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

**Income tax**

The Incorporated Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

**Current and non-current classification**

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the Incorporated Association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the Incorporated Association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

**Cash and cash equivalents**

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

**Trade and other receivables**

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

The Incorporated Association has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue.

Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

**Inventories**

Inventories are stated at the lower of cost and net realisable value on a 'first in first out' basis. Cost comprises of direct materials.

**Investments and other financial assets**

Investments and other financial assets are initially measured at fair value. Transaction costs are included as part of the initial measurement, except for financial assets at fair value through profit or loss. Such assets are subsequently measured at either amortised cost or fair value depending on their classification. Classification is determined based on both the business model within which such assets are held and the contractual cash flow characteristics of the financial asset unless an accounting mismatch is being avoided.

Financial assets are derecognised when the rights to receive cash flows have expired or have been transferred and the Incorporated Association has transferred substantially all the risks and rewards of ownership. When there is no reasonable expectation of recovering part or all of a financial asset, its carrying value is written off.

*Financial assets at fair value through profit or loss*

Financial assets not measured at amortised cost or at fair value through other comprehensive income are classified as financial assets at fair value through profit or loss. Typically, such financial assets will be either: (i) held for trading, where they are acquired for the purpose of selling in the short-term with an intention of making a profit, or a derivative; or (ii) designated as such upon initial recognition where permitted. Fair value movements are recognised in profit or loss.



# Financial statements

Asylum Seeker Resource Centre Inc.  
Notes to the financial statements  
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**Note 1. Significant accounting policies (continued)**

**Investments and other financial assets (continued)**

*Impairment of financial assets*

The Incorporated Association recognises a loss allowance for expected credit losses on financial assets which are either measured at amortised cost or fair value through other comprehensive income. The measurement of the loss allowance depends upon the Incorporated Association's assessment at the end of each reporting period as to whether the financial instrument's credit risk has increased significantly since initial recognition, based on reasonable and supportable information that is available, without undue cost or effort to obtain.

Where there has not been a significant increase in exposure to credit risk since initial recognition, a 12-month expected credit loss allowance is estimated. This represents a portion of the asset's lifetime expected credit losses that is attributable to a default event that is possible within the next 12 months. Where a financial asset has become credit impaired or where it is determined that credit risk has increased significantly, the loss allowance is based on the asset's lifetime expected credit losses. The amount of expected credit loss recognised is measured on the basis of the probability weighted present value of anticipated cash shortfalls over the life of the instrument discounted at the original effective interest rate.

For financial assets mandatorily measured at fair value through other comprehensive income, the loss allowance is recognised in other comprehensive income with a corresponding expense through profit or loss. In all other cases, the loss allowance reduces the asset's carrying value with a corresponding expense through profit or loss.

**Property, plant and equipment**

Land and buildings are shown at fair value, based on periodic, at least every 3 years, valuations by external independent valuers, less subsequent depreciation and impairment for buildings. The valuations are undertaken more frequently if there is a material change in the fair value relative to the carrying amount. Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset. Increases in the carrying amounts arising on revaluation of land and buildings are credited in other comprehensive income through to the revaluation surplus reserve in equity. Any revaluation decrements are initially taken in other comprehensive income through to the revaluation surplus reserve to the extent of any previous revaluation surplus of the same asset. Thereafter the decrements are taken to profit or loss.

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Freehold Buildings	5% (20 years)
Leasehold Improvements	5% (20 years)
Office Equipment	20% (5 years)
Furniture, Fixtures & Fittings	10% (10 years)
IT Hardware & Software	25% (4 years)
Motor Vehicles	12.5% (8 years)

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

Leasehold improvements are depreciated over the unexpired period of the lease or the estimated useful life of the assets, whichever is shorter.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the Incorporated Association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss. Any revaluation surplus reserve relating to the item disposed of is transferred directly to retained profits.

Asylum Seeker Resource Centre Inc.  
Notes to the financial statements  
30 June 2022

**Note 1. Significant accounting policies (continued)**

**Right-of-use assets**

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the Incorporated Association expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The Incorporated Association has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

**Trade and other payables**

These amounts represent liabilities for goods and services provided to the Incorporated Association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

**Contract liabilities**

Contract liabilities represent the Incorporated Association's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when the Incorporated Association recognises a receivable to reflect its unconditional right to consideration (whichever is earlier) before the Incorporated Association has transferred the goods or services to the customer.

**Lease liabilities**

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Incorporated Association's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of-use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

**Employee benefits**

*Short-term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

**Other long-term employee benefits**

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

*Defined contribution superannuation expense*

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.



# Financial statements

Asylum Seeker Resource Centre Inc.  
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**Note 1. Significant accounting policies (continued)**

**Fair value measurement**

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

**Goods and Services Tax ('GST') and other similar taxes**

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Asylum Seeker Resource Centre Inc.  
Notes to the financial statements  
30 June 2022

**Note 2. Critical accounting judgements, estimates and assumptions**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

*Allowance for expected credit losses*

The allowance for expected credit losses assessment requires a degree of estimation and judgement. It is based on the lifetime expected credit loss, grouped based on days overdue, and makes assumptions to allocate an overall expected credit loss rate for each group. These assumptions include recent sales experience and historical collection rates.

*Estimation of useful lives of assets*

The Incorporated Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Impairment of non-financial assets other than goodwill and other indefinite life intangible assets*

The Incorporated Association assesses impairment of non-financial assets other than goodwill and other indefinite life intangible assets at each reporting date by evaluating conditions specific to the Incorporated Association and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions.

*Lease term*

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to the Incorporated Association's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The Incorporated Association reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

*Lease term*

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the Incorporated Association estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the right-of-use asset, with similar terms, security and economic environment.

*Employee benefits provision*

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.



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Note 3. Revenue

	2022 \$	2021 \$
<i>Revenue from contracts with customers</i>		
Grants	4,846,883	9,970,289
Social enterprises	2,598,956	1,487,825
	<u>7,445,839</u>	<u>11,458,114</u>
<i>Other revenue</i>		
Fundraising	7,233,702	7,913,672
Donations	10,169,447	9,428,315
Interest received	1,064	32,382
Government support - JobKeeper and Cash Flow Boost	-	1,264,457
Other income	193,368	182,792
	<u>17,597,581</u>	<u>18,821,618</u>
Revenue	<u>25,043,420</u>	<u>30,279,732</u>

Disaggregation of revenue

The disaggregation of revenue from contracts with customers is as follows:

	2022 \$	2021 \$
<i>Timing of revenue recognition</i>		
Services transferred at a point in time	2,598,956	1,487,825
Services transferred over time	4,846,883	9,970,289
	<u>7,445,839</u>	<u>11,458,114</u>

Note 4. Salaries and wages

	2022 \$	2021 \$
Advocacy and campaigns	1,083,422	1,061,408
Fundraising	2,339,168	2,012,507
Human Rights Law Program	2,679,155	2,006,161
Humanitarian services	5,264,613	5,091,809
Innovation hub	1,565,598	1,388,377
Monitoring and evaluation	87,624	230,710
Staff & Volunteer Management	766,272	802,779
Shared business services	3,162,416	2,554,140
Social enterprises	2,682,989	2,339,162
	<u>19,631,257</u>	<u>17,487,053</u>

Note 5. Stream operations

	2022 \$	2021 \$
Advocacy and campaigns	228,460	99,018
Fundraising	1,540,921	1,476,939
Human Rights Law Program	261,190	225,495
Humanitarian services	4,317,886	4,373,496
Innovation hub	240,198	212,388
Monitoring and evaluation	2,290	801
Staff & Volunteer Management	536,088	309,282
Shared business services	2,849,386	1,603,633
Social enterprises	711,154	418,521
Resource Hub	17,365	-
	<u>10,704,938</u>	<u>8,719,573</u>

Asylum Seeker Resource Centre Inc.  
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Note 6. Current assets - cash and cash equivalents

	2022 \$	2021 \$
Cash on hand	447	207
Cash at bank	9,948,451	16,629,363
	<u>9,948,898</u>	<u>16,629,570</u>

Reconciliation to cash and cash equivalents at the end of the financial year

The above figures are reconciled to cash and cash equivalents at the end of the financial year as shown in the statement of cash flows as follows:

Balances as above	9,948,898	16,629,570
Balance as per statement of cash flows	<u>9,948,898</u>	<u>16,629,570</u>

Note 7. Current assets - trade and other receivables

	2022 \$	2021 \$
Trade receivables	260,428	318,407
Provision for doubtful debts	(5,397)	(11,227)
Donations receivable	1,052,167	1,103,889
	<u>1,307,198</u>	<u>1,411,069</u>

Note 8. Non-current assets - property, plant and equipment

	2022 \$	2021 \$
Freehold land - at valuation	2,100,000	2,100,000
Freehold building - at valuation	2,570,629	701,000
Less: Accumulated depreciation	(77,582)	-
	<u>4,593,047</u>	<u>2,801,000</u>
Capital works in progress	-	725,033
Furniture, fixtures and fittings - at cost	53,225	27,253
Less: Accumulated depreciation	(9,051)	(5,401)
	<u>44,174</u>	<u>21,852</u>
Motor vehicles - at cost	383,606	291,076
Less: Accumulated depreciation	(218,799)	(205,865)
	<u>164,807</u>	<u>85,211</u>
Office equipment - at cost	832,342	583,937
Less: Accumulated depreciation	(365,080)	(320,684)
	<u>467,262</u>	<u>263,253</u>
Leasehold Improvements - at cost	1,779,411	1,758,283
Less: Accumulated depreciation	(1,415,222)	(1,195,676)
	<u>364,189</u>	<u>562,607</u>
	<u>5,633,479</u>	<u>4,458,956</u>



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Asylum Seeker Resource Centre Inc.  
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Note 8. Non-current assets - property, plant and equipment (continued)

Reconciliations  
Reconciliations of the written down values at the beginning and end of the current and previous financial year are set out below:

	Freehold land and buildings \$	Capital works in progress \$	Furniture \$	Vehicles \$	Equipment \$	Leasehold improvements \$	Total \$
Balance at 1 July 2021	2,801,000	725,033	21,852	85,211	263,253	562,607	4,458,956
Additions	-	1,144,596	25,972	106,495	248,405	23,776	1,549,244
Disposals	-	-	-	-	-	-	-
Reclassified	1,869,629	(1,869,629)	-	-	-	-	-
Depreciation expense	(77,582)	-	(3,650)	(26,899)	(44,396)	(222,194)	(374,721)
Balance at 30 June 2022	4,593,047	-	44,174	164,807	467,262	364,189	5,633,479

Valuations of land and buildings  
The basis of the valuation of land and buildings is fair value. A property was donated to the Incorporated Association and title was granted on 20 December 2019. The property was subsequently valued by Mr. Adam Takacs CPV, AAPI Member No 62960 of Insight Property Independent Licensed Valuers on 29th January 2020 at \$2,800,000. The directors do not believe that there has been a material movement in fair value since the revaluation date. Valuations are based on current prices for similar properties in the same location and condition.

Asylum Seeker Resource Centre Inc.  
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Note 9. Right-of-use assets

	2022 \$	2021 \$
Right-of-use assets	2,339,241	2,365,886
Less: Accumulated depreciation	(2,015,744)	(1,766,782)
	323,497	599,104

The Incorporated Association leases land and buildings for its offices under agreements of between five to fifteen years with, in some cases, options to extend. The leases have various clauses. On renewal, the terms of the leases are renegotiated.

The Incorporated Association leases office equipment under agreements of less than two years. The lease are either short-term or low-value, so have been expensed as incurred and not capitalised as right-of-use assets.

Note 10. Current liabilities - trade and other payables

	2022 \$	2021 \$
Trade payables	898,883	952,194
Accrued salaries and superannuation payable	1,069,259	631,736
	1,968,142	1,583,930

Note 11. Current liabilities - contract liabilities

	2022 \$	2021 \$
Grants received in advance	258,647	1,013,107

Note 12. Lease liabilities

	2022 \$	2021 \$
CURRENT		
Lease liabilities	315,482	287,818
NON-CURRENT		
Lease liabilities	163,608	523,022
	479,090	810,840

Future lease payments

Future lease payments are due as follows:

Within one year	331,898	337,706
One to five years	165,949	527,294
More than five years	-	-
	497,847	865,000

Note 13. Employee benefits

	2022 \$	2021 \$
CURRENT		
Annual leave	1,458,833	1,065,137
Long service leave	293,246	182,927
	1,752,079	1,248,064
NON-CURRENT		
Long service leave	183,982	204,984
	1,936,061	1,453,048

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Note 14. Key management personnel disclosures

Compensation

The aggregate compensation made to members of key management personnel of the Incorporated Association is set out below:

	2022 \$	2021 \$
Aggregate compensation	1,917,496	1,471,823

Note 15. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by RSM Australia Partners, the auditor of the Incorporated Association, its network firm and unrelated firms:

	2022 \$	2021 \$
Audit services - RSM Australia Partners Audit of the financial statements	25,000	24,500

Note 16. Contingent assets

In the opinion of the Board, the Incorporated Association did not have any contingent assets at 30 June 2022 (30 June 2021: None).

Note 17. Contingent liabilities

In the opinion of the Board, the Incorporated Association did not have any contingent liabilities at 30 June 2022 (30 June 2021: None).

Note 18. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 14.

Transactions with related parties

The following transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

	2022 \$	2021 \$
Consulting fees paid to Pricewaterhouse Coopers (Katelyn Bonato is a Partner at PwC)	90,229	-

Receivable from and payable to related parties

The were no balances outstanding at the reporting date in relation to transactions with related parties.

Loans to/from related parties

There were no loans to or from related parties at the current and previous reporting date.

Terms and conditions

All transactions were made on normal commercial terms and conditions and at market rates.

Note 19. Events after the reporting period

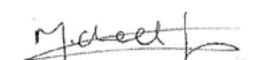
No matters or circumstances have arisen since 30 June 2022 that has significantly affected, or may significantly affect the Incorporated Association's operations, the results of those operations, or the Incorporated Association's state of affairs in future financial years.

Asylum Seeker Resource Centre Inc.  
Directors' declaration  
30 June 2022


In the directors' opinion:

- the attached financial statements and notes comply with the Accounting Standards - Simplified Disclosures, the Australian Charities and Not-for-profits Commission Act 2012 and Associations Incorporation Form Act 2012, the Charitable Fundraising Act 1991 and associated regulations;
- the attached financial statements and notes give a true and fair view of the Incorporated Association's financial position as at 30 June 2022 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the Incorporated Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors pursuant to section 295(5)(a) of the Corporations Act 2001.

  
Mike Sum  
Chair

25 October 2022  
Melbourne, Victoria

  
Katelyn Bonato  
Treasurer





Our Supporters

Thank you to the following people, organisations and community groups who gave the equivalent of \$10,000 or more in funding or \$20,000 or more in-kind or pro bono support in 2021-22.

ABC Philanthropy  
Acorn Nursery  
Aesop  
Aesop Foundation  
Albert Johnston  
Alex and Rusty Russell  
Allens Philanthropy Committee  
Angel Aleksov  
Anne Ross  
Arcare Family Foundation  
Ash Keating  
Aurecon  
Australian Garlic Producers  
BandM Essential Cleaning  
Banyule City Council  
Barlow Impact Group  
BatesSmart  
Beci Orpin and Raph Rashid  
Bernadette Welch  
Bernie and Virginia McIntosh  
Besen Family Foundation  
Beverley Jackson Foundation  
Black Inc.  
Blum  
Breathe Architecture  
Brigid Bruer  
BSL Given the Chance  
Bunnings Warehouse  
Cameron Foundation  
CareerSeekers  
Catherine Quealy  
CERES Fair Food  
Charles Gutjahr  
Chris Smyth and Jan Wright  
City of Darebin  
City of Greater Dandenong  
City of Melbourne  
City of Yarra  
Claire Keating and Lester Hughes  
Clothier Anderson  
Immigration Lawyers  
cohealth  
Collier Charitable Fund  
Collingwood Yards  
CommBank Staff Foundation  
Consolidated Cleaning  
Cooper Investors Philanthropy  
CSI Swinburne: Social Startup Studio  
Darebin City Council  
David Loggia  
Dawna Wright and Peter,  
Liam and Myles Riedel  
Daye Gang  
Department of Education and Training  
Department of Families, Fairness  
and Housing  
Department of Health and  
Human Services  
Department of Jobs, Precincts  
and Regions  
Department of Premier and Cabinet  
Dr Jai Nathani  
Dr Kym Jenkins  
Dr William Lewis  
Drakensberg Trust  
E C White Trust as managed by  
Equity Trustees  
Eirene Lucas Foundation  
Ellen Koshland and James McCaughey  
Elton Groups  
Enlocus  
Estate of Stanley J S Harrison  
Fairlie and Dennis Nassau  
Foodbank Victoria  
FPOV  
Free2Feed

Gadens  
Gandel Philanthropy  
Garner Davis Architects  
Genevieve Reynolds  
Genny and Tony Nunan  
Give2Asia  
GoDaddy Registry  
Goodwill Wine  
Gourlay Charitable Trust  
Graeme Hugo  
Greg and Jenny Vero  
Gum Tree Foundation  
Harry Kestin Foundation  
Hart Line Fund (ACF Sub fund)  
Haverstock Hill Foundation  
Heather Drew  
Hochroth and Gild Family  
Hon. Gabrielle Williams MP  
Howard Packer  
i = Change  
Ian and Margaret Nowak  
Igniting Change  
Indigo Mountain Foundation  
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Isobel and David Jones  
Family Foundation.  
Jamsheed Wines  
Jeannie Howard  
Jeffrey Appleton and Denis Gibson  
Jennifer Monger  
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Jenny and Evan John  
Jenny Kurg  
Jesse and Megan Mallen  
Jo Wodak  
Joanne Parkinson Foundation  
Jocelyn Luck  
John and Jo Grigg  
John Holland  
Jonamare at the APS Foundation  
Joseph Palmer Foundation  
Halkyard Bequest  
Judy Hodgens' Estate  
Kamener Family  
Kate Leavey and Peter Savage  
King and Wood Mallesons  
Knauf  
Kowadlo-Aharon Family  
Endowment, part of the Community  
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Krishna Somers Charitable Trust  
La Trobe University  
Lawrence Acland Foundation  
Leo and Mina Fink Fund  
Leonie Van Raay  
Lesley Roxon  
Limb Family Foundation  
LUCRF Super Community Program  
MaiTri Foundation  
Malcolm McGrath  
Malcolm Wright  
Margaret S. Ross AM  
Maribyrnong City Council  
Mary Choate  
Matthew Albert  
Maurice Blackburn Lawyers  
McConnell Dowell  
McLeod Family Foundation  
Meg Paul  
Metro Trains  
Michael and Amanda Da Gama Pinto  
Michael Nossal and Jo Porter  
Miele  
Mike and Mim Bartlett  
Mike and Tanja Chester  
Min Guo

Monash University  
Moose Toys  
Moreland City Council  
Naylor-Stewart Ancillary Fund  
Neel Bhattacharjee  
Nexia Melbourne  
Nick Wood  
Nola Karapanagiotidis  
Norin Alam  
O'Shea Thompson Family  
Fund (ACF Sub fund)  
O'Rourke family  
Office of Zoran Konjarski  
Olaf Ciolek  
Open Borders/Sophie Baring  
OzHarvest  
P and G Paper Tubes  
Penelope and Ian Ward-Ambler  
Peter George and Catherine Murphy  
Philip Chun  
Pooli Kheng Lee and Barry Newstead  
Pool of Dreams Sub-fund, a part of the  
Community Impact Foundation  
Ratio  
Red Rocketship Foundation  
Regional Opportunities Australia (ROA)  
RMIT University  
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Rosemary and Michael Tabak  
Rowe Family Foundation  
Rural Australians For Refugees  
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Ruth Eisner  
Rylock  
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Simon Lusted and Sally Bond  
Simpson Family Foundation  
Siobhan Bourke  
Slater and Gordon Lawyers  
Smith and Shepard Fund  
(ACF Sub fund)  
Social Firebrand  
Social Traders  
Sophie Baring - Open Borders  
South Eastern Program Alliance  
Spotlight Foundation  
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STREAT  
StreetSmart Australia  
Summers Family Stewardship Trust  
Swinburne University  
Tanglin Gift Fund  
The Australian Ballet  
The Body Shop  
The Brown Family Foundation  
The City of Greater Dandenong  
The Elizabeth and Barry Davies  
Charitable Foundation  
The First Eddystone Foundation  
The Jack and Hedy Brent Foundation  
The Jack Brockhoff Foundation  
The Kimberley Foundation  
The Mercer Family Foundation  
The Metamorphic Foundation  
The Moore Family  
The Noel and Carmel O'Brien  
Family Foundation  
The Ray and Margaret Wilson  
Foundation

The Robert and Irene Gilbert  
Family Trust  
The Roberts Pike Foundation  
The Ross Trust  
The Scanlon Foundation  
The Shine On Foundation  
The Skrzynski Family Sky Foundation  
The Sunnyside Foundation  
The UHG Foundation  
The Wood Foundation  
Therese Joyce  
Thyne Reid Foundation  
Tony Hartnell  
Trisha and Terry Constantini  
Tsuno  
UFS Dispensaries  
Une Parkinson Foundation  
University of Melbourne  
Valeska Bloch and Ben  
Friis-O'Toole Household  
Vanguard Investments Australia  
Victoria Legal Aid  
Victoria Parsons  
Vincent Chiodo Charitable Foundation  
Virgin Unite Australia  
Volunteer West  
Wai-Hong Tham  
Wayne Cleaning Systems Pty Ltd  
wellseated Home  
Western Program Alliance  
Whitler Philanthropy Fund  
William Buckland Foundation  
WT Partners

Our Volunteers

The following people have provided between 3 and over 20 years of volunteer service to the ASRC. We thank you for your amazing contribution.

20+ years  
Jean Nash  
Rob Mathew  
Joan Lynn

15-20 years  
Janet Bodycomb  
Duoc Nguyen  
Dale Mackie  
Alan Drummond  
Bronwyn Duncan  
Anne Lord  
Jenny Shao  
Ruth Coulthurst  
Elizabeth Stewart  
Elaine Brundle

10-15 years  
Nicky Lo Bianco  
Phil McMillan  
Taariq Hassan  
Catherine Guinness  
Melanie Wilson  
Hans Zerno  
Susan Fisher  
Lynette Crellin  
Gillian Fawcett  
Andrew Button  
Jill Baird  
Brendan McCarthy  
Anthony Lewis  
Brian Derum  
Bruce Parr  
Catherine O'Leary  
Chris Kennedy  
Dianne Fisher  
Frances Collison  
Ian Partridge  
Jane Wilson  
Joan Taylor  
Pam Every  
Rebekah Lautman  
Stephen Lavender  
Uyen Nguyen  
Yogi Pillay

7-10 years volunteers  
Caroline Odell  
Chris Higgins  
Christopher Loo  
Ciara Boyle  
Claudia Tory  
David Cramond  
David Mendelovits  
Esmat Ansari  
Femida Hunter  
Gabrielle Cullen  
Gayle Napier  
Geraldine Butler  
Glenda Strong  
Helene Orwin  
Jacqui Hagen  
Joanna Tapper  
Jonathan Teh  
Judy Carman  
Kathy Hill  
Kay Pentland  
Louise Hayward  
Madeline Wilson  
Maha Alomar Albarazi  
Margaret Bergin  
Mike Sum  
Myf Evans  
Pam Walford  
Peter Dapiran  
Phil Libbis

Rebecca Kierce  
Scott Blair-West  
Stephen Baird  
Susan Werner  
Symon Mccallum  
Tadhg Dowling  
Timothy Patton  
Tony Kent  
Val Maher

5-7 years volunteers  
Ai Lin Ng  
Alison Kirwan  
Anna Michalska  
Anne Balloch  
Anne Earley  
Beth Morgan  
Caroline Mccomb  
Chris Laverdure  
David Godden  
Eiddwen Jeffery  
Fiona McDermott  
Gerard Powell  
Grace Dennehy  
Haleh Homaei  
Irena Poloczek  
Jessica Clothier  
Joany Sze  
Kerrie O'Neill  
Lenora Lippmann  
Leonore Ryan  
Lynn Gray  
Madeline Pilgrim  
Marion Singer  
Matthew Colledan  
McRae Dunbar  
Meredith Jones  
Merry Lovell  
Nicole Brown  
Reuben Cumming  
Robert Webb  
Sara-Jane Black  
Suganyaa Vishnuraj  
Swathi Shanmukhasundaram  
Alan Gruner  
Alon Kaiser  
Andrea Hall  
Carole Poon  
Chris Darmanin  
Christine Vale  
Claudia De Quadros  
Ian Sadler  
Katie Henderson  
Laura Viglietti  
Laura Benson  
Mali Wilson  
Mithran Vyravipillai  
Nicolette Nieuwoudt  
Rachel Allitt  
Sue O'Reilly  
Thomas Williams  
Yung Nguyen

3-5 years volunteers  
Alan Balloch  
Ana Gargano  
Annie Anderson  
Annie Dolan  
Ashley Blanch  
Beth Hooper  
Cara Cross  
CC Hua  
Cyndi Chung  
David Wani  
Eva Jordens

Fleur Chambers  
Georgia Ellis  
Georgia Esplin  
Hannah Forbes  
Ines Pirslin  
Jane Harris  
Jennifer Burnett  
Juliet Wright-Single  
Katelyn Bonato  
Liam Mirabile  
Majella Nugent  
Marja Wondergem  
Mia Martin Hobbs  
Nabila Mohammad  
Nathasha Wijesiriwardana  
Phoebe Zammit  
Rochelle Umansky  
Roger Hall  
Sadiqa Amiry  
Sandy Nasim  
Sofia Grage-Moore  
Susan Dawkins  
Terri Butcher  
Veena Kendaragama  
Aayush Bhatia  
Alexander Baldwin  
Amaal Ebraheem  
Amanda Race  
Andrei Diamante  
Angela Steen  
Angela Vickers  
Angelina Plazzotta  
Angelo Catalano  
Anne O'Keefe  
Anthony Sheehan  
Carol Majernik  
Caroline Dowell  
Charlotte Coggin  
Chris Jones  
Christy Bonstelle  
David Gunn  
Emma Ismawi  
Engchong Chua  
Faith Tawanana  
Francis Killackey  
Hanieh Khamisi  
Heidi Yuen  
Hung Lin  
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Jessica Roberts  
Jessie Fayers  
Judy Kelly  
Judy Tawanana  
Katarina Cobain  
Kate Stern  
Katherine Ferrie  
Kathryn Sinclair  
Kathy Harrison  
Kiki Apokolos  
Kimberley Fernandes  
Koko (Coco) Watanabe  
Krishna Rajendram  
Kushla Ross  
Lucy Hampson  
Margaret Ryan  
Mark Rodda  
Matamoana Latu  
Mike Scheidlinger  
Nina Dayaratna  
Parisa Pajang  
Pierce Morton  
Ran Wei

Rochelle Hansen  
Ros Washington  
Rosslyn Lam  
Suzana Dewa  
Therese Heron  
Warneedh Alhajjaj  
Yvonne O'Neill



# Acknowledgements

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Australian College of Optometry  
Australian Communities Foundation Ltd  
Australian Garlic Producers  
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Beverley Jackson Foundation  
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Black Inc.  
Blue Birch Foundation  
Brett Sutton & Leanne Tonkes  
Cameron Foundation  
Cathy Quealy  
Charles Gutjahr  
Chris Smyth & Jan Wright  
City of Greater Dandenong  
City of Melbourne  
Claire Keating & Lester Hughes  
Clare Bowditch  
Clothier Anderson Immigration Lawyers  
Collier Charitable Fund  
Daffey's Pharmacy  
Darebin City Council  
Darren Purchase  
Dawna Wright & Peter, Liam & Myles Riedel  
Daye Gang  
Department of Education and Training  
Department of Families, Fairness and Housing  
Department of Health  
Department of Jobs, Precincts and Regions  
Diana Nguyen  
Dr Jai Nathani  
Dr Kym Jenkins  
Dr William Lewis  
Drakensberg Trust  
Eirene Lucas Foundation  
Encolus Landscape Architect  
Fairlie & Dennis Nassau  
Food Bank Victoria  
Frank & Mary Choate  
Gadens  
Garner Davis Architects  
Genny & Tony Nunan  
Goodwill Wine  
Gourlay Charitable Foundation  
Graeme Hugo  
Greg & Jenny Vero  
Gum Tree Foundation  
Harry Kestin Foundation  
Hart Line Fund  
Haverstock Hill Foundation  
Hochroth & Gild Family

Howard Packer  
i=Change  
Igniting Change  
Indigo Mountain Foundation  
Izaak Robizon Family Fund  
Jannie Brown  
Jeffrey Appleton & Denis Gibson  
Jennifer Smith  
Jesse & Megan Mallen  
Jo Wodak  
Joanne Parkinson Foundation  
Jocelyn Luck  
Joseph Palmer Foundation - Halkyard Bequest  
Kamener Family  
Kate Leavey & Peter Savage  
Kilvington Grammar  
King & Wood Mallesons  
Kishwar Chowdhury  
Kowadlo-Aharon Family Endowment,  
part of the Community Impact Foundation  
Krishna Somers Charitable Trust  
Lauren & Craig Silbery  
Lawrence Acland Foundation  
Leo & Mina Fink Fund  
Leo Bird  
Leonie Van Raay  
Limb Family Foundation  
Lindy & Geoff Fagan  
Lord Mayors Charitable Foundation  
MaiTri Foundation  
Margaret S. Ross AM  
Margery Clark  
Matthew Albert  
Maureen O'Rourke  
Maurice Blackburn Lawyers  
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Michaela Healey  
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Mim & Michael Bartlett  
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Penny & Hilary Roberts  
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Ratio  
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Rosemary & David Geer  
Russell Kennedy Lawyers  
Ruth Eisner  
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Seasonal Supplies Pty Ltd  
Seljak Brand  
Serp Hills Foundation  
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Shine On Foundation  
Simon Corden  
Simon Lusted & Sally Bond  
Simply Helping  
Simpson Family Foundation  
Slater & Gordon Lawyers  
Sleeping with Jacques  
Social Outcome Solutions Pty Ltd  
Social Traders  
South Eastern Program Alliance  
Spotlight Foundation  
Stewart Family Foundation  
St Vincent's Hospital  
Swinburne University  
Tanglin Gift Fund  
Tenet Recruitment  
The Body Shop  
The Brown Family Foundation  
The Elizabeth & Barry Davies Charitable Foundation  
The First Eddystone Foundation  
The Jack & Hedy Brent Foundation  
The Kimberley Foundation  
The Mercer Family Foundation  
The Metamorphic Foundation  
The Noel & Carmel O'Brien Family Foundation  
The Ray & Margaret Wilson Foundation  
The Roberts Pike Foundation  
The Ross Trust  
The Scanlon Foundation  
The Sunnyside Foundation  
The UHG Foundation  
The Wood Foundation  
Tommy Delatycki  
Toorak Ecumenical Opportunity Shop Inc.  
Tsuno  
Une Parkinson Foundation  
University of Melbourne  
Velvet Canyon  
Victoria Legal Aid  
Victoria Parsons  
Vincent Chiodo Charitable Foundation  
Virgin Unite Australia  
Wai-Hong Tham  
Western Program Alliance  
Whitler Philanthropy Fund  
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