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ANNUAL REPORT 2024 2025



The ASRC acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples and Traditional Custodians of the lands where we live, learn, and work every day.

We pay our respects to them, their customs, their culture, and Elders past and present.

We recognise that First Nations’ sovereignty and lands were never ceded. This land always was and always will be Aboriginal land.

As part of our commitment to First Nations justice, we support Treaty for Victoria. We pay the rent to Traditional Owners through www.paytherent.net.au

TABLE OF CONTENTS

A letter from the Chair	4
A letter from the CEO	5
Our strategy	6
Our impact	8
Strategic Goal One: Improving Outcomes for People Seeking Asylum and Refugees	10
2024-25 highlights and achievements	10
Humanitarian Operations and Resilience	10
Community Food Services	13
Health Program	15
Education, Employment and Women’s Empowerment Programs	16
Refugee Business	18
Offshore detention	21
Human Rights Law Program	22
Strategic Goal Two: Transforming the Narrative and Policy Environment, with People Seeking Asylum and Refugees	26
2024-25 highlights and achievements	26
Our advocacy priorities	27
Legislation advocacy	28
Detention advocacy	29
2025 federal election	30
Community leadership and advocacy	32
Judicial advocacy	33
Health advocacy	36
Employment advocacy	37
Media advocacy	38
Amplifying refugee voices: Feast for Freedom	39
Amplifying refugee voices: World Refugee Day Telethon	40
Strategic Goal Three: Building a High-impact Organisation	42
2024-25 highlights and achievements	42
Our supporters and donors	43
Our major donors and corporate partners	44
Our community events	46
Our volunteers	48
Our staff	50
Investing in the future	51
Our members	52
Financial Overview	54
Senior Management Team, Board and Committees	60
Acknowledgments	62
ASRC’s commitment to reconciliation	66



A letter from the Chair

It's my pleasure to present the ASRC FY2024-25 Annual Report. I hope you will enjoy reading it, and I extend my thanks to you for being a part of our community.

This year was all about strengthening, solidifying and consolidating every aspect of our work. Our 2025-27 Strategic Plan reflects this, developed with a focus on amplifying the gains we have made over recent years as well as increasing our emphasis on measuring impact and continuous improvement. FY2024-25 was the second successive year of achieving our financial and cost targets, which is a great sign of the strength of the sustainability measures we have already put in place as an organisation.

The ASRC has grown significantly since we opened our doors in 2001. Our 24 years of existence have seen us grow into an organisation with an annual revenue of \$25-30 million, and this year we reflected on the best possible corporate structure for us to take going forward.

Following specialist advice from our pro bono legal partners Lander & Rogers, we decided to change our corporate structure from a local membership-based incorporated association to a company limited by guarantee, which is much more appropriate for an organisation of our size and profile. Our sincere thanks to their team who provided invaluable support in helping us assess the benefits of this new proposed structure and in developing an implementation plan, which we have now started to put in place.

An additional improvement planned for the structure of our organisation will be to change our financial year to a September year-end. Historically, we have operated on a July-June financial year. Because of the way the tax year works, 40% of our income often comes in during the last few months of our financial year. When finalised, our new structure will provide greater scope to manage and allocate funds strategically, assure greater budgeting certainty, and will provide a more accurate reflection of the year's financial activity.

As part of strengthening our foundations, we also refreshed our fundraising strategy to focus on strengthening relationships with donors and supporters, and generally enhancing the sustainability of our supporter base. We are more transparent and more accountable than ever, at the same time that we are serving the largest number of people in our history, including in response to the Palestinian crisis. It has become ever more important to speak out without fear and in support of the people that we serve, and to maintain independence from Federal Government funding. This is especially true as our government continues to pass draconian laws, to the disappointment of many who were expecting a more benign regime than in the past.

From a governance perspective, we continued to strengthen our Board composition by bringing on two new directors in August. Jennifer Kanis, former principal solicitor at ASRC, brings significant legal expertise and a deep familiarity with the organisation. Guy Gilbert, an eminent now-retired QC, offers our organisation deep knowledge of humanitarian law as well as workplace health and safety requirements.

Our dedicated Board sub-committees continue to support ASRC governance, with special thanks to Finance Committee leaders Katelyn Bonato and Rebekah Lautman, and to long-standing external members David Gunn and Francis Killackey for their diligence and dedication. On the Risk Committee, we thank John Pham and Lucy Chen for their leadership, and Emily Wilson O'Neill, an external volunteer, for her expertise.

The ASRC has also continued its long-standing partnership with the Observership Program, which pairs talented emerging leaders with not-for-profit and government boards. We were privileged to have had Sarah Nega as our board observer for FY2024-25, and Phuong Phan going into the following year, both bringing a wealth of experience and talent to our organisation.

Finally, we also thank Melanie Sherrin and Red Dearnley of Influence Global, our long-standing company secretary outsource support service.

We were pleased to end the financial year with the feeling of having cemented a really solid position for our ongoing work, as we launch into what is sure to be yet another year of challenges and opportunities for our organisation and the people we are privileged to serve.

Mike Sum
Chair, ASRC Board

A letter from the CEO

As I reflect back on the year that was, I think of how precious and vital our independence is - now more than ever - in allowing us to continue to lead with courage, fearlessness and our values.

It was affirming to see the politics of extremism and division rejected at the last Federal Election. We asked people to vote with their values, to vote with refugees, and we saw the vast majority of Australians say no to the scapegoating of refugees.

However, the last year did not usher in systemic progress or justice for people seeking asylum or refugees. Rather, these communities were left feeling betrayed and abandoned by an Australian Government that continued to assault their human rights and protections before our laws.

We saw three brutal bills rammed through by the Albanese Government, that in large part criminalised seeking asylum and left tens of thousands at risk of deportation to danger. We saw a failure to resolve the legal status of over 8,000 people who have been in limbo for more than 12 years in Australia, hundreds more left at risk and in danger on Nauru and PNG, and no meaningful progress on work and Medicare rights for people seeking our protection.

Nonetheless, despite these challenges, we doubled down as an organisation on our mission and purpose - from helping record numbers of people with food security, establishing sanctuary houses for women and children fleeing domestic violence to welcoming hundreds of families from Gaza through our doors.

We built dozens of new partnerships to enable greater access and protections for families seeking asylum, from assisting with financial and utility relief to partnering with Safe Steps to break down barriers for women escaping family violence.

We supported five refugee-led delegations to Canberra and trained the next generation of refugee leaders to ensure the voices of refugees were heard loud and clear. We continued to campaign for a universal safety net, and for an end to offshore detention and limbo for thousands trapped in a broken system.

We showed our support for Treaty - from joining the Walk for Truth to hosting events and actions through our Reconciliation Working Group. We hosted five Vote with Refugees candidate forums across Australia to help ensure progressive issues were part of the Federal Election conversation.

We also celebrated 10 years of our Gender Clinic and 23 years since we founded Australia's first dedicated women's legal clinic for women seeking asylum.

Working with our Board, Senior Management Team and the whole organisation, we successfully delivered the first year of our new strategic plan, with highlights being a focus on further uplifting the accessibility, responsiveness

and effectiveness of our frontline services, further consolidating and strengthening our sustainability, people, risk and financial management systems and processes, and positioning ourselves as the most impactful and influential refugee organisation in Australia through our advocacy and lobbying.

As part of strengthening our sustainability at a senior leadership level, we established a new Deputy CEO role and were thrilled to have appointed Jana Favero, our Head of Systemic Change, to this role. Jana made an immediate positive impact and has just celebrated an incredible 15 years at the ASRC.

We also finished the financial year with a small surplus budget, again showing our financial discipline and accountability.

Finally, in times of despair, people need to have hope and I am proud of the role the ASRC - its Board, management, staff, volunteers, tens of thousands of donors - has played in providing hope and being a beacon of welcome, justice and solidarity with refugees and the broader Australian community who stood with refugees in the past year.

Kon Karapanagiotidis OAM
CEO and Founder



Our strategy

OUR VISION

That people seeking asylum can live safely, sustainably, independently and equally.

OUR MISSION

As the leading humanitarian response and advocacy organisation for people seeking asylum and refugees in Australia, our mission is to be community powered and provide culturally sensitive services - focusing on early intervention, the prevention of destitution, systemic change, and pathways to empowerment.

OUR GOALS

Our 2025-27 Strategic Plan, adopted in 2024, builds upon the strengths of our previous Strategic Plan, which marked a pivotal shift for the organisation by transitioning us from a needs-based charity to a more intentional, human rights-focused organisation, driven by the leadership of people seeking asylum.

It established a comprehensive framework, including a Theory of Change and an Outcomes Measurement Framework, which the 2025-27 Strategic Plan builds on and continues to evolve while incorporating necessary adaptations.

Our focus is on:

- Stability and continuity: leveraging existing initiatives and building on our established direction.
- Evolution and elevation: strengthening our impact by refining and enhancing our strategic goals, and building on our commitment to be guided by lived experience and expertise across all of our work.
- Organisational resilience: prioritising safety, well-being, sustainability, and effective governance.
- Strategic integration: embedding strategic objectives into daily operations for maximum impact.

By aligning our efforts and resources, we aim to create a more sustainable and effective organisation, capable of delivering exceptional support to people seeking asylum, and position ASRC as a leading force in creating positive change with refugees and people seeking asylum and communities.

GOAL ONE: Improve outcomes for people seeking asylum and refugees

Outcomes and Impact

- People seeking asylum and refugees have measurable improved outcomes and experiences.
- ASRC reaches more people in need of information and support in an efficient, sustainable and equitable way.
- Our workforce is equipped to deliver best-practice, trauma-informed services and supports.
- Clients feel heard and supported and provide feedback that ASRC is delivering services with the greatest impact.
- Clients are equipped with the information, resources and capacity to access their rights, make informed choices, and participate in the wider community.
- Clients have the opportunity to meaningfully participate in and contribute to the ASRC community.

GOAL TWO: Transform the narrative and policy environment, with people seeking asylum and refugees

Outcomes and Impact

- We will continue to prioritise lived experience and expertise in all that we do.
- We will build a powerful movement of supporters and advocates for refugee rights, led by people seeking asylum and refugees.
- There is a powerful community movement for change, with individuals who have lived experience taking a central role and providing increasing leadership.
- We are winning over public opinion by shifting the narrative.
- We are winning over more political champions in Parliament.
- We are achieving policy change and law reform, prioritising areas identified by people with lived experience as having the greatest impact on their lives.

GOAL THREE: Continue to evolve our high-impact organisation by remaining adaptable

Outcomes and Impact

- Empowered People, Exceptional Performance: We will cultivate a high-performing, engaged, and accountable work-force that embraces diversity, safety, and well-being.
- Retention & Growth: We will attract and retain a high-performing workforce.
- Continuous Improvement: We will embed a robust Quality and Improvement Framework, ensuring ongoing excellence in all that we do.
- Sustainable Funding & Growth: We will develop a long-term and resilient funding model sustained by a strong ASRC brand.
- Investing in the Future and Growth: We'll establish an innovation and investment framework focused on continuous organisational improvement, people development, and modernising systems.
- Agile and Responsive Infrastructure: We'll implement optimal systems, processes, and infrastructure to adapt seamlessly to evolving demands.
- Automation for Amplification: By automating and integrating our systems, we'll free staff from tedious tasks, allowing them to focus on high-value activities that directly enhance our impact.
- Empowering Insights: We'll implement an Organisational Dashboard with clear metrics to guide strategic planning and informed decision-making.
- Shifting Power & Amplifying Voices: We will continue to evolve a powerful lived experience advisory group with a clear mandate to influence decision-making and amplify the voices of those we serve.
- Client-Centric Excellence: We will achieve a 90% client satisfaction rating through regular surveys, utilising feedback to continuously improve our services.



Our impact

4,050

people who accessed the ASRC Foodbanks

126

jobs secured through our Employment Program (27% increase)

564

education advisory appointments delivered

359

referred students to VET courses

31,609

nights of shelter provided

1,671

hours of support provided by legal clinics

150

individuals supported by our Detention Rights Advocacy

8,898

people supported by the ASRC*

1,846

new requests for legal assistance managed by the Human Rights Law Program (13.5% increase)

5,358

health appointments delivered

92%

client satisfaction rating

13

people with lived experience trained by the Community, Advocacy and Power Program

26%

increase in people supported by the ASRC from the previous financial year*

2,971

hours of pro bono assistance from Human Rights Law Program partner firms

67%

of our income went to service delivery, advocacy, program support and social enterprises activities

153

participants in Women's Empowerment activities

\$787,580

spent on groceries for the community (61% increase)

110,000

hours of service by volunteers

47%

staff with lived experience of seeking asylum, including casuals

\$146,259

total cost of pharmacy support (7.4% increase)

5,440

requests for support at the Refugee Resource Hub

1,150

individuals or family groups assisted by the Human Rights Law Program

1,200,000

people reached through our election advertising campaign

46,671

hours of paid employment through our Social Enterprises

12,041

community meals served (24.7% Increase)

682

career coach appointments

* based on average household size

Strategic Goal One

We improve outcomes for people seeking asylum and refugees

8,898
people supported
by the ASRC

1,573
new clients in 2024-25

18,556
requests for support at
ASRC Footscray reception

6,262
instances of support
provided by our
social services



2024-25 highlights and achievements

The ASRC supports our members who come to our centres in Footscray and Dandenong to uphold their rights, access information and resources, and get the outcomes they are seeking. Both our centres are places of welcome, connection, support and empowerment.

Behind every person seeking safety is a story of strength and hope - and standing beside them are the dedicated staff, volunteers, supporters and donors. Their care changes lives every day, and it's only possible because of the compassion of our community, the strength of those we walk beside, and our shared belief that everyone deserves safety and dignity.

Our teams know that the path to rebuilding a life as a person seeking asylum or a refugee is marked by trauma and fear. It begins with vulnerability - hunger, illness or

homelessness - and unfolds through connection, care and opportunity. That is why every service, from our reception desk to our social enterprises, is designed to meet people where they are and walk beside them every step of the way. Each interaction is guided by a trauma-informed and rights-based approach, recognising the immense strength people already possess and helping them navigate complex systems with confidence.

In 2024-25, our **Humanitarian Operations and Resilience** team, the frontline on a journey through the ASRC's two centres in Footscray and Dandenong, comprised 46 staff, supported by more than 350 volunteers and students. Every day, they brought their own lived experience, deep cultural insight and empathy to the work they did. Together, they offered more than

just support - they offered hope, stability and connection during what can be the hardest time in a person's life.

When Salem first came to the ASRC, she arrived alone, uncertain and anxious about her future. Her first experience was with our reception team, who greeted her with warmth and understanding. "ASRC is like my family," she later said.

Salem was quickly able to access essential services like the Foodbank program and was issued a Myki card, which provided her immediate access to transport, food, and appointments. From that first welcome, Salem's journey came to represent what we strive to deliver every day - a continuum of care that begins with meeting urgent needs and grows into empowerment, independence and belonging.

Essential services at every stage of the journey to safety

This model underpins our **Humanitarian Services Program**, which this year offered 6,262 instances of support, including to 1,573 new arrivals to the ASRC. Through 18,556 enquiries, our team helped people navigate family violence, homelessness, complex health and mental health issues, food insecurity and settlement challenges through three key areas of **Client Engagement, Housing and Aid, and Social Services**.

Housing stability is one of our most urgent priorities. In 2024-25, following a successful trial of an eight-bedroom property leased by the ASRC to house vulnerable women and children, we acquired five additional head-lease properties across Melbourne. These homes prioritised single women, single parents, LGBTQIA+ clients and vulnerable people fleeing family violence or dealing with complex health issues. This initiative allowed us to overcome

some of the structural barriers that people seeking asylum face trying to secure housing in an increasingly tight rental market. Many women who were housed in the trial property have been supported to transition into work and are now living in their own private rentals.

These safe, supported homes provided space for recovery and rebuilding - when Salem needed stable accommodation, our housing team offered her a place in one of our supported homes where she stayed for six months, a safe space that allowed her the breathing space she needed to begin rebuilding her life.

Beyond housing, the Humanitarian Services Program worked in close partnerships with sector organisations to tackle complex systemic barriers. A new initiative with Safe Steps Family Violence Response Centre was established to strengthen the capacity

of the family and domestic violence services to work with people seeking asylum who are experiencing such violence.

An integrated model of care and one-stop community hub, ASRC's Refugee Resource Hub (RRH) in Dandenong continued to strengthen service delivery in Melbourne's southeast, supporting nearly 2,000 individuals and their families. From food and housing support to employment coaching and legal clinics, the RRH exemplified what can be achieved when collaboration and community come together.

The RRH team facilitated 4,127 Foodbank visits, supported 160 people through employment services, and hosted monthly legal clinics run by Human Rights Law Program lawyers. Collaborative planning between our Footscray and Dandenong centres helped streamline systems and align

5,440 presentations at Refugee Resource Hub for services

1,197 people accessed our Refugee Resource Hub Foodbank



31,609 nights of accommodation provided

583 people supported by our housing services

1,690 Myki top-ups provided



Hamed and Ferestheh

Hamed, Ferestheh and their two children arrived from Afghanistan in May 2023 and applied for protection visas. After a few months, they found themselves homeless. ASRC's Housing program first provided crisis accommodation, then two months of rent and bond.

Hamed, who had little to no English, was referred to English classes, while Ferestheh was assisted by the ASRC Employment Program. Their 16-year-old son was enrolled in school and their adult daughter, Zara, was referred to a partly-funded aged care course.

The family required support for longer and they moved into a property that was head-leased by ASRC, along with a single mother and her children, and two other women.

Once Hamed and Ferestheh found a property to live in, ASRC Social

Services referred the family to West Welcome Wagon for furniture. An internal basic needs assessment was carried out so the family could cover their initial utilities payments and basic needs expenses.

Multiple ASRC Programs supported the family through their journey of finding employment, and after a few months, the family was more stable, with Ferestheh and Zara both securing work.

Working to buffer against the ongoing impacts of the cost-of-living crisis

Our **Community Food Services** know that food is the first language of care. Across our Footscray and Dandenong **Foodbanks**, the program not only provided essential groceries and toiletries but also served as a space for conversation and community. Our small, dedicated staff is supported by a large, committed network of nearly 120 volunteers who bring energy, skills and care to ensure our Foodbanks are places of warmth and welcome, and that shelves are always stocked with nourishing and culturally appropriate items.

In 2024-25 the number of individuals supported through our two Foodbanks in Footscray and Dandenong remained relatively stable, increasing by 5% in Footscray and 15% in Dandenong, and 7% overall. However, we recorded a significant 30% rise in the number of total visits to both sites - from 10,009 to 13,035 visits - as cost-of-living pressures forced many households to seek support more often.

We distributed 32% more food than the previous year, spending 61% more on purchasing groceries to make sure our shelves were stocked. When in-kind donations dropped by 35%, we continued to work hard to strengthen donor engagement and diversify support to sustain food supply. We hosted our annual Festive Food Drive in Footscray and our first Winter Food Drive in Dandenong, and we deepened partnerships with local organisations and companies through rice purchasing and packing events.

The simple act of sharing a meal is a way to restore dignity and create belonging. Our **community meals** are a cornerstone of social connection, with over 12,000 hot meals served in 2024-25 - a 25% increase - and with a 54% increase in members choosing to enjoy meals together on site. Sitting together over a shared meal provides a moment of comfort and familiarity, particularly for newly arrived individuals and people experiencing hardship or isolation. Shared meals create opportunities for friendship and conversation, while our frozen takeaway meals ensure continued access to nutritious food outside the lunch hour.

Our menu spans a range of different cultures. This year, we revitalised the Member Recipe Project, a joint initiative of the Community Food Services and the **Women's Empowerment Program**, engaging three ASRC clients to share and teach their food traditions and recipes with volunteers and members. These recipes are now part of the community meals program, further fostering connection and cultural exchange.



12,041
community meals provided

4,050
people accessed our Foodbanks

13,035
visits to our Foodbanks

\$787,580
ASRC's expenditure on food and groceries

Support for displaced families from Gaza

Over the past year, ASRC Foodbanks have seen a significant rise in demand from families newly arrived from Gaza, fleeing conflict. Since July 2024, we have provided food relief for more than 750 individuals from almost 200 households displaced from Gaza. Beyond food provision, the Foodbank has become a welcoming hub where people can speak their language, connect with others, and feel a sense of belonging.

We work hard to provide access to culturally appropriate ingredients like rice, lentils, fresh produce, oils and spices, so people can cook traditional foods and preserve traditions as they settle in Australia. One community member shared: “We make Palestinian dishes like Musakhan, Maqluba, Sumakiyyah. I feel like I’m in my second home – so many friendly vibes. I feel the love and respect here.”



Qurban Ali

Qurban Ali, a 57-year-old man who came to Australia from Afghanistan seeking asylum, was supported by the Refugee Resource Hub to access primary health and mental health services at Monash Refugee Health. RRH also helped with his visa and work rights. ASRC’s Housing program provided rental assistance, and the RRH referred Qurban to our co-locating partner, Settlement Services International, to successfully apply for government support payment so he could live independently.

“I am very thankful to the RRH for the wonderful and timely support when I suffered ongoing health and mental health issues, a lot of stress, anxiety and prolonged uncertainty,” says Qurban. “I was at a breaking point. I am very thankful to everyone for the support.”



Providing essential and specialist medical services

Our Health Program continued to provide essential as well as specialist medical services for our members, many of whom have no Medicare, work rights or income. A small and dedicated team of seven part-time nurses and one bicultural worker is supported by an outstanding team of highly skilled volunteer practitioners, including nurses, general practitioners, mental health practitioners and allied health workers.

In 2024-25, the Health Program delivered 5,358 health appointments, providing access to essential care, from immunisations, prescriptions and pathology to health promotion and hospital advocacy. We provided financial support with pharmacy costs to the value of \$146,259 and Health Program volunteers jointly provided \$239,793 worth of in-kind health services.

Responding to the growing demand for mental health support, we expanded our services to include a community health nurse, a psychologist, two counsellors, an art therapist, and two trauma-informed yoga instructors. A new therapy room and a redesigned space for yoga sessions transformed our centre into a place of healing in every sense.

Health promotion activities also flourished. Through partnerships with Positive Victoria and Monash paramedic students, we hosted interactive sessions on topics such as HIV and asthma awareness, creating safe spaces for learning and discussion. These activities extended to our Dandenong hub, ensuring equitable access to information.

For Salem, the holistic approach meant receiving immediate care when she felt unwell. ASRC’s Health Program referred her to a trusted GP and ongoing medical care. “Now I get my vaccinations and anything I need. I’ve had my eyes, my teeth, everything checked,” she says. Access to ongoing healthcare gave her not just physical well-being but peace of mind and the ability to focus on study and work.



- 5,358 health appointments delivered
- 807 people accessed our Health Program
- 469 nurse triage appointments
- 540 immunisation appointments
- 398 mental health appointments

Ramin

Ramin (not his actual name) fled Pakistan in 2012. At just 17, he had witnessed horrors he could never speak of, and his father encouraged him to flee. He did not make it safely to Australia - he was intercepted and remained in detention for years.

When he was finally released into the community, Ramin was granted work rights and was able to support himself financially and live independently for more than ten years. But when his visa status changed in 2024, he lost his right to work. His savings ran out after five months, and when he arrived at the ASRC in 2025, Ramin could not afford rent or basic living expenses.

Ramin was also experiencing chest pain, and the ASRC’s Health Program assessed him, concluding that his symptoms were related to mental health. Not only was Ramin dealing with the ongoing impacts of significant trauma, including flashbacks and nightmares, he was also under severe stress over his work and financial situation, and over not being able to see his father, who was now terminally ill in Pakistan.

ASRC’s mental health team supported Ramin with welfare checks, counselling, acupuncture to alleviate chronic pain, and art therapy to express trauma that could not be verbalised. Working alongside Ramin and his ex-employer who provided support letters to MPs, we advocated for work rights to be reinstated.

When Ramin’s work rights were eventually reinstated, the Health Program received a letter of gratitude as he returned to his workplace. Ramin recently received a protection visa. He is deeply grateful and overjoyed, with his priority being to meet his father in a neutral country. After that, he plans to volunteer at the ASRC to support others and advocate for work rights for people seeking asylum.

Pathways to independence and empowerment

ASRC's Vocational and Empowerment Pathways program creates critical stepping stones toward independence and stability, toward the true empowerment that comes when people can direct their own futures.

The Education Program provides people seeking asylum with tools, advice and confidence to build skills and long-term independence. For many, this is the first step towards achieving stability, securing future employment, and rebuilding their lives in Australia.

In 2024-25, the program guided clients through complex training systems, and supported them to pursue opportunities aligned with their career aspirations. The program offered tailored education advisory sessions, where clients explored options such as English language classes, vocational training and tertiary study.

By working alongside individuals to understand their strengths and needs, the program built trust and encouraged them during times of uncertainty. Members reported increased confidence, improved language skills, and stronger connections to their communities.

These pathways opened doors that once seemed closed, building not just skills but a renewed sense of hope.

The Employment Program empowers people seeking asylum and refugees to access meaningful and sustainable work opportunities. Employment is more than a livelihood - it is a pathway to freedom, safety, and belonging.

In 2024-25, the program, run across both centres, delivered personalised job-readiness support, one-to-one coaching, and targeted training that recognised each client's lived experience, unique strengths and aspirations. Clients not only gained skills, including interview skills and job search skills, but also rebuilt confidence and independence, the key foundations for thriving in society.

By embedding trauma-informed, rights-based and holistic support, the Employment Program ensured that clients were not defined by barriers, but by their capacity to contribute meaningfully to the community. In doing so, it directly advanced ASRC's vision of dignity, belonging, and independence for people seeking asylum.



While Salem was in ASRC-supported accommodation, ASRC's Education Team referred Salem to English classes. This helped her build the foundational language skills she needed to communicate, make connections, and begin exploring career options.

Her accounting qualification wasn't recognised in Australia, so she enrolled in an aged care course. With resume help, job application guidance, and interview coaching from the ASRC's Employment team, Salem completed her studies and found work as an aged care assistant, a role that combines her values, skills, and passion.

"There isn't a job like this where I'm from," she said. "But I was so happy that I could help elderly people. In my culture in Ethiopia, the younger generation looks after the old. At home, I looked after my family, young and old, so I love that I get to do this for a job now."

The Women's Empowerment Program offered safe, healing spaces and practical programs for women seeking asylum to learn from each other, form friendships, and expand community networks, increasing engagement and reducing isolation.

Women frequently face significant barriers to social and economic participation - starting from the limited opportunities in their countries of origin, fleeing war, torture,

persecution and trauma, to experiencing discrimination, family violence, language challenges, family responsibilities or health issues once they arrive in Australia.

In 2024-25, 153 women participated in 13 programs ranging from skill-building workshops to cultural and wellbeing activities, including events such as the Self-Care Retreat, International Women's Day celebration, family outings, hiking expeditions, sewing, crafting, gardening and photography. Practical skill-building, such as the Empower Her Ride initiative, multilingual health education and the sewing sessions all helped women build employable skills and restore their sense of agency and belonging.

Together, these initiatives offer participants access to networks and skills to pursue their goals and expand their community networks. The program supports women seeking asylum to build new and further develop their existing skills, gain access and equity to opportunities that allow them to thrive, while honouring their successes and personal victories, big and small, along the way.

Salem joined the Women's Empowerment Program and learned to sew and cook. She was able to share her stories in a safe and supportive environment, and she took part in outdoor activities like hiking and gym sessions, prioritising her health, deepening her social connections, and building self-confidence. Her sense of community, as well as her social and language skills, blossomed as a result.

Sofia and Frank

Sofia and her 18-year-old son Frank arrived seeking safety in Australia from Papua New Guinea. With an unstable housing situation and no income, they felt isolated and uncertain.

After a legal appointment at the ASRC, Sofia joined the Women's Empowerment Program's wellbeing workshops that helped her build her confidence and community connections.

Career coaching sessions equipped both Sofia and Frank with tools to navigate the job market. Frank is

studying for a Certificate IV in Kitchen Management, working part-time as a Chef Assistant, and Sofia operates her own cleaning business.

"I am so grateful for the wonderful job you all do to support asylum seekers with food, legal assistance, education and employment support," says Sofia. "Thank you to the Women's Empowerment Program for life-skill workshops and programs to improve our wellbeing, like hiking and going to hot springs."

Creating employment opportunities for people seeking asylum and refugees

One of the ways in which ASRC supports people seeking asylum and refugees to find stable employment is through our own Refugee Business - the social enterprises ASRC Catering, ASRC Cleaning, and two Journeys Cafés continued to create powerful pathways to employment, inclusion and community.

Thanks to the commitment of our staff and continuous support of our partners and community, more than 100 people with lived experience of seeking asylum accessed paid work, skills development and goal setting to pursue their careers. These social enterprises not only provide jobs but also platforms for people like Salem to grow professionally and contribute their talents with pride.

In 2024-25, ASRC Cleaning remained focused on providing meaningful employment for people seeking asylum and refugees, onboarding 22 new staff that brought the total of cleaners working in the social enterprise to 74.

To support recruitment and retention, we hosted our first ASRC Cleaning Information Session with the ASRC Employment team, offering valuable insights into job expectations for prospective applicants and helping improve long-term team retention.

A highlight was the transition of one casual cleaner to full-time employment in July, demonstrating our commitment to creating stable, long-term job pathways through training and development. We

anticipate more casual staff moving into part-time or full-time roles in the coming year.

While Salem was studying to become an aged care worker, she was able to support herself and gain valuable paid experience through ASRC Cleaning. She also worked closely with the Social Enterprise Employee Engagement Coordinator who helped her navigate workplace expectations and supported her personal development.



\$1,581,283
ASRC Cleaning annual income

29,374
ASRC Cleaning hours of paid employment

11,450
cleaning services provided

Building stability through employment

After losing his job at a distribution centre, a Pakistani father found stability through ASRC Cleaning. On a bridging visa for over a decade, he faced significant employment barriers - most

employers wouldn't hire someone needing visa renewal every three months.

ASRC Cleaning has been able to offer him stable work over the past

five years. This role allows him to support his family with dignity, without relying on aid. Now a father of three, he dreams of resuming his accounting studies once he has been granted permanent residency.





\$1,551,151

ASRC Catering annual income

\$203,766

Journeys Cafés annual income

17,297

hours of paid employment
through ASRC Catering

1,114

catering customers

ASRC Catering continued to deliver authentic and diverse culinary experiences throughout the year, proudly showcasing the rich cultural heritage of our team. We remained committed to creating meaningful employment opportunities for refugees and people seeking asylum, welcoming eight new casual staff members to our team, including experienced cooks and drivers.

A highlight for our team this year was seeing our Catering Team Leader become a qualified chef following completion of a Certificate III in Hospitality (Commercial Cookery). Formalising her skills further strengthened our team's expertise, to which she brings significant experience, including lived experience of seeking asylum.

Our cafés at the University of Melbourne continued to be a vital source of employment and skills development for our team, while offering nutritious, affordable meals to students and staff alike. We introduced new menu items inspired by the homelands of our diverse

staff, reflecting our mission to celebrate culture through food. Business growth was also supported by targeted marketing, including paid campaigns in July and August and a strategic partnership with Kinetic. ASRC Cleaning and ASRC Catering jointly launched a brand awareness campaign across Melbourne, featuring bus and billboard advertisements. These efforts significantly boosted visibility, increased inquiries, and further strengthened our brand within the social enterprise sector.

All these teams and efforts - from food to housing, health to employment - are woven together by one simple truth: people seeking asylum need wraparound support that sees the whole person. Every day, our programs interweave - food security with housing, health with legal rights, education with employment - forming a safety net that allows people to move from crisis to confidence. This is the essence of humanitarian resilience: supporting people not just to survive, but to rebuild, to dream, and to belong.

Salem's story is just one among thousands that show what happens when we meet people with humanity and opportunity. From her first day at reception to now, giving back to the community that supported her, Salem's journey is a testament to hope and the power of community.

Today, Salem is thriving. She now rents her own home, has stable employment in aged care, holds a driver's licence, and dreams of returning to the ASRC as a volunteer: "I am excited to one day have my permanent visa so I can come back and help people like me at ASRC, just like how I was helped."



Support for people seeking asylum in offshore detention

The support we offer doesn't end in Australia. Our Detention Rights Advocacy Program continued to support 130 people seeking asylum in offshore detention - 93 people on Nauru and 37 men remaining in Papua New Guinea. Our caseworkers provided trauma-informed psychosocial support via phone and online, including emotional support, crisis response and suicide intervention. For the people trapped in Nauru, we are

the only casework support available, with issues facing people seeking asylum ranging from food insecurity to a dengue fever outbreak.

In 2024-25, we supported the medical evacuation of six people, and our support for refugees in Papua New Guinea has enabled the continued resettlement of men and their families, steadily reducing the number of those left behind.



Surviving Manus

Exiled to Manus in 2013, Hakim endured long-term detention, family separation, deprivation of human rights, and poor physical and mental health. For many years, the ASRC's Detention Rights Advocacy Program supported Hakim with counselling and advocacy, until in 2025 he started a new chapter in his life in New Zealand, regaining his health, pursuing professional training, and seeking employment.

900

Detention Rights Advocacy
client contacts

150

individuals supported by our
Detention Rights Advocacy

118

risk notifications to authorities

Delivering fairness and justice

In 2024-45 the Human Rights Law Program (HRLP) remained focused on delivering justice, dignity and lasting outcomes for people seeking asylum and refugees. We continued to fight for our clients at every stage of the refugee determination process, from initial application at the Department of Home Affairs through to a High Court victory that not only changed one life, but also helped shift the legal landscape.

At least 11 of our clients have been released from detention in the reporting period, we received 14 citizenship grants and achieved 47 Administrative Review Tribunal remittals.

In April alone, we pursued over 60 Ministerial Intervention requests, successfully securing bar lifts for almost half of our clients, giving some for the first time in over a decade the opportunity to apply for permanent protection. We also stood firm in challenging harmful, discriminatory legislation impacting people on bridging visas.

Our lawyers obtained decisions in 12 full-representation litigation cases in Australia’s federal courts with an ultimate success rate of over 75%. As a comparison, matters heard at the court had a one in ten chance of success in 2023-24. These kinds of litigation outcomes typically represent years of work.

We won at least 3 cases in the General Division and 17 cases in the Migration & Refugee Division (MRD) of the Administrative Review Tribunal in 2024-25. We lost only one case in the MRD this year.

Our Generalist Clinic held 168 appointments for 152 individuals and family groups across both centres in Footscray and Dandenong. The HRLP offered a further 513 one-off legal appointments via our Response and Support Team (RST) and Legal Triage Team, for clients who did not proceed to intake for ongoing legal assistance. This includes lodgement of applications and complex legal advice.

Our Gender Clinic continues to provide sector-leading, specialised legal support to people seeking asylum who face persecution based on their gender or sexuality. In 2024-25, the Gender Clinic held 183 appointments for 83 highly complex and vulnerable clients. In addition to specialised legal assistance, the team delivered a tailored community legal education session at Many Coloured Sky for a large group of queer refugees. The session broke down complex legal processes in clear, accessible language, while helping participants understand their rights and pathways to protection.

We decreased average wait times from 7 days in 2023-24 to only 4 days in 2024-25, helping clients to reach resolutions faster. We responded to 1,846 new requests for legal assistance, a 15% increase.

Salem, too, received legal support from ASRC’s lawyers, who guided her through the protection visa process. “I got a Bridging Visa A,” she explains. “Now I wait for updates. I hope one day I will get my permanent visa.” Our legal team will continue to guide her through this complex and often overwhelming process, giving her hope for a more secure future.

Significant legal cases

Major win for fairness at the High Court

The ASRC’s legal team achieved a landmark outcome in 2024-25, working with a Faili Kurdish family to advocate for their rights to seek asylum in Australia.

After arriving in Australia in 2010, the family had been building their lives for over a decade before discovering in 2019 that one family member’s visa had been cancelled, which in turn automatically cancelled the visas of two others.

The Department of Home Affairs had failed to notify the family of this life-changing decision. They only discovered what had happened two years later when their Centrelink payments were suddenly cut off. By then, they had already missed their chance for merits review to reinstate their visas. The family were at imminent risk of detention and deportation, despite having lived in Australia for over 10 years and had strong community ties.

A Senior Lawyer at the ASRC worked with the family to turn this situation around and we supported the family to take their case all the way to the High Court of Australia. They argued that the Department had failed in its duty to properly notify the family. The Court heard that this failure in turn stripped the family of their right to respond, defend their case, and make submissions on why they should be allowed to remain in the country where they had built their lives. The family also argued that the Department had disregarded the best interests of the children, who were Australian citizens and had known no other home.

The Court agreed, ruling in favour of the family. The Court’s final decision recognised that the family should not have been penalised for failing to respond to a cancellation notice that they never received. Beyond

safeguarding this family’s future, the case has established a precedent that other individuals and families can use to protect their right to live in Australia, the country they have made their home.

Gender Clinic a lifeline for survivors

A single mother from Malaysia approached the ASRC with her three-year-old daughter nine days after arriving in Australia last year. They were sleeping rough after fleeing domestic violence. At the time she first approached us, she was three months pregnant and had not been seen by any healthcare professionals. She had a complex health history, including pregnancy loss.

This family’s story is just one of many that highlights the interdisciplinary work required to provide trauma-informed legal assistance to Gender Clinic clients.

The Gender Clinic worked closely with our Housing Program to secure safe accommodation for this woman and her young daughter, and with the Humanitarian Services to ensure their basic needs were met. We also worked urgently with the HRLP to support them in making protection visa applications and a statutory declaration. Her matter is now pending before the Department of Home Affairs.

We worked closely with ASRC’s Health Program to determine the best options for free antenatal health services. Following persistent advocacy and outreach to multiple potential services by the Gender Clinic, this mother was provided with free maternal healthcare through an external organisation, and is now able to receive assistance throughout her pregnancy. She recently reported to the Gender Clinic that she feels “the healthiest she has ever been” and is

extremely grateful for the support of the HRLP.

One of our most vulnerable client cohorts is people who have recently arrived in Australia and have not yet lodged protection visa applications. Often arriving with no resources or community, many are often ineligible for support services for people seeking asylum. This means we need to advocate for exceptions to be made in these services, or rely on making an application for the highly competitive, under-resourced services available to the general public.

Protection for trans woman after family and systemic violence

In 2024, the Gender Clinic assisted Jennifer*, a trans woman from Turkiye who had been navigating the Refugee Status Determination process alone since her arrival in Australia in 2017. She had fled persistent violence from her family and community in response to her queer identity.

Once in Australia, she travelled to regional Victoria where she worked on a remote farm with other Turkish migrants. A Turkish man at the farm told her he was a Migration Agent and filled in a Protection visa application which contained false claims about the reasons she fled Turkiye.

Jennifer felt too unsafe to speak with the Migration Agent about her sexuality and her true claims for fleeing Turkiye. The Department of Home Affairs refused Jennifer’s application without inviting her for an interview, thereby missing a crucial opportunity to discuss her claims.

Jennifer approached the Gender Clinic for assistance. The Gender Clinic provided her a safe and supportive space to discuss her gender identity and experiences.

1,150

individuals or family units assisted

1,846

new requests for legal assistance managed by HRLP

1,671

hours of clinic provided

2,971

hours of pro bono assistance from HRLP partner firms

351

appointments with Generalist and Gender Clinics

513

one-off legal appointments via our Response and Support Team and Legal Triage Team



By the time of Jennifer's tribunal hearing, she had transitioned and felt confident and empowered to appear before the Tribunal and successfully advocate for herself. Jennifer's case was successfully sent back to the Department with the finding that she is a refugee.

Tireless advocacy delivers justice for Iranian woman

Our client, an elderly Iranian woman and Christian convert, had already endured enormous hardship before arriving in Australia. She faced persecution in Iran both for her faith and for her participation in the Women, Life, Freedom movement. By the time she reached the Tribunal, she was exhausted and struggling to have her story heard.

Her case was not a straightforward one. Credibility issues raised at the Department stage had carried over, and the Tribunal member indicated that little more could be done. Despite this, her lawyer worked tirelessly to ensure she was given the fairest possible hearing. When the Tribunal signalled it would not allow further time to submit evidence, the lawyer pushed back,

advocating strongly for an extension so that her voice would not be silenced.

When the Tribunal member overlooked key issues around how our client was questioned, particularly on proselytisation, the lawyer made clear that any ruling against her client without proper questioning would amount to legal error. Ultimately, through persistence and careful advocacy, the lawyer secured a seven-day extension.

In that crucial extra time, additional evidence was gathered, credibility concerns were addressed, and powerful submissions were made on the risks this woman faced if returned to Iran. Thanks to this advocacy, the Tribunal found in our client's favour and recommended that she be granted a permanent visa. After so many years of uncertainty, she is now on the path to safety and stability in Australia.

A visa in a day: rapid assistance by the Response and Support Team

At 38 weeks pregnant, Amanda* approached the HRLP's Response

and Support Team and Legal Triage Team, seeking urgent legal assistance with her repeat bridging visa application. Having fled her home country alone, she was facing immense challenges in Australia, without access to healthcare while waiting on the outcome of her visa process.

Our team acted quickly. On a Friday morning, they helped Amanda prepare and lodge her application for a bridging visa. Recognising her vulnerable situation, our team went above and beyond, personally advocating to the Department of Home Affairs for her visa to be granted without delay, and with access to Medicare.

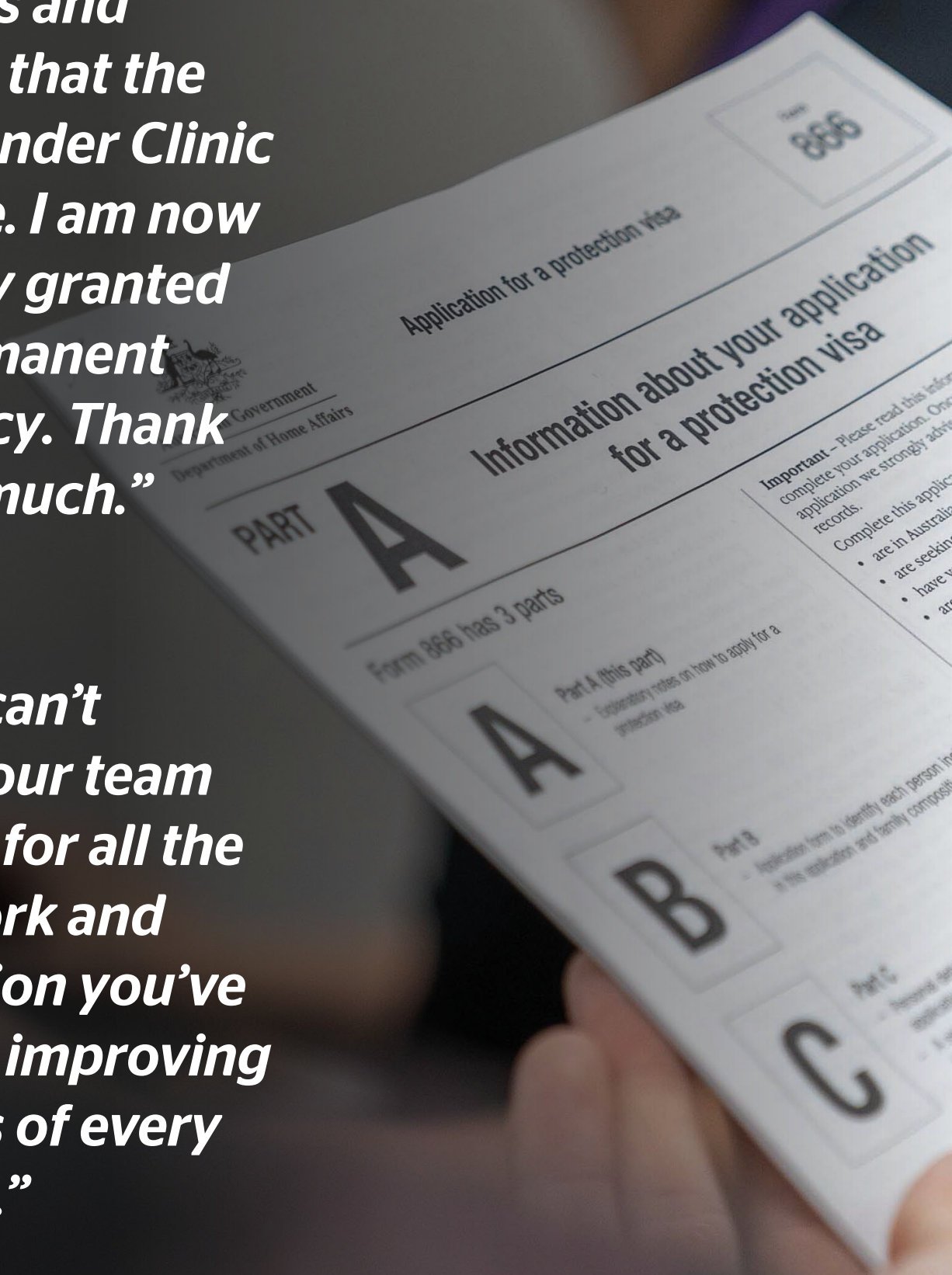
By the end of that same day, Amanda's Bridging Visa was approved. Overwhelmed with relief, she called our team directly to share the good news and her gratitude. This outcome was a powerful reminder of the impact of our work - we don't always hear what happens after we provide assistance in our legal clinics, but Amanda's story showed the difference that timely legal help and strong advocacy can make, changing the course of someone's life in a single day.

"I would like to say thank you so much for the kindness and support that the legal Gender Clinic gave me. I am now officially granted my permanent residency. Thank you so much."

ASRC client

"I truly can't thank your team enough for all the hard work and dedication you've put into improving the lives of every refugee."

ASRC client



Strategic Goal Two

We transform the narrative and policy environment, with people seeking asylum and refugees



2024-25 highlights and achievements

The ASRC advocates alongside refugees and people seeking asylum, and the growing movement of partners and public supporters, who demand comprehensive reform of Australia’s complicated, often unfair refugee system.

A key part of our work is winning over an even greater share of public opinion by shifting the narrative around seeking asylum, to combat division and a rising attack on multiculturalism. We do this by promoting a welcoming narrative around people seeking asylum and refugees.

Centring the voices and rights of people seeking asylum throughout the 2025 Federal Election was the flagship of our advocacy work in FY24-25. We set out to influence the debate and provide a platform for refugee voices, build power in target electorates and support refugee-led movements and the community to engage meaningfully in politics. We organised and mobilised in as many electorates as we could, with key tactics led by people with lived experience of seeking asylum and their voices shared across social media advertising, street posters and billboards.

More broadly, over the past 12 months, the ASRC strengthened its role as a national leader in refugee rights advocacy, advancing our core priorities of Fairness, Freedom, and Safety.

We led campaigns exposing inhumane conditions faced by people in offshore processing in Papua New Guinea and on Nauru, mobilised thousands to resist harsh migration laws, and helped ensure the 2025 Federal Election rejected fear-based politics by centring refugee voices. Through interventions like forums, online actions, and delegations to parliament, our advocacy engaged communities, influenced debate, and elevated lived experience leadership.

We amplified refugee voices in all our campaigns, from Feast for Freedom to the World Refugee Day Telethon where refugee heroes shared their powerful stories, and the testimonies of people seeking asylum underpinned every fundraising appeal.

Fairness, freedom and safety: our three advocacy priorities

In 2024-25, the ASRC advanced our campaigns and increased our capacity to win change on our three key advocacy priorities: Fairness, Freedom, and Safety. Our advocacy priorities are set in consultation with people impacted by the policies we are seeking to change.

In October 2024, we supported the powerful refugee-led 100 days of protest to demand justice and permanent protection for the 8000 people failed by the flawed Fast Track system. Hundreds of refugees and their allies camped out all day and night in Melbourne, Sydney, Brisbane, Adelaide, and Perth for 100 days.

The ASRC backed their advocacy by signing an open letter with 75 other legal, faith-based, and human rights

organisations, urging the government to resolve Fast Track failures and grant permanency. The media coverage and advocacy to politicians put the experience of people failed by Fast Track on the national agenda, leading to increased pressure on the government to deliver permanent solutions.

Over the first 6 months of 2025, ASRC continued to pursue the policy priorities mapped out for us by people with lived experience of seeking asylum – freedom, fairness, and safety – while also conducting further consultation to ensure that these policies remain relevant. As a result of these consultations, we refreshed ASRC’s policy platforms to reflect changes in priorities expressed by participants and the actions the Albanese government has taken to inflict further cruelty on refugees and people seeking asylum.

“I was forced into a cruel system that has kept me in limbo for over a decade.

The Fast Track system has denied thousands of people like me the chance to rebuild our lives with safety and certainty. It has separated families, left communities without answers, and put futures on hold.

We’re asking for something every person deserves. A fair process and permanent pathway to building a safe future here.”

Rathy Barthlote, one of the leaders of the 100-day protest and co-founder of Refugee Women Action for Visa Equality



Resisting draconian migration legislation

In the last year, our Advocacy team worked hard to advocate for fairer outcomes for people seeking asylum in the face of potentially very damaging legislation introduced to Parliament.

After some progress made when the government abolished the Fast Track system and replaced the Administrative Appeals Tribunal in a welcome move in early 2024, the government introduced further amendments in August 2024 to standardise appeal timeframes.

These changes proposed shorter timeframes for migration appeals and imposed strict new application requirements - both measures that compound disadvantage and have harmful consequences for people seeking asylum. Our Systemic Change team analysed the Bill, made submissions, and briefed politicians on the implications for people seeking asylum. This lobbying and advocacy work alongside our partners in the sector resulted in the government amending the Bill to allow a longer timeframe for people in detention to appeal to the new tribunal.

Unfortunately, the government then pursued far more damaging policies by rushing through three brutal Bills in the last sitting week of the year that would supercharge detention and deportations. The ASRC led the refugee sector’s response. In the short time available, our legal team mobilised to analyse the newly introduced aspects of the Bills, especially the expanded regime of offshore detention.

We rapidly mobilised to highlight the implications of this legislation, raise public awareness through the media, and educate politicians. We coordinated the sector with shared messages and a joint ad in national papers and mobilised hundreds of our supporters to contact their MPs to condemn the move. Despite the crossbench’s rejection of these proposed powers, sadly the legislation passed. However, we made it clear to ASRC members that the refugee sector and community did not support the legislation, and channelled public outrage into our election campaigning.

Shifting the narrative to win over public opinion and more political champions

The landmark High Court NZYQ v Minister for Immigration, Citizenship and Multicultural Affairs decision in 2023 continued to present challenges in 2024-25, which we saw in the way people seeking asylum were talked about in the media and during the election.

We worked closely with the media to inform the narrative and work with decision makers across all parties to

influence law reform and legislation. We were particularly active around parliamentary sitting weeks, leading several delegations to parliament to put a spotlight on people failed by Fast Track, the impact of indefinite detention, and calling for the urgent evacuation of people still on Nauru and Papua New Guinea. We continue to be a trusted advisor in Canberra, providing expert advice and input relating to asylum policy.

Demanding the release of all refugees in detention

The Detention Rights Advocacy program contributed to sustained advocacy efforts that saw Australian funding reinstated to Papua New Guinea for essential health and welfare services for people seeking asylum.

While we continue to unequivocally call for all remaining refugees to be brought to Australia, we also pushed for immediate health, welfare, and resettlement measures to mitigate the brutal impact of current policy settings - including reporting 118 high-risk incidents to pressure the Australian Government to take responsibility and act to protect lives. As one of the few actors in constant contact with people in offshore detention, we continue to brief politicians, the media, and the refugee sector on this ongoing and unresolved crisis.

In July 2024, based on our direct work with people in offshore detention, we released the report ‘Cruelty by Design: The health crisis in offshore detention’, which exposed the shocking health outcomes reported by people

in Nauru and Papua New Guinea. The report kept the treatment of people in offshore detention in the spotlight and was widely covered by the media, with 56 mentions and a potential reach of 2.36 million people.

Over the past year, we have supported 21 people with lived experience of seeking asylum to speak out about the impact of cruel government policies in online media, radio, podcasts and on television.

We also travelled to Canberra with two refugee representatives to call for the urgent evacuation of refugees from Papua New Guinea and Nauru, and to support Kylie Tink MP and Zoe Daniel MP with the introduction of their Private Members Bill, the Ending Indefinite and Arbitrary Immigration Detention Bill. The Bill would have mandated timeframes on detention, ensured independent oversight of detention decisions, introduced minimum conditions of detention and ensured that detention is only used as a last resort.



2025 federal election

Centring the voices and rights of people seeking asylum throughout the 2025 Federal Election was the main strategic focus of our advocacy work in 2024-25. We set out to influence the debate, provide a platform for refugee voices, build power in target electorates, and support refugee-led movements and the community to engage meaningfully in politics.

People with lived experience of seeking asylum led strategic interventions as together we organised and mobilised across key electorates. We distributed yard signs and election scorecards to inform voters how their political candidates stacked up on policies that matter to refugees and people seeking asylum. We worked with grassroots groups and community advocates to distribute scorecards at stalls, the Palm Sunday rally, pre-poll, and booths on election day.

Significantly, we also organised five successful candidate forums across Victoria and New South Wales. These were all very well attended by the public and media, platformed people with lived experience, and clearly demonstrated to candidates how important fairness, freedom and safety for people seeking asylum is to voters in their electorates.

Through a combination of social media advertising, street posters, and billboards, we ensured the voices of people seeking asylum were heard by voters and candidates, and we activated a team of volunteers to inform voters how to ‘vote with refugees’.

Our advocacy helped ensure that this federal election, there was a landslide rejection of the politics of fear and division, which we hope will lead to long-lasting positive change.

Advocating for compassion and human rights

In 2024-25, Parisa Sekandari, a women and refugee rights activist, continued to use her voice and lived experience to inspire compassion and advocate for justice. Continuing from her experiences as a Community, Advocacy and Power Program 2023 alumnus and World Refugee Day Telethon 2024 Hero, Parisa went on to become an ASRC community organiser, playing a vital role in amplifying refugee voices during the federal election campaign.

“Being a refugee wasn’t a choice for me. No one leaves their home without a reason,” Parisa said in her powerful election forum speech, sharing her story of seeking safety in Australia to remind Australians of the human realities behind policy debates, encouraging them to vote with empathy and integrity.

Parisa reminisces on her journey with the ASRC since her arrival in Australia from Afghanistan in 2021:

“My journey with the Community Advocacy and Power Program at the ASRC was nothing short of transformative. Through the program, I not only built my advocacy and leadership skills but also discovered the strength of collective action in driving meaningful change.

I learned how to navigate power structures, engage with decision makers, and amplify the voices of communities too often silenced. This experience opened doors for me to participate in ASRC’s Speaker Series, where I shared my own story of displacement and resilience, connecting with diverse audiences and helping shift public narratives.

It also gave me the opportunity to step into a practical role as a Community Organiser with the ASRC, where I continue to mobilise communities, build solidarity, and contribute to campaigns that centre on human dignity and justice. The program shaped me into a more confident advocate and a stronger voice for my community.”



- 26,649 online actions to contact MPs about pressing issues facing people seeking asylum
- 738 people emailed their local candidates to ask their stance on refugees and people seeking asylum during the election campaign
- 430 people attended five candidate forums, with 22,900 viewing online
- 1000s of policy scorecards distributed across our target electorates, along with over 100 ‘Vote with Refugees’ placards
- 1,200,000 people reached in the election campaign

“I am so grateful to the ASRC for always being there for us when there is no one else and fighting for our human rights. ASRC gives us hope.”

Mohammad

We prioritise lived experience and platform community leaders

Our organisation is committed to providing a platform for community leaders and ensuring people with lived experience of seeking asylum remain at the centre of everything we do - from campaigns and media, to political lobbying and public storytelling.

Working alongside people with lived experience, ASRC’s Organising Team runs Masterclasses on how to speak with MPs, leads community delegations, and talks about refugee rights in parliament. We delivered several key projects in 2024-25, including our Community Advocacy and Power Program (CAPP).

CAPP Graduates join the ASRC CAPP alumni group and are given the opportunity to join ASRC’s Speakers Program, which offers paid speaking opportunities. The number of speaking engagements dramatically increased in 2024-25, with there being 52 in this financial year, compared with 10 in the previous financial year.



We are shifting harmful laws and policies in priority areas as identified by people with lived experience

As noted in Strategic Goal One of this Annual Report, we continued work in 2024-25 to achieve more changes to unjust laws and policies that people seeking asylum often have no choice but to navigate. Alongside other teams working directly on community organising actions, the Human Rights Law Program worked tirelessly and strategically to shift the systemic barriers people face to their human rights, including a High Court win and contributing to the government’s establishment of the new Administrative Review Tribunal, coordinating sector submissions and contributing to expert panels to advocate for a fairer, more just appeal process.

In the judicial review space, our reputation for excellence led the Federal Circuit and Family Court of Australia to approach us directly to represent clients in targeted matters. This recognition reflects the strength of our

advocacy and the trust we’ve built across the legal sector. We also worked in close collaboration with court representatives to provide input and promote more culturally sensitive and trauma-informed practices for people seeking protection at this critical stage of the process.

Our expertise continues to be sought after across the sector. We launched a successful partnership with Russell Kenney and the University of Melbourne’s Statelessness Clinic, and contributed to multiple forums, including the Visa Cancellation Working Group, Australian Law Reform Commission roundtables, and the Melbourne University Social Justice Conference. We are deeply grateful for the generous pro bono support of Counsel from the Victorian and New South Wales Bars, whose work is critical in achieving justice for our clients.





Identifying and dismantling systemic barriers in healthcare

Policies and practices that negatively impact people seeking asylum don't just exist at the state and federal levels. Refugees and people seeking asylum face barriers in many different parts of society, including when seeking basic healthcare. As noted in Strategic Goal One, in 2024-25, the Health Program rolled out an advocacy and education program to hospital staff to increase awareness of the rights of people seeking asylum, and work to break down some of the barriers our members have reported facing when presenting at public hospitals.

People seeking asylum tell a common story of being rejected from public hospitals for not having Medicare

access, or of being charged for urgent medical care. The Health Program created and delivered an advocacy and education package for hospital staff, particularly nurses and doctors in Emergency Departments, to build capacity in hospitals to work with people seeking asylum, including awareness of rights to access healthcare services.

The Health Program also advocates for the waiver of health-related invoices when received inappropriately for clients without Medicare because they are seeking asylum. We ensure that essential medication is not discontinued because of the inability to pay, both through advocating for waivers and by covering the costs of medications.



Shifting the narrative in employment

Employment is another key area of opportunity to drive broader systemic impact and shift the narrative around refugees and people seeking asylum. Through our employer partnerships, volunteer engagements, and evidence-based advocacy, we challenge stereotypes by highlighting the talent and employability of our members. Employer engagement once again created tangible opportunities for clients in 2024-25, while also influencing workplace inclusion practices. In turn, success stories and data strengthened ASRC's advocacy for policy reform, amplifying the voices of those with lived experience.

Our employment and education services, alongside our social enterprises ASRC Catering, ASRC Cleaning, and Journeys Cafés, continued to create pathways to

sustainable work in 2024-25. These initiatives drive broader systemic change by disrupting often incorrect narratives about refugees and the journey of seeking asylum within and beyond the workplace.

A key achievement was deepening partnerships with sector partners, training providers, and like-minded employers, which created new opportunities for staff to transition into further education and external employment. Employer engagement created tangible opportunities for clients while also influencing workplace inclusion practices. We embedded a Monitoring and Evaluation framework to report on our impact, measure outcomes, and continue to improve our program outcomes.

Spotlight: Paid training in partnership with the Noel and Carmel O'Brien Foundation

In 2024-25, with the support of the Noel and Carmel O'Brien Family Foundation for the final third of the grant duration, we strengthened our employee engagement to create pathways to sustainable employment for people seeking asylum and refugees. We provided 1,152 hours of paid training, ensuring staff could develop skills while earning income. This included OH&S compliance, accredited qualifications, and job readiness programs that built both technical and soft skills. Guided by our three-year strategic plan, all training and development activities were aligned with long-term employability outcomes.

18 million
impressions and **500k**
engagements across all
social media channels

2.5 million
video views

262K active users
and **1.2M** pageviews on
the ASRC website

242K
email subscribers



**Leveraging the power of media and
communciations to end the politics
of fear and division**

Towards the end of 2024-25, and in line with our strategic plan, we began work on a new Brand and Communications Strategy, engaging a rebranding partner to guide this important project. To be delivered in 2025-26, this strategy will strengthen the ASRC brand, sharpen our voice, and enable us to drive greater impact while solidifying our role as a sector leader.

The ASRC’s online presence continued to be a vital way of connecting our community with the stories, voices, and impact of people seeking asylum and refugees. Through social media, email, website, and content, we brought supporters closer to the movement, while providing clear and practical ways to advocate, donate, and take action.

Our social channels grew as powerful platforms for advocacy and engagement. With 18 million impressions and over 500k engagements across the year, we used video, storytelling, and live content to mobilise supporters and amplify refugee voices. Video remained the most impactful format, generating 2.5 million views and driving strong engagement in key campaigns such as the World Refugee Day Telethon. A major highlight was our first-ever 16-hour continuous livestream for the Telethon, which significantly expanded our reach and showcased the scale of our movement in real time.

Over the past 12 months, ASRC distributed 41 media releases to highlight the government’s brutal policies and ongoing legislated attacks on migrants, refugees, and people seeking asylum. With our rapid responses to evolving issues, we have been able to shape the national narrative about these policies. The ASRC’s analysis was mentioned in national media more than 1200 times, with a reach of approximately 11.42 million people across TV, print, radio, and online articles. Over the past year, we have supported 21 people with lived experience to speak out about the impact of cruel government policies in online media, radio, podcasts, and on television.

The ASRC website remained a trusted source of information and a central hub for advocacy and fundraising. In 2024-25, it received 262K active users and 1.2M page views. Our Social Enterprise websites also attracted 51K active users, supporting both Goal 2 (empowering communities) and Goal 3 (financial sustainability) by growing awareness and sales of ASRC Catering, Cleaning, and Journeys Café.

Our email program played a critical role in sharing the stories of people with lived experience that galvanise community action, strengthening supporter relationships, and powering our fundraising appeals. With 242K subscribers, we delivered timely campaign updates, impact stories, and calls to action. Engagement remained strong with open rates of 27.9% and click-through rates of 0.43%, helping deliver significant fundraising outcomes and strengthening our long-term supporter base.

Amplifying refugee voices

Our Feast for Freedom Hero Cooks

Every year, the ASRC’s Feast for Freedom brings people together over delicious food to celebrate and show solidarity with people seeking asylum. In 2025, our Hero Cooks were Jane, a Malaysian Tamil woman, and Lidys and Jose from Colombia. Their delicious recipes were included in the Feast for Freedom recipe book sent out to hosts around Australia.

Each Hero Cook has their own story of seeking asylum. Jane had worked multiple jobs for five years to save enough money to leave behind the challenges of life as a Tamil person in Malaysia, where she faced discrimination and persecution. She could never have foreseen that she would still be living with the uncertainty of a bridging visa eight years after she arrived in Australia. One year into her new life here, Jane came to the ASRC where she had access to essentials like food and items for her baby, as well as English classes. She now volunteers in our Foodbank while she waits for work rights.

Lidys and Jose arrived in Melbourne in May 2024. Jose, a passionate social leader and accountant, had to choose between helping others or protecting his and his wife’s lives. While living in an area of Colombia affected by illegal armed groups, they both received threats to their lives for seeking justice for victims of violence. “We love Colombia, but because of the dangerous situation in our small town, we escaped to Australia for safety,” says Jose.

After their first month in Melbourne, they came to the ASRC to seek basic support. “We walked for two hours from our home to the ASRC and then another two hours to go back. When the social worker found out that we couldn’t afford public transport or knew how to use the train, he helped us get the Myki card and explained to us how to get to the ASRC. We have come a long way from that day. We no longer walk 4 hours, maybe in one year we will speak great English too.”

“This centre was a blessing from the moment we first walked in. We didn’t know anything about the help we could get, so you can imagine our relief and surprise”, says Jose. “We come to the centre to get groceries every Thursday. We could do it every two weeks, but we love to come here, have a coffee and have lunch. Everyone is very friendly.”

Joining Jane, Lidys and Jose in sharing stories of courage and hope, was our Feast for Freedom illustrator, Tareq Harara, a multidisciplinary artist and a refugee from Gaza, Palestine. Tareq was happy to create art for a cause that resonated deeply with him: “My art is a blend of personal experiences, cultural influences, and emotions. It is often inspired by my Palestinian roots, the journey of migration, and the resilience of those who face adversity. I enjoyed interpreting the Indian and Colombian cuisines through my own lens, merging the traditional with the modern.”



World Refugee Day Telethon Heroes

The World Refugee Day Telethon is an annual fundraising and awareness-event held on World Refugee Day, 20 June. We livestream the event held at our Footscray Centre across social platforms. In 2025, our two Telethon Heroes were Frida Umuhoza and Bahaa Dabbagh.

Frida was born in Rwanda. She was just 14 when she became the sole survivor of her immediate family in the 1994 genocide against the Tutsi.

She has become a powerful advocate, sharing her story in schools, churches, community groups, and at global forums including the United Nations in New York and the Shoah Memorial in Paris. Her bestselling memoir, Frida: Chosen to Die, Destined to Live chronicles her experiences and her belief in forgiveness and community.

“My story is to remind everybody that we all have a responsibility,” says

Frida. “To not be a bystander when we see hate, racism, or discrimination.”

Her message to new arrivals in Australia is filled with hope: “It won’t always be this hard. Things will get easier. And ten years from now, you’ll be having a completely different conversation.”

To the wider community, she offers a simple request: “Be kind. Be patient. You don’t know what someone has been through. Even helping someone learn to use a bus card can make a huge difference, not just in that person’s life, but in the life of the next generation.”

Bahaa is a Syrian comedian, cook and community storyteller whose work celebrates the richness of Syrian culture and the power of laughter, food and belonging.

Born in Saudi Arabia and raised in Aleppo, Bahaa fled the Syrian war in 2015, spending six years in Turkey before settling in Melbourne in 2021 – with his beloved cat, Sasha, in tow. “I lost everything. And I have her. So, she is everything now,” Bahaa says. “This cat is Syria. This cat is home.”

In Melbourne, Bahaa has rebuilt a sense of belonging through food, community and creativity. “I left Syria as a mechanical engineer, textile engineer. I had eight years of experience in pathology and five years of experience in pharmacy,” he shares. “Now I’m a comedian, with mental health issues,” he jokes. “The refugee journey teaches you not to take anything for granted.”

His podcast, Refugee Thoughts, gives voice to refugee experiences: “It’s me as a refugee interviewing other refugees, creating an environment where we can talk about the things that only we have experienced.”



Aheda’s Kitchen at the World Refugee Day Telethon

Adding to the magic of the World Refugee Day Telethon was the Palestinian Chef Aheda, our past Feast for Freedom Hero Cook and a long-time volunteer at the ASRC. Aheda has realised her dream of owning a food truck in Australia,

after running a catering business in Palestine, and served her delicious food to staff, volunteers and guests during the World Refugee Day Telethon.



Honouring refugee-led organisations on World Refugee Day

On World Refugee Day, 20 June, the ASRC proudly made five \$5,000 donations to refugee-led organisations working at the grassroots level to support, uplift, and advocate for refugee communities across Australia: Africause Youth and Community Services, Hazara Cultural Association (VIC), the Melkite Charitable Foundation,

Palestinian Christians in Australia and the Australia Rohingya Women’s Development Organisation.

These inspiring organisations joined our World Refugee Day Telethon livestream to share their powerful work and stories.



Strategic Goal Three

We continue to evolve our high-impact organisation by remaining adaptable

2024-25 highlights and achievements

The past year was another in which we were incredibly proud of, and grateful for, the strength of our community. It's this foundation that saw us end the year in a more resilient position than ever before.

Sustainability is key to our success. The economic environment remains challenging due to the ongoing cost-of-living crisis and reduced disposable income, posing a challenge for fundraising. The political and legislative climate continues to be unstable and hostile toward refugees and people seeking asylum, which is putting immense pressure on our services.

Philanthropic and corporate donors are also showing a preference for causes like health and the environment. However, in 2024-25 we identified opportunities to capitalise on the ASRC's strong brand, as discussed in Strategic Goal Two in this Report, as well as diversify funding and build partnerships.

To support us as we continue to strengthen our foundations and sustainability, we completed multi-year financial modelling, complemented by the Fundraising Strategy, including identifying new income streams. We have also developed our Reserves Policy and Investment Framework to aid strategic initiatives during the upcoming years two and three of our Strategic Plan.

We are incredibly grateful that our steadfast donors stayed the course with us. A huge thank you to each and every person who supports the ASRC. We were thrilled to end the year with a modest surplus, which means we can plan our work going into the next financial year with even more ambition.

We also express our sincere thanks to each and every person who has volunteered with us over the past year. Volunteers are often the first face that someone sees when they come to the ASRC. From the front

desk to Foodbank, to our legal team to behind-the-scenes projects, everything we do is powered by this generous donation of time.

Finally, 2024-25 was a year in which we were again so proud of our staff contributing their efforts and goodwill as we continue to consolidate organisational changes following our restructure in 2023.

We made substantial improvements to our systems, governance, and service integration, as well as occupational health and safety, cybersecurity, and compliance. The organisation is in the process of implementing an Organisational Dashboard with clear metrics to guide strategic planning and informed decision-making. Key priorities for Year 2 of our Strategic Plan will be considering the safe and ethical use of AI to enhance productivity and increasing reach to our community; furthering business intelligence integration; and advancing our property strategy for long-term service continuity.

Our supporters ensure our impact and sustainability

Financial year 2024-25 was a year of re-connecting with our mission, purpose, donors, and partners. With our 3-year organisational strategy in place, the Giving & Experience team focused on establishing a diversified portfolio of income that is robust and values-driven, ensuring long-term financial sustainability.

To do this, we deepened engagement with our donors with a focus on strong donor stewardship. We provided many different donor experiences, starting with a webinar hosted by our CEO Kon and Deputy CEO Jana, where donors heard about what happens when ASRC leaders take a delegation of refugees to Parliament.

We invited corporate, community groups and schools into the ASRC in Footscray to hear from people with lived experience and hosted numerous tours of the centre for major donors, family foundations and donors who give regularly. Businesses large and small chose the ASRC as they sought to align their core work and values. We gave our donors opportunities to spend time with front-line services and ASRC members, aiming to connect donors as closely as possible to the reality of delivering change.

Your generosity keeps giving

During this financial year we managed to exceed appeal targets for each of our four annual appeals, bringing in a total of \$4,764,000 in income. In November, our supporters rallied together and gave generously when the ASRC unfortunately experienced two break-ins at our Footscray centre. The community donated more than \$65,000, boosting our overall End of Year appeal income significantly.

In addition, we had one of the biggest Dollar Match Days in our history, raising over \$500,000 across all communication channels during our match day in December. Six months later, we had a record-breaking Winter Appeal, securing the highest revenue to date.

Our donors exceeded our expectations and truly showed up during each of our appeals - giving higher than average gifts despite the rising cost of living. We had incredible support from our high-value donors as they gave towards our Match Giving Fund, which enabled three very successful giving days, propelled income, and helped acquire hundreds of new donors to the ASRC.

We are grateful for the generosity of the people who chose to share their stories and challenges of seeking asylum as part of our giving appeals. This storytelling continued to deliver strong engagement and returns in 2024-25.

Australia is expecting its largest-ever intergenerational transfer of wealth in the coming years. With the surge in Private Ancillary Funds, giving via family foundations and perpetual trusts will form a significant base of support for the ASRC. We have seen this in the last year with families introducing the next generation of decision-makers for funds, whom we warmly welcome with conversation and connection.

Regardless of how people give, what our donors have in common is that they look to the ASRC to deliver the lasting social impact that aligns with their values. We deeply appreciate each and every one of our supporters who share our vision of a world of freedom, fairness and safety for all.

We are fortunate that many supporters understand just how critical regular giving is to our long-term sustainability. Being a 'Champion of Change' allows our donors to give us the gift of financial stability through regular donations, meaning we can plan and build programs knowing future funding is secured.

The work that we do here at the ASRC would not be possible without our Champions of Change. Because of their generosity, the ASRC has been able to build and maintain a long-term and resilient funding model. We focus on storytelling through various communications channels, demonstrating to our donors how their values align with our work, including a shared desire to share opportunities and stability with people trying to build a new life in Australia.

In 2024-25, the Regular Giving program raised an incredible \$4,857,000 from 9,609 committed monthly donors. We are so grateful for the ongoing generosity of our Champions of Change and feel humbled to be surrounded and supported by such a wonderful community.



We had the privilege of receiving countless heartwarming notes of hope and encouragement from our thoughtful and caring donors during our End of Year appeal - with hundreds of dove-shaped notes sent back to us. Thank you.

Here are some of the messages of hope that were displayed in our community kitchen area for our members to see:

- "You are always welcome! Thinking of you and excited to share our country with you"*
- "Don't give up. There are people thinking of you! Many pray for you too!"*
- "May you always have healthy food to eat, a safe home to live in, be surrounded by people that care and love you and enjoy peace in your heart"*

Major donors and philanthropy

Each year, the ASRC receives generous gifts of \$10,000 or more from individuals and families across the country. In 2024-25, these gifts totalled \$2.2 million from 114 unique donors – providing 9.16% of our total funding for the year. These gifts are given by people who care passionately about refugees and people seeking asylum, and who want to make a significant positive impact on their lives. Our major donors are also volunteers, advocates and in-kind supporters of our wider work, and we thank them for their huge contribution in every respect.

In 2024-25, support from our trust, foundation, and state government partners helped us deliver targeted impact for people seeking asylum. More than \$3.5 million of targeted grant funding meant we could provide essential food relief to thousands of people, offer housing support to families at risk of homelessness, and expand access to health care and legal support. With demand for our services continuing to grow, this crucial funding strengthened our ability to respond quickly and effectively, ensuring no one is left behind. We are grateful to our funding partners for making this possible and for standing with us in creating pathways to safety, stability, and belonging.

We are deeply grateful to the Beverley Jackson Foundation for their extraordinary generosity in providing \$150,000 of targeted funding to strengthen our Refugee Leadership & Advocacy Program. This support empowers us to deliver dedicated initiatives that allow us to advocate together with people seeking asylum, amplify refugee voices, and foster meaningful participation in decision-making. With this support, we can continue creating pathways for advocacy and representation, ensuring people with lived experience are at the heart of shaping a fairer, more inclusive future. Thank you for standing with us in driving systemic change and empowering refugee leaders to thrive.

We sincerely appreciate the support of the Victorian Department of Premier and Cabinet, which, in December 2024, committed \$40,000 via the Victorian Multicultural Affairs Branch and the Community Support Fund. Their support enabled us to conduct essential building repairs and security upgrades at our centre in Footscray. Thanks to this funding, we have enhanced the safe and welcoming atmosphere of our facilities for our clients, staff, and community.

A huge thanks to our corporate partners

ASRC is fortunate to have been supported by 23 incredible corporate partners over the past year, whose assistance extends far beyond financial contributions. Corporate engagement, including workplace giving, volunteering, and in-kind donations, has allowed us to conduct vital relief services for people seeking asylum. Together, we kept our Community Foodbank stocked, packed gift boxes for our Refugee Business social enterprises, and provided legal assistance to individuals and families in crisis.

Our corporate partners once again supported our World Refugee Day Telethon with auction items and funding on the day, allowing us to maximise the impact of our fundraising by doubling all donations received during our Hours of Power. Other corporate partners tied their donations to specific programs of interest, like our Refugee Resource Hub Food Program in Dandenong, where more than \$30,000 was given to support the local community.

Through our corporate volunteering program, five partners engaged with ASRC last year. Volunteering ranged from working in our Foodbank to assisting our Refugee Business social enterprises with packing 800 gift boxes for sale during the festive season.

We are enormously grateful for the kindness of our Corporate Partner community, and we are proud to stand together with organisations that seek to make a difference in the lives of people seeking asylum and refugees.

Leaving a lasting legacy

We were deeply honoured to receive nearly \$1.16 million in bequests from 14 generous supporters who chose to leave a gift in their Will to the ASRC. We would like to extend our sincere condolences to their families, and our heartfelt thanks for these gifts which will continue to help people seeking asylum build a future shaped by dignity, hope, and justice.

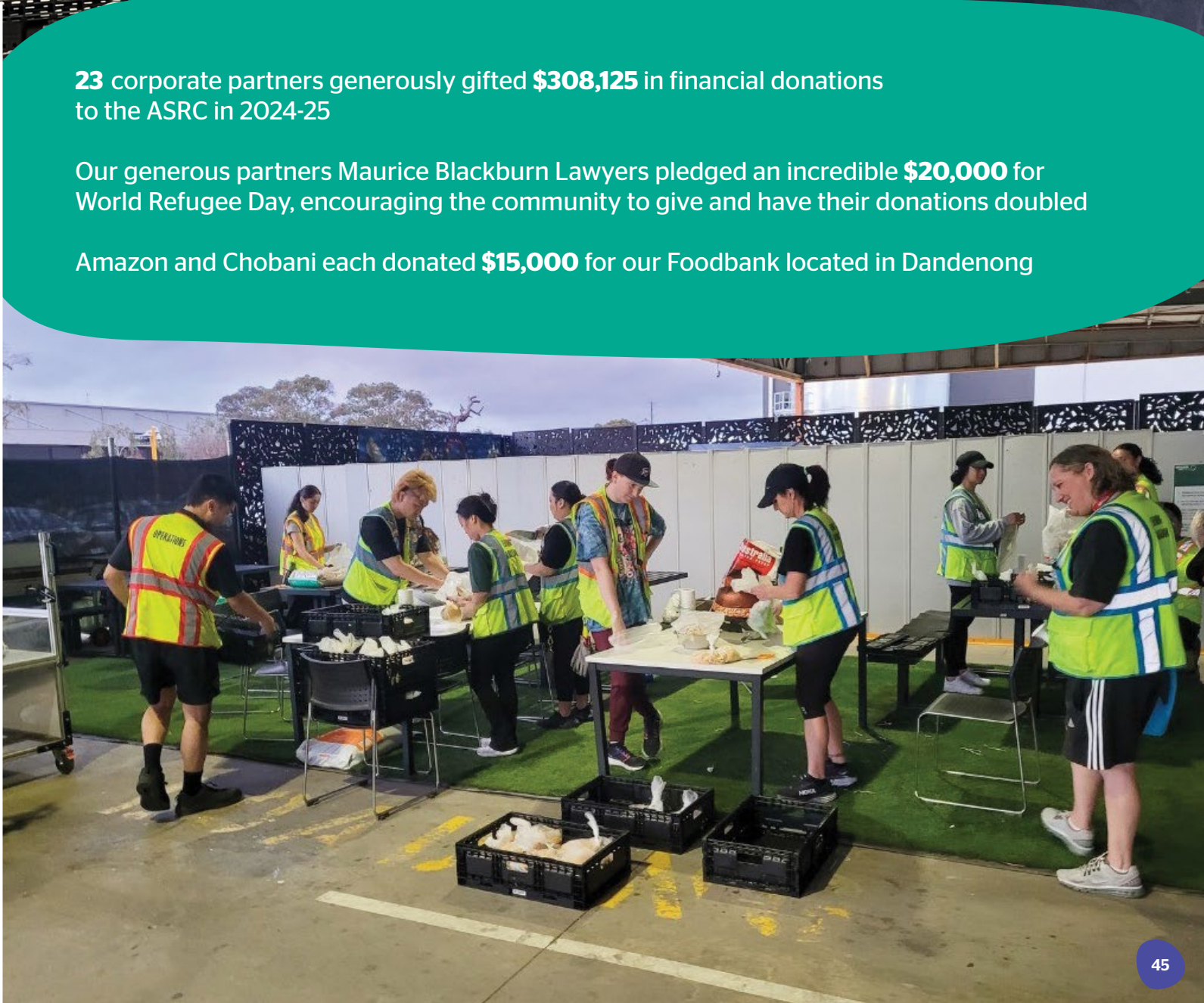
We would also like to thank the growing number of supporters who have informed us that in the future they plan to leave a similar, meaningful legacy to support our work.



23 corporate partners generously gifted \$308,125 in financial donations to the ASRC in 2024-25

Our generous partners Maurice Blackburn Lawyers pledged an incredible \$20,000 for World Refugee Day, encouraging the community to give and have their donations doubled

Amazon and Chobani each donated \$15,000 for our Foodbank located in Dandenong



The Power of Our Community

In 2024-25, our community events were as vibrant as ever thanks to the support of our community. Schools, churches, community groups and individual people supported our work by organising their own fundraising events which included everything from music and comedy nights to casual clothes days and art exhibitions.

The community came together in wonderful ways to support ASRC's annual flagship campaigns, Feast for Freedom and World Refugee Day Telethon, and many laced up to Run 4 Refugees in public running events.

World Refugee Day Telethon, powered by the ASRC

In June, we held the 10th World Refugee Day Telethon, powered by the ASRC. This all-day event recognises and celebrates the strength and resilience of refugees and people seeking asylum and the contribution they make to our communities.

This year, for the first time ever, we live-streamed the 16-hour day from ASRC Footscray with the pro-bono support of The Jasper Picture Company. Eighty-six celebrities and influencers either joined us at the ASRC on the day or supported us from afar. Together with the support of staff and volunteers, and thanks to our matched funders, the event raised over \$1.3 million, with donations from more than 7,000 supporters.



Feast for Freedom

More than 600 supporters hosted a Feast for Freedom in 2025, in their home, workplace or community, raising \$375,000.

Our wonderful volunteers packed hundreds of kits for hosting an event, which were dispatched Australia-wide. Every kit included delicious recipes gifted by our Hero Cooks Jane, a Malaysian Tamil woman, Jose and Lidys from Colombia, Ambassador Kishwar Chowdhury and Kon. Hosts were also encouraged to bring dishes from their own culture and heritage to their tables.

Kon hosted his own sold-out 'Feast Finale' at the ASRC in Footscray, Victoria, with more than 140 guests enjoying culinary delights from this year's recipe book.

“Last night we had the absolute pleasure of hosting a Feast for Freedom dinner potluck - and what a night it was! The room was filled with laughter, warm conversations, and the most incredible aromas from around the world. Everyone brought something special to the table, and the love poured into each dish was truly heartwarming.” - Airen Pinto, Feast for Freedom host



- 7,700+ supporters raised more than \$2.045 million through community fundraising and events
- 600+ participants registered for our Feast for Freedom, raising over \$375,000
- Tom Ballard and Wil Anderson hosted their third comedy benefit for the ASRC, Stand Up for Refugees, as part of the Melbourne Comedy Festival and raised over \$50,000
- Amyl and the Sniffers donated almost \$14,000 in proceeds from their homecoming concert to the ASRC
- 13 students from Kilvington Grammar School supported us with their annual Cut for a Cause, raising more than \$7,700
- 25 other schools supported our work with Harmony Day Fundraisers, Market Stalls, Walkathons and more
- Run 4 Refugees had more than 70 supporters who laced up and raised funds in notable running events, including the Melbourne Marathon, Run Melbourne, Great Ocean Road Running Festival, and Sydney Marathon

Our incredible volunteers

Volunteers are a vital part of our client journey, playing an essential role across every stage of support. Whether welcoming members at reception, offering a warm presence at community meals, or delivering critical medical assistance, our volunteers dedicate their time and energy to uplift our community.

Our Human Rights Law Program is a standout example. Crucial legal support is made possible by the commitment of more than 100 volunteers in that program alone.

We're proud to have volunteers embedded in every department of our organisation, a reflection of the wonderful contribution they make to the ASRC community

as they accompany our clients along the multifaceted journey of seeking asylum and settling into life in a new country.

To ensure our volunteers feel supported and valued, we provided additional on-the-job and online training opportunities and continued our monthly briefing sessions. These sessions are designed to ensure our volunteers are connected to all areas of the ASRC's work and have the opportunity to ask questions directly of our Senior Management Team. We created spaces for moments of connection and peer support, celebrated key milestones and achievements throughout the year, and continued to refine our volunteer recruitment processes.



491 volunteers, a 6% increase from the previous year
110,000 hours of service
\$5,264,416 estimated value brought to the ASRC by our volunteers, enabling us to meet the growing needs of our community

Volunteer stories



Building a DIY information hub for members

Doug Quarry and his wife Jude are long-term supporters of the ASRC, and Doug also volunteers his expertise. “By a fortunate twist of fate, Jude and I were born into safety and opportunity. Introduced to the ASRC by a friend in the Foodbank, we are now working on a project to rebuild the “Get Help” pages on the website,” he says.

This new DIY information hub will help people seeking asylum find answers to questions and allow self-referral to external services, where appropriate. Of course, the ASRC will provide in-person assistance when necessary. Doug and Jude say they support the ASRC because “of the broad range of services it provides for people on their journey to a safe haven in Australia” and see it as “a leading authority in political lobbying on their behalf.”

Giving back to something bigger

New to Australia and looking for connection, Mea Maria Theresa Pontanar joined the ASRC Health Team looking to build a new life and find community. In her role as a dedicated Administrative Support Volunteer, Mea discovered far more than just an opportunity to contribute – she found a place that lifted her up.

“The team is so supportive and welcoming. I was new to Australia and unsure where to start, everything felt unfamiliar. I now feel a real sense of belonging,” says Mea. “Volunteering here has had a big impact, it’s helped me understand how the health sector works and supported my Master of Public Health studies.”

Through her role, which she held throughout her studies, Mea has gained valuable experience and discovered a strong sense of belonging within a supportive and purpose-driven community, “It’s not just about helping others, it’s about growing together, and giving back to something bigger than yourself.”



A steady and joyful presence at ASRC Foodbank

A retired educator, Glenda Strong has volunteered at ASRC Foodbank in both Footscray and Dandenong for over a decade. She has found unexpected joy in this hands-on role, forming deep friendships and gaining insight into the resilience of people seeking asylum. “I love the place,” she says. “It gives me much more than I give it.”

Her compassion is matched by her understanding. “People seeking asylum are no different to me,” Glenda says. “They want safe and happy lives for their families.” We’re deeply grateful for the kindness Glenda brings to every shift.



Our staff

Our strategic priority in 2024-25 was to strengthen the engagement, resilience and capability of our workforce, and we are proud to report that this focus is reflected in our key achievements over the year.

In April 2025, we conducted the People at Work Survey, with a response rate of 65.5% of all full-time and part-time staff, compared to around 67% in 2023-24. The survey results demonstrated the progress we've made in enhancing the psychosocial safety of our workforce, with our key indicators falling at or above the industry average. This was an encouraging validation of our commitment to staff wellbeing, as we continue to prioritise improvements in areas such as change consultation and managing the emotional demands of our work.

In terms of physical safety, we made improvements to our workplaces, including remodelling the front reception area to provide a safe working environment for frontline staff.

To further build workforce capability, we rolled out Sentrient, an online compliance training for all team members, both paid staff and volunteers. We achieved a 100% completion rate, and this initiative has equipped our workforce with a clear understanding of their workplace responsibilities and the core competencies needed for their roles.

In addition, our senior managers were enrolled in a tailored leadership development course, designed to help them identify and amplify their personal strengths in leading the organisation towards the delivery of our strategic goals.

The People and Culture team strengthened its recruitment practices in several ways in 2024-25. We improved recruitment outcomes through psychometric testing and streamlined processes. This boosted the efficiency of our hiring process, resulting in a reduced hiring time. For our new starters, we enhanced the induction process by introducing an induction day to familiarise them with our organisation.

As manager of our Vocational Employment Program, a big focus of mine is my team's development. When I was given the opportunity to attend a program with Leadership Victoria, I jumped at the chance. The course provided valuable insights into leadership practices, personal growth, and team dynamics. By the end of the program, I had actionable strategies that I have been able to apply in my role. It was also a great experience to work alongside people from different industries and organisations. One of the highlights was the focus on self-reflection and development, helping me to identify my strengths and areas for growth as a leader.

Moin Zafar, Vocational Pathways & Empowerment Manager

198 staff members

47% of staff with lived experience seeking asylum

20% of staff taking up secondments and higher duties

Investing in the future by improving what we do

We are always looking for ways to improve as an organisation, and 2024-25 saw several new initiatives that enhanced our work and helped us adapt to evolving demands. For example, our Building Infrastructure Improvement plan is currently being implemented, making our centre more welcoming and comfortable for clients and staff. We're also developing innovative ways to engage the lived experience and expertise of people seeking asylum in future service design and evaluation. A big thanks to our Program Quality and Impact team who work with program managers, teams, and subject matter experts to enhance program delivery and outcomes, ensuring our approach is trauma-informed, culturally sensitive, and grounded in human rights.

Over the last year, the ASRC has made significant progress in standardising client intake tools and developing an impact model for Humanitarian Operations & Resilience. We also started work to reduce future risk of capacity constraints through further integration of services and the implementation of standardised service procedures. A key focus for the future is to introduce more predictability for clients by implementing a quality management system through upgrading the customer relationship management system.

Given increased demand and in line with our strategic plan, our Program and Quality Impact team carried out a review of the Refugee Resource Hub, with the aim of identifying the needs of people seeking asylum and refugees in the South Eastern metropolitan region, the challenges and opportunities, ensuring the Refugee Resource Hub continues to respond effectively to emerging needs as a leading service in the region.

In 2024-25, we asked our members about their experience with the ASRC and this is what they told us:

92% of survey participants were satisfied with their overall experience

94% of live feedback participants felt safe at our centres

94% of live feedback participants agreed that they were treated with respect by our staff

Other enhancements across our organisation in 2024-25:

- supporting Refugee Business to develop their Program Logic and Monitoring & Evaluation Plan
- designing a new Impact Model for the Department of Humanitarian Operations and Resilience
- refreshing the client-facing area of the ASRC's website
- co-designing and implementing new service systems and procedures with staff from frontline teams
- establishing a new data dashboard to track service demand and outputs.

Our Lived Experience Advisory Group (LEAG) brings together more than 20 people from the 47% of ASRC staff who have lived experience of seeking asylum. The group came into existence as the model of our organisation evolved from a needs-based to a human rights-based approach in 2023, emphasising a shift in power and embedding the voices of people seeking asylum in all our strategies and practices.

People with lived experience hold the expertise needed to transform the way services are experienced by people who use them. Our LEAG helps to identify gaps and inefficiencies or difficulties that may not be immediately visible, moving away from top-down, expert driven models and towards true partnerships with the communities we serve.

Our members

We introduced the Member Activity and Games Workshop, a program that transforms waiting areas at the ASRC into inclusive spaces where people can connect through games, art and conversation while accessing services. The workshops began as a small pilot, running once a week, but members soon asked if the activities could happen on other days. In response to this demand, the program expanded to every service day, evolving in response to members' needs and integrating seamlessly into the daily rhythm of the centre.

The results are clear. Waiting areas are calmer and friendlier, members are building friendships across cultures and generations, and many are gaining the confidence to connect to similar opportunities in their local communities.

The workshops have helped strengthen relationships with clients, creating a more reciprocal dynamic where they can contribute to the centre and its services through connection and relationships.

For example, when asked how safety at the ASRC could be strengthened, clients overwhelmingly responded with positive stories. One client shared, “I feel safe knowing there is respect, a zero-tolerance policy for discrimination, culture and queer awareness, and staff training to handle situations with care.” Another client highlighted a desire for more “opportunities for growth and connection.” The ASRC continues to respond to these insights and integrate them into service improvements.



What 'welcome' means

One woman in her seventies, who had never before had the opportunity to draw, created her first picture during an art activity. She chose to illustrate what 'welcome' meant to her and was delighted when her work was displayed. Moments

like this show how simple activities can unlock creativity, joy, and belonging. “I enjoyed playing chess and backgammon here. It is not just about the game, it is about talking and laughing with others while we play,” she said.



Financial Overview

In the 2024-25 financial year, the ASRC achieved a break-even result, following on from the prior year’s break-even outcome. These results demonstrate our strong stewardship of resources and the enduring support of our donors, partners, and community.

Total revenue for the year was \$24.04 million, remaining stable compared with FY 2023-24 (\$24.00 million). This consistency highlights our ability to sustain service levels despite economic pressures affecting fundraising and grant income across the sector.

Operating expenditure rose modestly to \$24.03 million (up 0.1% from \$24.00 million). Notably, ASRC’s investment in direct ‘**Service Delivery & Advocacy**’ grew by \$0.82 million (6.6%) year-on-year, as shown in the following chart. Key areas of increased investment included Health \$0.16 million (+19%), Housing Support \$0.13 million (+9%), and Asylum Seeker Rights Advocacy \$0.35 million (+25%).

Our Social Enterprises continued to operate in a challenging environment, recording a smaller deficit of \$0.49 million (down from \$0.66 million in FY 2023/24) as operations were refined and new partnership opportunities explored.

Our Balance Sheet remains strong, with Net Assets of \$14.6 million, consistent with prior-year levels. Total Assets increased slightly to \$19.9 million, while Cash and Term Deposits were maintained at \$11.6 million combined—providing liquidity equivalent to several months of operating expenses and reserves sufficient to support strategic initiatives.

The organisation continues to hold financial reserves covering at least four months of operations, along with funds set aside to mitigate fundraising volatility and enable future strategic investment. Maintaining these reserves is essential to safeguard our independence, given our position as a non-federally funded organisation.

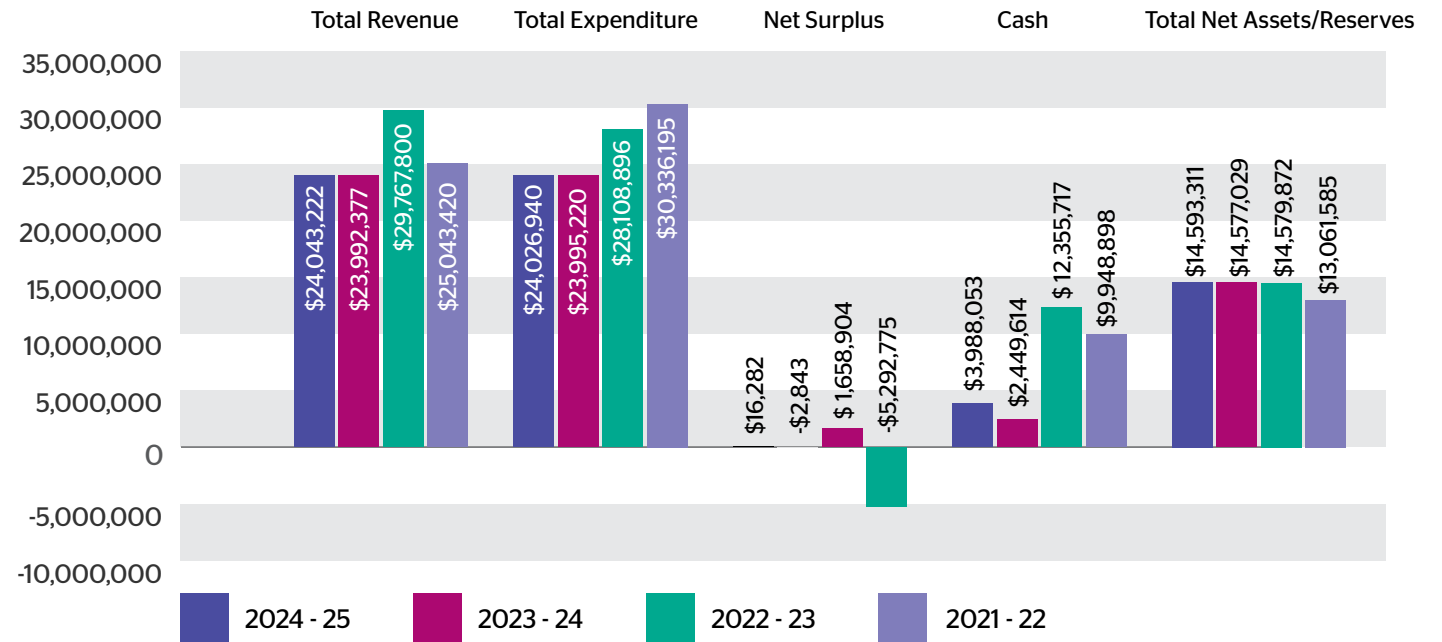
With a stable financial base and a continued focus on efficient service delivery, the organisation enters FY 2025-26 in a strong position. The \$0.82 million increase in **Service Delivery & Advocacy** expenditure underscores our ability to expand impact within a steady financial framework, ensuring resources reach the people and communities who need them most.

Management remains steadfast in its commitment to maintaining a stable financial footing in support of ASRC’s mission in the year ahead.

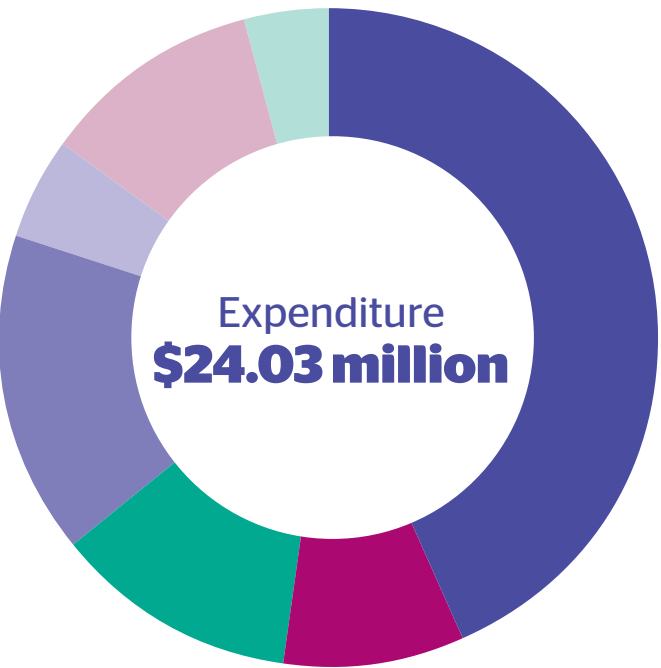
Should you wish to view a full copy of the Annual Financial Report, please scan the QR code or visit asrc.org.au/annual-reports



Changes in key balances

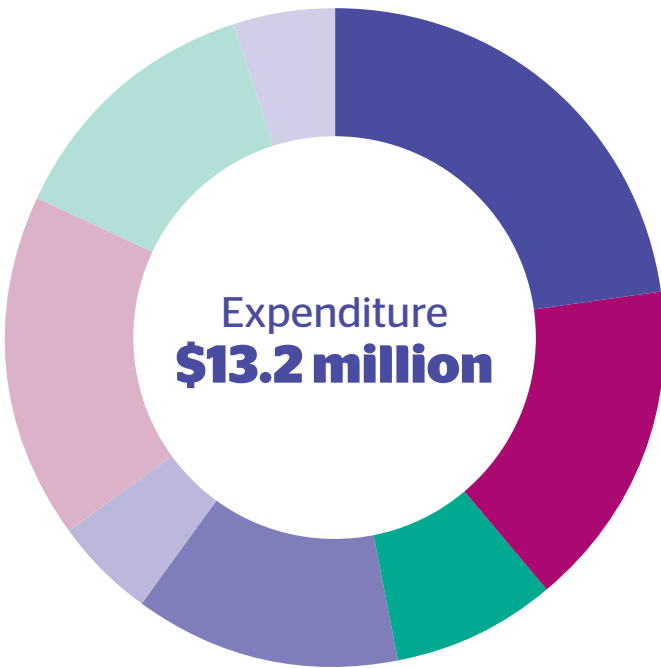


Where the money went



- Service delivery 44%
- Community engagement 9%
- Fundraising costs 12%
- Social Enterprises 16%
- Staff and volunteer management 5%
- Accountability and administration 11%
- Resource Hub 3%

Service delivery & advocacy



- Client services and material aid program 23%
- Community food program 16%
- Health program 8%
- Housing support 13%
- Education, employment and empowerment programs 5%
- Human Rights Law Program 17%
- Asylum Seeker Rights Advocacy 13%
- Monitoring and evaluation 5%

Financial Performance

At 30 June 2025	2024-25	2023-24	2022-23	2021-22
\$ '000				
Revenue & Expenditure - Core				
Total Revenue & Other Income	20,707	20,649	26,804	22,444
Total Expenditure	20,197	19,996	24,188	26,942
Operating Surplus / (Deficit) - Core	510	653	2,615	(4,498)
Revenue & Expenditure - Social Enterprises				
Total Revenue & Other Income	3,336	3,343	2,964	2,599
Total Expenditure	3,830	4,000	4,061	3,394
Operating Surplus / (Deficit) - Social Enterprises	(494)	(656)	(1,097)	(795)
Revenue & Expenditure - Total				
Total Revenue & Other Income	24,043	23,992	29,768	25,043
Total Expenditure	24,027	23,995	28,250	30,336
Operating Surplus / (Deficit) - Total	16	(3)	1,518	(5,293)
Assets & Liabilities				
Total Assets	19,923	19,902	19,420	17,704
Total Liabilities	5,330	5,325	4,840	4,642
Net Assets	14,593	14,577	14,580	13,062
Cash Flows				
Net cash from operating activities	1,107	(720)	2,988	(4,836)
Net cash from investing activities	865	(8,823)	(267)	(1,513)
Net cash from financing activities	(434)	(363)	(315)	(332)
Cash and cash equivalents at 30 June	3,988	2,450	12,356	9,949

Statement of Profit or Loss & Other Comprehensive Income	2024-25	2023-24	2022-23	2021-22
Income				
Fundraising	6,809	6,357	10,538	7,234
Donations	9,097	8,463	10,636	10,169
Grants	3,791	4,379	4,573	4,847
Social Enterprises	3,336	3,343	2,964	2,599
Interest Received	431	489	57	1
Other Income	185	142	236	193
Goods Donated in Kind	393	819	764	-
	24,043	23,992	29,768	25,043
Expenditure				
Salaries and Wages	16,411	16,291	18,712	19,631
Operating Expenditures	7,616	6,715	9,397	10,705
Revaluation		989	141	-
	24,027	23,995	28,250	30,336
Surplus/(Deficit) for the year	16	(3)	1,518	(5,293)

Statement of Financial Position	2024-25	2023-24	2022-23	2021-22
Assets				
Current Assets				
Cash and Cash Equivalents	3,988	2,450	12,356	9,949
Trade and Other Receivables	1,797	1,773	1,372	1,307
Inventories	0	0	0	116
Prepayments	304	150	275	325
Other Financial Assets (Term Deposits)	7,605	8,586	0	0
Total Current Assets	13,694	12,959	14,003	11,697
Non-Current Assets				
Plant and Equipment	4,282	4,616	5,246	5,633
Right of Use Assets	1,941	2,318	108	323
Prepyaments	6	9	63	50
Total Non-Current Assets	6,229	6,943	5,417	6,006
Total Assets	19,923	19,902	19,420	17,703
Liabilities				
Current Liabilities				
Trade and Other Payables	1,489	1,191	1,991	1,968
Contract Liabilities	289	153	705	259
Lease Liabilities	526	431	164	315
Employee Benefits	1,414	1,551	1,838	1,752
Total Current Liabilities	3,718	3,326	4,698	4,294
Non-Current Liabilities				
Lease Liabilities	1,558	1,945	0	164
Employee Benefits	54	54	142	184
Total Non-Current Liabilities	1,612	1,999	142	348
Total Liabilities	5,330	5,325	4,840	4,642
Net Assets	14,593	14,577	14,580	13,061
Members' Funds				
Retained Surpluses	14,593	14,577	14,580	13,061
Total Members' Funds	14,593	14,577	14,580	13,061



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Auditor’s Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

RSM AUSTRALIA PARTNERS

K J DUNDON
Partner

Dated: 21 November 2025
Melbourne, Victoria

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The summary financial statements, which comprise the financial snapshot, financial performance, statement of financial position as at 30 June 2025, and the statement of profit and loss and comprehensive income for the year then ended, are derived from the audited financial report of Asylum Seeker Resource Centre Inc for the year ended 30 June 2025.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report for the year ended 30 June 2025.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards and the *Australian Charities and Not-for-profit Commission Act 2012* applied in the preparation of the audited financial report of Asylum Seeker Resource Centre Inc. Reading the summary financial statements and the auditor’s report thereon, therefore, is not a substitute for reading the audited financial report and the auditor’s report thereon.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 10 November 2025.

Management’s Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements based on the audited financial report.

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Senior Management Team

The Senior Management Team (SMT) of the ASRC comprised the Chief Executive Officer, Deputy Chief Executive Officer, Chief Financial Officer and the Heads of Departments.

The SMT's 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.



Kon Karapanagiotidis
Chief Executive Officer



Jana Favero
Deputy Chief Executive Officer & Head of Systemic Change



Angela Taylor
Chief Financial Officer



Anastasia Magriplis
Head of Humanitarian Operations & Resilience



Andrea Reginato
Head of Giving & Experience



Camille Walles
Head of Program Quality & Impact



Flor Sedighi
Head of Refugee Business



Kashif Hayat
Head of Governance, Risk & Corporate Services



Melissa Milner
Head of People & Culture



Nandini Bose
Executive Assistant to the Chief Executive Officer



Ogy Simic
Head of Refugee Leadership, Advocacy & Communications




Qutbiallyam Timor
Head of Refugee Resource Hub


Board and Commitees

The ASRC Board is the governing arm of the Asylum Seeker Resource Centre - ASRC Inc. 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.


The Board is supported in its duties by the Finance and Risk Committees, both of which have membership from the Board as well as external experts in the field, and the Governance and Nominations Committee.




Mike Sum
Chair




Katelyn Bonato
Treasurer
Board Member




Rebekah Lautman
Board Member




John Pham
Board Member




Lucy Chen
Board Member



Amy Auster
Board Member



Guy Gilbert
Board Member
(start date 08/2024)



Jennifer Kanis
Board Member
(start date 08/2024)

Board Observers

Sarah Nega
(end date 11/2024)

Phuong Phan
(start date 11/2024)

Finance Committee

Katelyn Bonato
Treasurer, Board member

Rebekah Lautman
Board Member

Lucy Chen
Board Member
(start date 05/2025)

David Gunn
External Member

Francis Killackey
External Member

Risk Committee

John Pham
Co-Chair, Board Member

Lucy Chen
Co-Chair, Board Member
(end date 05/2025)

Guy Gilbert
Board Member
(start date 05/2025)

Emily O'Neill
External Member

Governance & Nominations Committee

Amy Auster
Chair, Board Member

Jennifer Kanis
Board Member

Rebekah Lautman
Board Member

The ASRC would like to express our gratitude to the Board and Committee Members for their service on a volunteer basis and unwavering support in advising the strategic direction of the organisation. Your commitment has been pivotal and your efforts are the backbone of our sustainability and integrity in our mission to support and empower refugees and people seeking asylum at critical junctures of their journey.



Our Supporters

Thank you to the following people, organisations and community groups for their contribution to the ASRC of \$10,000 or more in funding or \$20,000 in-kind or pro bono support in 2024-25.

Dr Adam McBeth
Aesop Foundation
Albert Johnston
Alison Martyn
Amyl and the Sniffers
Ann Miller AM
Anne Ross
Arnis and Robin Dzedins
Australian College of Optometry
Australian Communities Foundation
AustralianSuper
Benjamin Duncan Group
Bernie and Virginia McIntosh
Beverley Jackson Foundation
Blue Birch Foundation
Bobbi Murphy
Bruce McMullin Foundation
Cameron Foundation
Cathy Quealy
Chobani
City of Greater Dandenong
The Community Support Fund
Da Gama Pinto Foundation
Dawna Wright & Peter, Liam and Myles Riedel
Denbigh Foundation
Department of Families, Fairness and Housing
Department of Health
Department of Jobs, Skills, Industry and Regions
Department of Premier and Cabinet
Duncan Willis
Eric and Elizabeth McKay
Fairlie and Dennis Nassau
The First Eddystone Foundation
Foodbank Victoria
Frank and Mary Choate
The Frazer Foundation
Gadens
Gailey Lazarus Charitable Foundation
Georgina Costello KC
Gourlay Charitable Trust
Guy Coffey
The Hansen Little Foundation
The Harry Kestin Foundation
Hochroth and Gild Family
Hoffman Foundation
The IRAL Foundation
Iruka Pty Ltd t/a Burton Family Foundation
Janaline Oh
Jannie Brown
The Jasper Picture Company
Jennifer Smith
Joanne Parkinson Foundation
Jocelyn Luck
Joseph Palmer Foundation - Halkyard Bequest

Dr Julian R Murphy
Julie Zhou
Kate Bones
Kate Brettell and Rick Walters
Kerry Landman
The Kimberley Foundation
King & Wood Mallesons
Krishna Somers Charitable Trust
Kristin Brown
Krups Family
Kylie McInnes
Lawrence Acland Foundation
Leo and Mina Fink Fund
Leonie Van Raay
Lord Mayor's Charitable Foundation
Mathew Kenneally
Matthew Albert
Maurice Blackburn Lawyers
McLeod Family Foundation
McNally Family Foundation
Mercer Family Foundation
The Metamorphic Foundation
Mike and Stephanie Hutchinson
Min Guo
Missionary Sisters of the Sacred Heart
Natalie Corke
Naylor Stewart Foundation
Nelson Alexander Fitzroy
Newmont
Nikolas Barron
The Noel and Carmel O'Brien Family Foundation
Olivia Go
One Small Gift
OneSight
Oz Harvest
Pace Farm
Penny and Hilary Roberts
The Late Peter Brown and Patricia Anderson
Peter George
Professional Footballers Australia (PFA)
Rachel Van Zetten
The Ray and Margaret Wilson Foundation
Red Rocketship Foundation
Roberts Pike Foundation
The Robison Family Foundation
Robmerree Foundation
Rosemary and Michael Tabak
The Ross Trust
Russell Kennedy
Ruth Eisner
St Vincent's Pathology
St Vincent's Private Radiology
Shannon Finegan
Simpson Family Foundation

Sisters of Mercy
Stellar Woods
Summers Family Stewardship Trust
Sunnyside Foundation
Sverre Gunnersen
Tom Ballard, Wil Anderson, Melbourne
International Comedy Festival and Token
The Trounson Family Foundation
Tsuno
Une Parkinson Foundation
The University of Melbourne
Vedran Drakulić OAM
VicHealth
Victoria Legal Aid
Victorian Government
Virgin Unite
White & Case
The Wood Foundation

Champions of Hope



The following people and organisations supported the ASRC through their public influence; have been customers of the ASRC Social Enterprises; have extended employment opportunities for people seeking asylum through our services; or have otherwise provided in-kind support for our work.

3CR Radio
ACOSS
Addis Cafe and Roastery
Adil al-Qassas
Akosia
Alfred Health
Alice Pung
Alice Zaslavsky
Alicia Gardiner
Alphington Community Centre
Amazon MEL1
Andy Griffiths
Arnold Zable
Aurelia St Clair
Australian Garlic Producers
Beau Busch
Ben Brown
Benjamin Law
Brotherhood of St. Laurence
Bruno Lettieri
Carly Findlay OAM
Cath Claringbold
Catriona Rowntree
CERES Fair Food
Charlotte George
City of Darebin
City of Melbourne
Clare Bowditch
The Concordia Initiative
CSW-IT
Daffy's Pharmacy
Dani Valent
Danny McGinlay
Darren Purchase
Deakin University
Devni Vihara
Dhayanie Williams (Dee)
Diana Nguyen
dogworld
Dolly Diamond
Donna Sherwani
Electorate Office of Carina Garland MP
Electorate Office of Steve Dimopoulos MP
Elwood + St Kilda Neighbourhood
Learning Centre
Emerson Brophy
Dr Emily Kwok
Energy and Water Ombudsman Victoria
Erika Heynatz
Federation of Community Legal Centres
Gary Lee OAM
GenWest
Georgia Irwin
Emeritus Professor Gillian Triggs
Gretel Killeen

Hamed Allahyari
Hana Assafiri
Hannah Kent
Hardie Grant Books
Holden Street Neighbourhood House
Hunters & Gatherers
Igniting Change
Influence Global
Isadora Soliman
Jacob Varghese
Jai Nathani
James McKay
Jane McCann
Jane Tewson
Jesuit Social Services (JSS)
John Holland - KBR Joint Venture
Julian Burnside
Kalliopi Roditis
Kate Durham
Keyma Vasquez Montero
Khalsa Aid Australia
Kishwar Chowdhury
Kris Schroeder
Kylie Kwong
Lander & Rogers
Lauren Dubois
Leah Vandenberg
Iehmo
Life Without Barriers
Lizzy Hoo
Luke Howard
Manaya Pride Program, The Iceberg
Foundation
Manus Lives Matter
Many Coloured Sky
Maribyrnong City Council
Marieke Hardy
Mark Seymour
Maxine Beneba Clarke
Meg Mundell
Melissa Leong
Mental Health & Wellbeing Local
Merri-bek City Council
Michael McGirr
Milan Yeison
Millie Ross
Mirvac
Missy Higgins
Monash Health
Monash University
Moyna Wilson
Municipal Association of Victoria (MAV)
Nicole Chamoun
Not A Trace

Overseas Services to Survivors of Torture
and Trauma (OSSTT)
Pallavi Sharda
Paraman Tot
Pat Nourse
Paul Dempsey
Dr Preeya Alexander
Readings Books
RMIT University
Rotary Club of Greater Dandenong and
Endeavour Hills
St Anne & St Bede's Parish Social Justice
Group
St Vincent de Paul Society - Soup Van
Salvation Army Sunshine
Samuel Gebreselassie
Santilla Chingaipe
Sarah Blasko
Saraid Taylor
Sashi Perera
Seb Brown
Sebastian Lugo
Semann and Slattery
Settlement Services International (SSI)
Sharon Johal
Sher Rill Ng
Soap Aid
Social Traders
Soli Tesema
Sun Bookshop
Surrey Hills Neighbourhood Centre
Dr Susan Carland
Swinburne University of Technology
Tamie Fraser
Tania Doko
Tarang Chawla
Thread Together
Tim Minchin
Tim Watson Munro
Tom Taylor
Travis Lovett
Triple R
Urvi Majumdar
Victoria University
Vika & Linda
Vu Consulting
West Welcome Wagon
Western Program Alliance, McConnel
Dowel
Who Gives A Crap
Yarra City Council
Zacchary Bird
Zachary Dunbar
Zana Fraillon



Our Volunteers

Thank you for your
20+ years
of volunteer service

Rob Mathew
Joan Lynn
Jean Nash
Mary Elizabeth Stewart

Thank you for your
15+ years
of volunteer service

Jenny Shao
Anne Lord
Bronwyn Duncan
Thi To Uyen Nguyen
Dale Mackie
Janet Bodycomb
Duoc Nguyen

Thank you for your
10-15 years
of volunteer service

Brian Derum
Andrew Trembath
Catherine Ruth O’Leary
Ian Partridge
Stephen Lavender
Anthony Lewis
Pam Every
Jane Wilson
Frances Collison
Bruce Parr
Rebekah Lautman
Chris Kennedy
Jill Baird
Andrew Button
Gillian Fawcett
Lynette Crellin
Catherine Guinness
Taariq Hassan
Tadhg Dowling
Gayle Napier
Joanna Tapper
Helene Orwin
Stephen Baird
Phil Libbis
Scott Blair-West
Mike Sum
Pam Walford
Maha Alomar Albarazi
Timothy Patton
Esmat Ansari
Jennifer Kanis
Myf Evans
Geraldine Butler
Emma Blakey
Rebecca Kierce
Jacqui Hagen
Chris Higgins
Glenda Strong

Thank you for your
7-10 years
of volunteer service

Kay Pentland
Melanie Pitcher
Peter Dapiran
Sandra McAuliffe
Sue O’Reilly
Laura Viglietti
Yung Nguyen
Mali Wilson
Christine Vale
Rachel Allitt
Nicolette Nieuwoudt
Mithran Vyravipillai
Ian Sadler
Anna Michalska
Swathi Shanmukhasundaram
McRae Dunbar
Gerard Powell
Irena Poloczek
Anne Earley
Bina Fernandez
Ai Lin Ng
Anne Balloch
Meredith Jones
Nicole Brown
Lenora Lippmann
David Godden
Alison Kirwan
Merry Lovell
Heidi Yuen
Christy Bonstelle
Engchong Chua
Mike Scheidlinger
Inderjee Munoz
Jemima McKenna

Thank you for your
5-7 years
of volunteer service

Pierce Morton
Kathy Harrison
Caroline Dowell
David Gunn
Francis Killackey
Carol Majernik
Andrei Diamante
Yvonne O’Neill
Anthony Sheehan
Angelina Plazzotta
Katherine Ferrie
Ashley Blanch
Alan Balloch
Parisa Pajang
CC Hua
Roger Hall
Susan Dawkins
Georgia Ellis
Katelyn Peck Bonato
Ana Gargano
Juliet Wright-Single
Beth Hooper
Majella Nugent
Leslyn Thompson
Guy Aldous

Thank you for your
3-5 years
of volunteer service

Molly Cooke
Isabella Gunn
Andy Bennett
Harrison Minion
Rosemarie De Haas
Jennifer Webb
Claire Scott
Timothy Szalek
Charlotte Dodd
Imran Fazal
Melanie Erceg
Richard Halalova
Ellen Segger
John Stringer
Kira Todd
Sarah Matthews
Steven Myrteza
Craig Anderson
Maritza Vera
Helen Hickey
Hannah Faraone
Kim Burgoyne
Kanaha Sabapathy
Judith Marshall
Karen Scobell
Andrea Canisius
Amy Brond
Fleur Thomas
Michael Meaney
Anita Bernardini
Siobhan McDonnell
Thalia Thirunavukarasu
Stuart Rose
Bianca Jovica
Julia Ventura
Joseph Oliver
Jeremy Latcham
Chris Bruce

Emily Dimitracopoulos
Sharon Levy
Dylan Ioannou-Booth
Lauren Quayle
Gin Castro
Sheridan Blunt
Jan Lansdowne
Maree Fowler
Sanghaya Creo
Phyllis Joy Bandy
Shehana Vyravipillai
Jayd Mahady
Helen Johnson
Corina Miller
Bushra Afrasiabi
Janelle Cleven
Mahmood Saeed
Sheryl Aylward
Manraj Kaur
Erin Mollet
Peter Robenstone
Colette Crehan
Asia Veng
Jackie Rouvray
Ying Hua
Yan (Stella) Ren
Jane Berry
Amalia O’Neill
Kraina Vrankovic
Kerry Whelan
Bernadette Sandercock
Courtney Fletcher
Jennifer Ronalds
Dieu Vo
Stephen Andrus Earley
John Pham
Ann Wilhelm
Ebony Mortimer



ASRC's commitment to reconciliation

ASRC's Reconciliation Working Group has been meeting since the 2022 adoption of our Reconciliation Action Plan to take sustainable and meaningful action to advance reconciliation, and to provide tangible and substantive benefits for Aboriginal and Torres Strait Islander peoples.

As a human rights organisation that stands firmly against injustices directed at refugees and people seeking asylum, we stand with First Nations people and we commit to amplifying their voices and supporting their initiatives.

The ASRC acknowledges First Nations people's unceded sovereignty and celebrates their continuing connections

to land, waters, communities, cultures and customs. We acknowledge and confront institutional racism, standing in solidarity with First Nations communities and supporting the issues that matter most to them.

We are committed to continuous learning about the land, sky and waterways on which we live, as well as the history of Aboriginal and Torres Strait Islander Peoples. We are dedicated to sharing this knowledge with those who have come to Australia seeking safety.

To date the ASRC's reconciliation journey has included integrating an Acknowledgement of Country at the

commencement of every meeting, respectfully facilitating Indigenous Elders to provide Welcome to Country at ASRC events, and using our social media platforms to promote Indigenous activism, including supporting the 'Change the Date' campaign, and promoting National Reconciliation Week and NAIDOC Week.

ASRC supports the Uluru Statement from the Heart, including Voice, Truth and Treaty.

We welcomed Commissioner Travis Lovett to the ASRC for a special event amplifying the Walk for Truth, where he spoke about the Yoorrook Justice Commission's role in

truth-telling and the significance of the 400km walk from Gunditjmara Country, where colonisation of Victoria began, to Victorian Parliament.

We supported Treaty for Victoria as a historic step towards justice and self-determination for First Peoples. Our commitment as an ally continues today and into the future, unwavering and embedded in our core values and actions.