





“ASRC is the only organisation in Victoria, maybe even Australia that has really helped me. I wish I had known about them when I first arrived in Melbourne.

Since joining, I feel like I am doing something in my life. I feel like I have hope.”

With the support of our Education program, Sara* is studying to be a nurse in Australia as part of a scholarship with the Australian Nursing and Midwifery Federation (ANMF). She gained the scholarship after applying with highest VET ASSESS score recorded with ANMF. Sara already has 12 years experience as a nurse in Tehran and is looking forward to commencing work in Australia.

*Alias of the person who bravely shared their story

Asylum Seeker Resource Centre

The Asylum Seeker Resource Centre (ASRC) is both a place and a movement. We are an independent not-for-profit organisation, whose programs support and empower people seeking asylum to maximise their own physical, mental and social wellbeing.

As a movement, we mobilise and unite communities to create lasting social and policy change for people seeking asylum in Australia. We are proud to be owned and run by our community of volunteers and supporters.

The ASRC would like to acknowledge the Wurundjeri and Bunurong people of the Kulin Nation as the traditional owners and custodians of the land on which the ASRC stands, and this country. We pay our respects to them, their customs, their cultures and to elders both past and present.

05	Our Values
06	Snapshot
08	Welcome from the Chair
09	Chief Executive Year in Review
10	Strategic Plan
12	Our People
17	Our Programs
37	Our Organisation
39	The Board
40	Executive Team
42	Fundraising
44	Financial Summary

Our Values

The ASRC's values are the foundation of our identity, the core of our organisational culture, and what guides all decision-making. We have mapped the following values as being the principal beliefs and behaviours that our staff and volunteers embody which supports our vision and reflect all that we do.

Independence

- We act without fear or favour
- We don't compromise our principles and integrity
- We do what is in the best interests of people seeking asylum at all times

Innovation

- We are responsive and adaptable to an ever changing environment
- We do great things with very little
- We learn, grow and strive for continuous improvement
- We tackle seemingly intractable problems with courage and imagination

Empowerment

- We work with not for people seeking asylum
- We see, value and empower the whole person
- We see our community as resilient and resourceful with the ability to fulfil its potential

Integrity

- We are honest, open and fair
- We live our values; we take responsibility for our actions
- We are accountable, ethical and professional

Human Rights

- We protect and advance the rights of people seeking asylum
- We work from a human rights framework
- We speak up against injustice

One Team

- We leverage the strengths, knowledge and wisdom of our community
- We work as one team, we share our challenges and celebrate our successes together
- We will win the fight by working as a team

Holistic

- We see the person not just a person seeking asylum
- We see the potential within the context of each individual
- We collaborate to create meaningful impact; great things are achieved together

Snapshot



1200
volunteers



3000
people who were
supported & empowered

Celebrated our



Launched three new programs:

- 1 Youth Action Project
- 2 Community Education
- 3 Driving

300
members enrolled
into **sponsored**
VET courses

5296
hours of free
English lessons

Received \$1 million
worth of donated food

291,000+
people engaged
on social media
& mobilised to
take action

**Launched
Australia's first
immunisation
clinic for people
seeking asylum**

1200
vaccines
delivered

\$285,000
Launched
our first
Telethon
and raised

Launched
**Words
That Work**
research
to shift
attitudes



17,682
nights of shelter provided

220 people
assisted into long-term
employment

**Winner of the
Maribyrnong City
Council 'Community
Strengthening' Award**

Helped **6 people** launch
their own businesses

Welcome from the Chair



In this report you will discover the achievements of an organisation that has worked to empower people seeking asylum for 15 years.

2001 bore witness to the Tampa crisis in stark and disillusioning contrast to the first World Refugee Day. And this year, it witnesses a national and global humanitarian crisis that is entirely without precedent. The world and our challenge has continually evolved.

Over the past two years, the ASRC has grown threefold into a new and beautiful Centre in order to meet this evolving challenge. With all the vicissitudes of change there is always the danger of being drawn away from the things that matter most. In this sense, the past year has been a defining one in the life of the organisation. We have recognised that the dramatic change we chartered requires reciprocation in the strength of our culture and leadership. Through reflection and hard work, we have matured as an organisation. Central to this is the lesson that our purpose must remain at the heart of everything we say and do.

We exist for people seeking asylum – for those who seek to rebuild their lives where it is safe. We are a place and a movement. As a place, people feel welcomed, are safe and supported through our 30 community-based programs. As a movement, we

mobilise and unite communities to create lasting social and policy change. We exist for people, and we achieve through people.

On behalf of the Board, thank you to the 1200 volunteers and 85 staff who breathed life into this purpose, assisting more than 3000 people in the year. Thank you also to our CEO, Kon, and the management team for their leadership, resolve, and commitment to continual improvement. Thank you to our supporters, individual givers, patrons and ambassadors, national peers, and philanthropic partners. We are one community inspired by the belief that when people are in harm's way, we can do the right thing.

I am pleased to introduce this year's annual report in recognition of the many accomplishments of this community. I also hope it serves as a helpful reminder of the purpose that binds us. To quote The Little Prince, "what is essential is invisible to the eye", and it is only with constant attention to our heart – our purpose – that we might rightly see.

A handwritten signature in black ink, appearing to read 'Matt'.

Matthew Tutty
Chair of the Board

Chief Executive Year in Review



The last 12 months has seen the ASRC and the entire refugee movement in Australia face the greatest humanitarian crisis for people seeking asylum since the days of Malcolm Fraser.

With over 30,000 people seeking safety nationally, our sector has had to endure draconian policy changes, an erosion of a safety net and deep funding cuts to legal assistance. This has been catastrophic for the wellbeing and mental health of people seeking asylum, while degrading their ability to rebuild their lives and plan their future.

As an organisation we have had to rapidly grow threefold in the last two years to meet the crisis. We have responded to the extraordinary demand on our services by providing critical access to justice, nutritious food, housing, education & training pathways and employment assistance to record numbers of people. Such rapid growth has brought its own complex challenges and growing pains, but we have weathered them together as one team, ending the year stronger than ever before. We have invested in strengthening our culture, by embodying our values at every level and governance, to ensure we continue to provide adaptive, high-quality services for people seeking safety.

In 2015-16 the ASRC celebrated its 15 year anniversary. Together, we have supported and empowered around 12,000 people seeking asylum since opening our doors. I am so proud and grateful to our staff, volunteers and members for their passion, dedication and commitment to building a welcoming and fair Australia. Their hard work, empathy and compassion in trying times leave me in awe of their resilience and care for humanity. We are also grateful to count as part of the ASRC family, 46 staff and 91 volunteers currently seeking asylum. This ensures people with lived experience of seeking asylum are at the centre of all we do.

In the last 12 months, we launched our groundbreaking *Words That Work* research which has steered our advocacy by putting forward the most compelling case for a more humane approach to people seeking asylum. Using this research we are reframing the national conversation across Australia through a new community education program. The generosity and support of our community has meant we were able to raise over \$1 million worth of food in Foodbank, and provided access to fresh food at a 75 per cent discount on the Food Justice Truck to an additional 2,000 people seeking asylum. We've increased the number of hours we offer English language classes by 248 per cent and expanded our employer partnerships across two sites and placed 220 members into jobs. We have ramped up access to legal services thanks to the establishment of a pro-bono legal network which has enabled us to provide four free weekly legal clinics, which is double the number from last year. To top it off, we have launched the country's first free immunisation clinic and diabetes screening program for people seeking asylum, as also assisted and mentored six people to launch their own businesses in Australia, it has been an incredible year.

The ASRC continued to use our fearless independence to be there at the coalface, championing the rights of refugees and people seeking safety, regardless of whether they are on Manus, Nauru or in our community. In the next 12 months with your continued support, we will continue to offer a humane and compassionate alternative to the issues faced by people seeking asylum, and a beacon of hope and humanity as we build together a national movement of real change and welcome.

A handwritten signature in black ink, appearing to read 'Kon Karapanagiotidis'.

Kon Karapanagiotidis
CEO and Founder

Strategic Plan 2016-2018

The ASRC's strategic plan, 2016-2018 is our road map and vision for the welcoming Australia we want for people seeking asylum; one that is generous, compassionate, embraces the resilience, entrepreneurial spirit and potential of refugees to enable people to thrive. Our three year strategic plan centres around four core pillars; a thriving people centred organisation that invests in the potential of refugees and people seeking asylum to succeed; place their voices at the centre of our work; deliver world class services; all while striving to protect human rights and change community attitudes.

02

People seeking asylum are valued and are able to determine and advance their own futures.

- People seeking asylum achieve social and economic participation.
- People seeking asylum have influence and involvement in the programs and services that impact their lives.
- Community-based solutions to the challenges asylum seekers face.

04

A thriving people centred organisation that is financially and operationally sustainable.

- Strong organisational infrastructure that supports accountability, efficiency and enhances capacity.
- Diverse partnerships and income streams building long-term sustainability.

01

People seeking asylum are treated fairly and humanely with their rights respected under international human rights law.

- Ensure people seeking asylum have access to justice.
- Fair and just law and policy.
- The broader community understand the issues facing people seeking asylum and support their right to seek protection from harm.
- A global collaborative, diverse and effective movement that drives change to restore and uphold the rights of people seeking asylum.

03

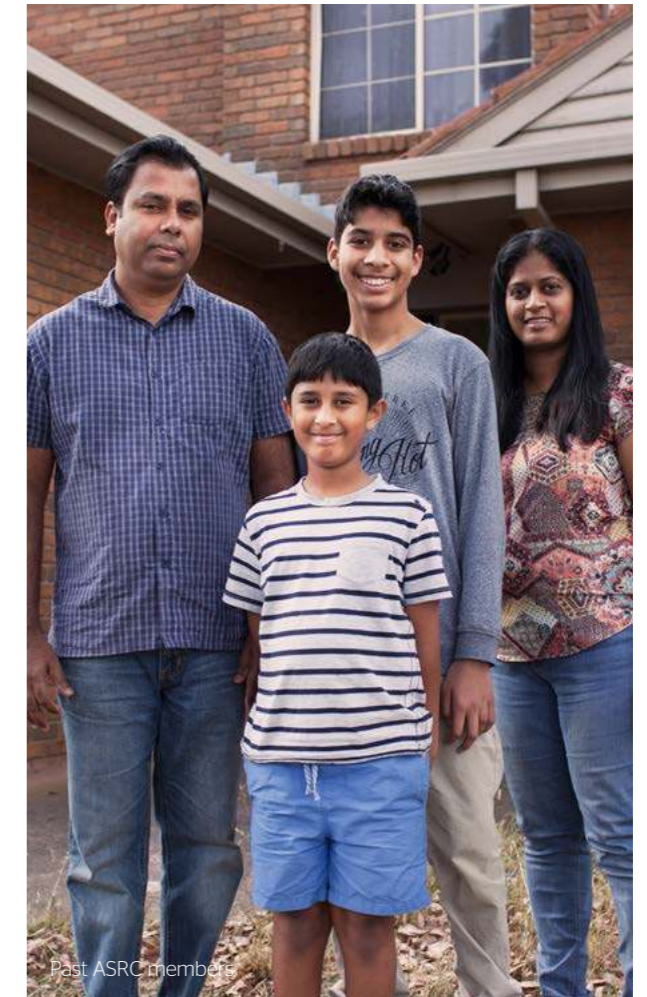
People seeking asylum experience the best possible physical, mental and social well-being.

- People seeking asylum are empowered to maximise their own physical, mental & social well-being.
- Universal access to high-quality, essential services.
- Demonstrably high impact programs and services that are driven by the needs of people seeking asylum.

Our People

The strength and power of the ASRC is in its people. As the lifeblood of the organisation, the ASRC continually strives to ensure all staff, volunteers and members are supported, and feel safe in an environment where they can contribute and thrive. A community-based model underpins our priorities of inclusion, engagement, building capability and leadership throughout the organisation. This is our commitment to a thriving people-centred culture.

We are proud to be run and owned by our community. We want to acknowledge and celebrate the contribution of our members, volunteers and staff without whom the ASRC would cease to exist.



ASRC volunteers who have served more than three years

Snapshot

In the past 12 months, the ASRC conducted an extensive staff and volunteer survey. The results will help strengthen us as a people-centred organisation.

3000
members in the
ASRC community

85
staff



1200
volunteers



93%
of volunteers feel
satisfied with their
overall experience
at the ASRC

“We get to see the best of humanity – the members and their amazing resilience, the donors and their generosity, the volunteers and their incredible dedication and my fellow staff who just make this place great to work in and have taught me so much”

– ASRC Staff

“I would say that volunteering helps you realise your real self, as well as being able to contribute back to the community”

– ASRC Volunteer

91%
of staff enjoy
working at
the ASRC

44
people seeking
asylum employed by
ASRC social enterprises

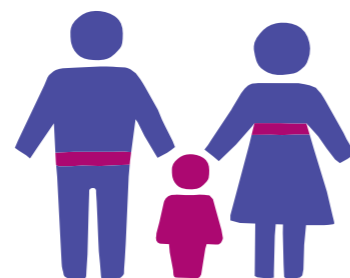
75% of staff agree
that the ASRC’s
chosen values and
behaviours are
demonstrated every
day in their team



351,130
hours contributed
by volunteers

91
active member volunteers
who are part of ASRC
community and gaining
Australian work experience

Started the process
to make the ASRC
Child Safe by 2017




Innovation Hub
reception is
100%
member-led

3 members secured
tutoring roles at
Victoria University
in Community
Development

39%
plan to volunteer
indefinitely

Collectively our
volunteers speak
55
languages

A man with a shaved head and a light beard, wearing a light blue polo shirt and light-colored trousers, stands with his hands in his pockets in front of a dense green hedge. The image is split vertically: the left side shows the man and hedge, while the right side is a solid teal color containing text.

"I did not leave my own country willingly for good; in my opinion no one does. Leaving your family and home behind is akin to tearing away a whole part of you."

You tell yourself it's just a phase, one stage, like when you're learning something new, it's always tough at the beginning and then you kind of 'click', and everything opens up, like a lifted veil.

I have to come back here (ASRC) one day to repay. For me I feel like I've got a debt. I have to repay my debt here, I have to come back."

A journalist in Congo, going back was never an option for Freddie. Thanks to the diligent, hard work from the ASRC legal team, Freddie received protection and eventually his permanent residency in 2012 and became an Australian citizen this year. He looks forward to finishing his nursing degree in 2017.

Our Programs

Each of the ASRC's 30 programs has been designed to connect the organisation's values and mission, and operate from a holistic, strengths-based approach to support and empower people seeking asylum. Our programs assist over 3000 members to gain access to justice, achieve social and economic participation and experience the best possible physical, mental and social well-being.

In 2015-16 the ASRC continued to investigate and invest in opportunities for our members to contribute to the development, leadership and evaluation of programs that impact their lives. Currently 91 volunteers seeking asylum actively lead or contribute to our programs. Member-contribution continues to positively impact the quality of the organisation's service delivery model.

Client Services



The Client Services program assists people seeking asylum to maximise their own physical and mental well-being through holistic, integrated and responsive services. These services include casework, counselling, continuing care, housing and access to wider ASRC programs to ensure they receive essential services.

In the last 12 months, the volunteer casework team, made of up to 47 people, provided continuity and individual support to 352 people seeking asylum, assisting them through an uncertain and often complex refugee determination process. The counselling program provided therapy and supported 200 people this year, over 1472 appointments by 12 volunteers. The continuing care program supported 45 vulnerable clients to receive intensive support.

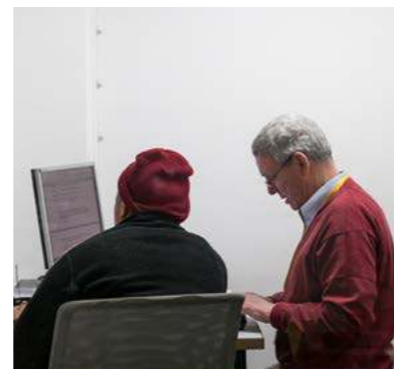
New initiatives included the creation of a critical incident policy, risk assessment tools and case plans to vastly improve the accountability and support provided to volunteers. All ASRC staff received training around trauma informed care which has increased the awareness and knowledge of how to support our members in complex situations.

Over the next year Client Services will focus on identifying the views of people seeking asylum and incorporate them into Client Services programs, working from a strengths-based perspective that best supports the needs of members.

The program's Housing service offers rental support to people seeking asylum in critical danger of homelessness. In 2015-16 it provided 17,682 nights of shelter for people seeking asylum, with a total of 96 people being supported, 24 of them children.

More than 80 per cent of members have been in danger of homelessness due to exclusion from work rights which has left them financially dependent on important services such as housing. A further 14 per cent of members seek shelter after experiencing physical and mental health hardship.

Client Services will continue to advocate for equal access to essential services with the aim to improve referral pathways with sector partners, which this year included Lentara, Baptcare, Red Cross, Life Without Barriers, AMES and Brigidine Sisters.



“This man was reminded of something he had not been able to experience and had forgotten what it was like to experience... almost like he'd been able to feel gratitude, love and kindness for the first time in seven years since being separated from his family and home country.”

ASRC Continuing Care Coordinator

General Access Program & Material Aid



General Access Program (GAP)

GAP symbolises one of ASRC's key priorities: ensuring every person seeking asylum is provided with information, advice and access to psychosocial and wellbeing support. GAP is the ASRC's first point of call for people requiring support in relation to a wide range of welfare issues including homelessness, family violence, social isolation and destitution. GAP works to advocate and build relationships with external service providers to ensure best possible outcomes and access for people seeking asylum.

In a year when critical government-funded services continued to be reduced, GAP's services became ever more vital. A doubling of GAP's volunteer numbers in 2015-16 reflected increased demand, enabling GAP to offer services five days per week, up from four days in 2014-15. In 2015-16, GAP assisted on average 45 new people each week and eight new membership intakes.

Material Aid

A central tenet of GAP is its Material Aid program, which provides ASRC members with essential items ranging from nappies, coats, blankets, bedding, kitchenware and cooking items, mobile phones, phone cards and Myki top-ups. In 2015-16, Material Aid supported 1600 members as well as hundreds of non-ASRC members requiring emergency support.

In the past year, Material Aid has held a number of drives to meet demand for specific items. Successes included a record \$13,000 worth of gift cards; Back to School packs, thanks to a partnership with the Brotherhood of St Laurence; and two toy shops, to celebrate Christmas and Eid - both in partnership with the Salvation Army. Hundreds of members were provided with new socks and underwear thanks to the 'Socks and Jocks' drive, Material Aid's most successful. To support members through Melbourne's cold winter, Material Aid distributed hundreds of donated coats and blankets.

45 non-members assisted weekly

1400+ people assisted to become members



Health



The Health program delivers a range of primary care services together with specialist clinics including psychiatry and pain management for people seeking asylum. In 2015-16, three community health nurses and 87 volunteers assisted 629 patients (compared to 520 in 2014-15), conducted 3662 appointments. A partnership with Daffey's Pharmacy, enabled 350 members (compared to 215 in 2014-15) access cost effective medications. In its first year, Health's immunisation program delivered 1200 vaccines to 173 members, including 65 members receiving full catch-up immunisations.

In 2015-16, the partnership with St Vincent's Hospital Melbourne continues to provide radiology and pathology services to the ASRC GP

clinic. In a new partnership with Baker IDI, Health launched a free Diabetes Risk Screening Program, to all ASRC members. The ongoing support of Cohealth and the University of Melbourne has strengthened the Health programs ability to provide broader support to people seeking asylum.

In the past year, Health launched a first-aid training pilot program that is already exceeding program targets; by December 2016, ASRC will have at least 100 qualified first aid volunteers and staff.

The Health program also participates in broader advocacy as a member of the Victorian Refugee Health Network. Through the network, healthcare needs of communities of people seeking asylum remain visible.



“Dr Rogers, you are amazing in looking after our health issue and so helpful. Thank you so much.”

Member patient

Foodbank & Community Meals



Foodbank

Foodbank is the ASRC's founding program and 15 years later, the free grocery store meets the essential dietary needs of 620 people seeking asylum every week, many of them children. That equates to 27,500 member visits annually at the economical sum of \$5 of food per person per week.

Foodbank received more donations than ever in 2015-16. A 25 per cent increase on the past year is helping Foodbank meet its annual target of \$1 million of donated food, which provided a further \$36 of donated food per person each week. In addition to the growing generosity and compassion in the community for people seeking asylum, the Foodbank was able to source more donations thanks to a new refrigerated van donated by The Rotary Balwyn.

Over time, Foodbank has increasingly focused on supporting members to make healthier food choices in addition to providing fresh and healthy produce. To continue this effort the Foodbank conducted cooking classes for 45 members and trained 90 volunteers in basic nutrition and food safety skills.

This was made possible with the help of Second Bites FreshNed and FoodMate programs.

Foodbank also developed a cookbook in collaboration with members and Deakin University nutrition students, to enable more members to use new and unfamiliar foods. This has doubled the nutritional quality of foods selected by our members in Foodbank.

Community Meals

ASRC's Community Meals program has fast become a popular social outlet for members, volunteers and staff while enjoying nutritious meals, cooked by 65 volunteers and 35 member volunteers. An increase in corporate and private food donations in 2015-16 enabled Community Meals to serve 61,250 meals, a 25 per cent increase on the previous year.

One of the program's proudest achievements in the past year is a 70 per cent increase in the number of member volunteers. Thanks to new partnerships with Kensington Neighbourhood House and Melbourne Polytechnic, members have the opportunity to complete pre-hospitality english training, complementing their valuable cooking skills.

In addition, a new member-run Wednesday night program cooks beautiful, culturally traditional meals for the Legal Clinic, Innovation Hub and Health programs' staff and volunteers. It's a stunning example of how the ASRC is meeting one of its key strategic goals of people seeking asylum having influence and involvement in the programs and services that impact their lives.

61,250
delicious meals served this year



Education



There are few more important ways people seeking asylum can determine and advance their own future than through education. ASRC's Education program incorporates English as an Additional Language (EAL) classes, Home English tutoring (HET), IELTS preparation classes, English for Hospitality, a Book and Film Discussion Club and Vocational Education and Training (VET) across the ASRC's Footscray and Dandenong offices.

In 2015-16, an expanded EAL program at Footscray enabled Education to support growth in the frequency and levels of EAL classes, now delivering beginner, intermediate and upper-intermediate classes every morning of the week to an average 148 members per week. In total, 80 volunteers and three staff delivered 1596 hours of classes. This is in addition to the 1400 hours of HET classes.

At Dandenong, 250 people seeking asylum attended regular English

classes, with 100 members in regular conversation groups, and literacy and pronunciation classes. Moving from an 11-week to a 22-week semester, increased the time available to members to consolidate their language skills.

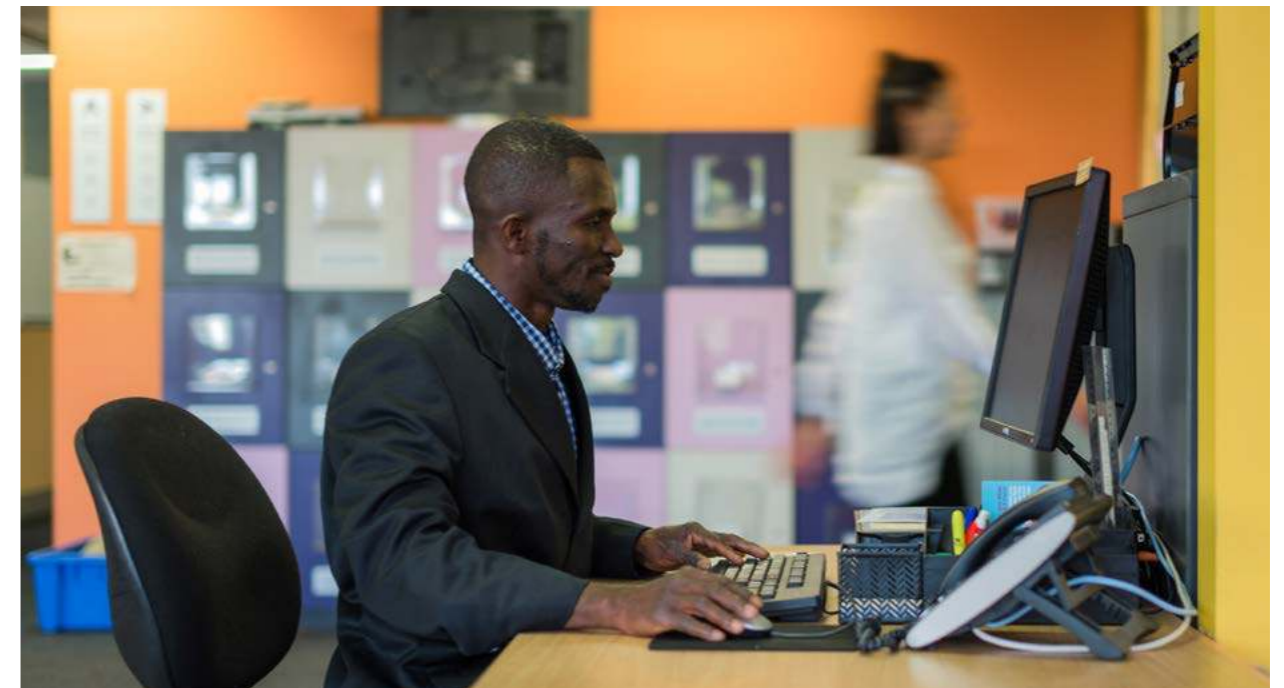
In 2015-16, the Dandenong ASRC was a founding member of the English for Asylum Seekers app, coordinated by the English for Asylum Seekers Network.

A committed team of education advisors and volunteers continued to provide education casework to assist 300 members enrol in a range of Government-subsidised VET courses that lead to meaningful employment opportunities. As well as helping to generate work placements and training qualifications, participating in VET helps build members' self-confidence and encourages them to develop personal and career goals.

“I'd like to start by saying thank you to the ASRC... for helping me enrol in Certificate IV Education Support. It is my short-term goal to work as a teacher's aide and my long-term goal to practice my profession as a teacher.”

Student

Employment & Entrepreneurship



Employment

For people seeking asylum, securing a job is not only vital for their financial independence and stability, but also essential to feeling valued and included in the wider Australian community. In 2015-16, ASRC's Employment program continued to provide a personalised employment preparation, support and referral service for members, empowering them to become skilled, confident and independent jobseekers.

For many members already qualified in industries as diverse as medical research, IT, geology, mining and farming, getting that first opportunity is key. This led to a redesign of Employment's Jobs Skills Training component. Members now have the opportunity to learn more about Australia's employment rights and conditions, minimising the risk of labour exploitation. Out of a total 600 employment referrals, 450 members completed the training.

Across ASRC Footscray and Dandenong, 220 jobs were found for members in 2015-16. Underpinning the program's success are the strategic partnerships developed with employers, both large and small, to source as many suitable work

opportunities for members as possible. In 2015-16, these successes included an internship and work experience program with McCann, and standing referral relationships at Aesop, Sussan, and Maurice Blackburn Lawyers. The referral relationships have been so successful that many employers return to the ASRC for repeat business: Seasol now employs 16 ASRC members, and Rylock, four. We are currently working with a major bank to place members in paid internships across a range of areas, from customer service to project-based roles.

Gaining initial Australian work experience has also been key to members accessing further opportunities. At IDP Education, three members started in contract roles, with one appointed to an ongoing role and another, Khisro, moving to a full-time position in I.T. at Monash University.

Entrepreneurship

The ASRC's Entrepreneurship program is one of its most exciting and rewarding, empowering members to invest their skills and talents in starting their own business. In 2015-16, the program's 'incubator' was instrumental in supporting the

launch of six member-led businesses – a 50 per cent increase on the previous year.

Eight volunteers and one staff member assisted 53 members with individual business coaching, facilitated a vital network for members with Melbourne's business community, and invited industry experts to deliver workshops tailored specifically to members' needs.

“With all my success, the ASRC played an important role to give me confidence and a platform for my dreams to come true, with very professional and kind staff members.”

Khisro,
IT Specialist and
former member

WISE Women & Mentoring



WISE Women

At the ASRC's Innovation Hub, women members are referred to the WISE Women program, assisting them to realise their career potential, whether it be securing employment, education, or starting their own business. WISE Women's impact is significant, with women members now comprising 40 per cent of the Innovation Hub's program participation rate. That equates to 229 women members joining the Hub since July 2015. On the professional development front, 135 women were enrolled in various professional courses, including beauty and hairdressing. Many women members are already accomplished professionals and an Australian qualification is an essential step to resuming their careers.

Like many ASRC programs, WISE Women is driven by members. In the past year, 35 women members started volunteering at the Hub, with 12 members creating a Women's Advisory Committee. Meeting quarterly, the Committee reviews and plans for the program's ongoing development. This complements development of a new Women in Business program, to be launched in the coming year.

The focus next year will be a 'women in business' training program tailored for women are not only focused on the practical, such as budgeting and computer skills, but also at building members' confidence, such as assertiveness training.

Mentoring

The ASRC's mentoring program assists people seeking asylum to realise their professional and personal goals, connecting them with mentors from a broad range of industry and community sectors. In 2015-16, a significant restructure of the program delivered immediate results: a 20 per cent increase in participants on the previous year, supported by one staff member, and 20 volunteers, including one member volunteer.

The program has broadened to encompass three streams: professional (supporting members' with employment pathways); vocational and career guidance; and social mentoring. Each stream is proving critical support to members' on their own pathway to independence. And the results speak for themselves: in 2015-16, 23 members obtained work in their chosen professions in fields as diverse as geology, engineering,

finance and community development. A further three members obtained industry internships. Eight enrolled in tertiary study, three were employed as tutors at Victoria University, and six employed as researchers at the University of Melbourne.

Crucially, members are at the forefront of the program's ongoing development, with member think tanks and a research study project continuing to inform the program's future direction.



229 new women Hub members

Social and Community Development & Driving



Social and Community Development

Social participation and connection is vital to a person's physical and mental wellbeing. For more than 500 ASRC members, the Social and Community Development program supports their independence and engagement with each other and the broader community. In 2015-16, the program was consolidated into three main branches: Social Outings and Cultural Activities; Sports and Arts; and Health Promotion.

ASRC members have been the driving force behind the formation of ASRC's soccer team made up of 25 members. It is proving a talented and competitive team, reaching second in the VicSoccer League. The soccer hub was also established in partnership with Brimbank Council and New Hope Foundation. Other activity programs include cricket, gym memberships and cycling.

On Wednesday nights 15 members share music from their home country, rehearsing for performances, 15 of which were held in 2015-16. The program's art activities include a theatre group, which performed two works in 2015-16 developed in collaboration with 30 people seeking asylum.

An arts space also provides a safe, supportive outlet for members to express themselves through art.

Driving

In 2015-16 the ASRC launched a new program in partnership with Transurban, to provide driving lessons to people seeking asylum, who do not have Australian driving experience or work rights to pay for driving lessons. The program's benefits are immeasurable - a driver's licence is vital to one's independence, supporting people seeking asylum to determine their own future.

Over 11 months, the program recruited 12 volunteer coaches and seven program support volunteers to deliver 362 coaching lessons. Professional instructors also provided 73 licence preparation lessons and 72 assessments. Fifteen participants obtained their driver's licence, and received their certificates at a celebration for all program participants and volunteers. Sadly, the celebration also marked the program's end. Plans are currently underway to continue a volunteer-run program until additional funding can be secured.



"I was feeling like no one wants me. Now that I can drive and I have a job, I've become a real person. When you're working, your mind becomes free."

Member driving student



"If you give something to the community, the community gives back. My favourite thing about volunteering is helping people, and representing that I am an asylum seeker to other people. That we're not here to sit, sleep and eat, we want to do something significant for the community and for the people".

When Mohammad* wasn't at his paid job working at the UN, he would volunteer as a nurse treating people affected by bomb mines, making room for new refugee settlements in Pakistan and Iran.

Here in Australia, Mohammad helps people seeking asylum and refugees in the community, from helping out in the ASRC Foodbank, talking to dialysis patients, reception and aged care services. He racks up hours across six days a week that exceed most normal full-time jobs.

*Alias of the person who bravely shared their story

Empowerment Pathways & Youth Empowerment



Empowerment Pathways

Empowerment Pathways consolidates three programs; Youth Empowerment, WISE Women, and the intake of men into the Innovation Hub, the ASRC's space and stream which houses our employment, education, social and community develop, entrepreneurs programs.

This program manages the membership of men over the age of 25, all of whom meet with an intake worker to design a pathway that is goal-oriented, and aimed at providing access education and training relevant to the person's needs and aspirations.

A great achievement of Empowerment Pathways has been the huge increase in member volunteers working within the Hub. The Hub reception is currently fully member-staffed, and more than half of all volunteers working within the Hub are members of the ASRC.

Youth Empowerment

The Youth Empowerment program supports young people seeking asylum under 30 to increase their participation and engagement with the broader community through work, study, friendship and recreation. The result has been a close, engaged group of young people who are building the confidence, connections and skills to thrive in Australia.

In an eight week Step to Work program, members designed a program to help build their confidence in which they learnt about resume writing, leadership, public speaking, employee rights, pay rates and taxes and workplace culture. Part of this program involved valuable work experience at the ASRC. Some members also took up work experience opportunities with Scarf, ANZ Bank, Richmond Café and Telstra. In the year ahead, the program will extend to the Dandenong office and be run by youth in the area.



"We do not need your pity and saving. We just want people to listen to us and acknowledge our knowledge, skills and experiences."

Member

Human Rights Law Program



The Human Rights Law program is a community legal practice that works to ensure people seeking asylum have access to justice at all stages of the refugee determination process. Consisting of ten lawyers and 210 volunteers, the program operates four legal clinics weekly, offers daily legal triage services, telephone advice twice a week, detention outreach and ongoing representation for people seeking asylum. The program also conducts community legal education and training, and engages in advocacy and law reform.

In 2015-2016, the HRLP processed 2672 requests for legal assistance and opened around 1000 client files.

The critical issue facing the legal team in the past 12 months was the government's decision to commence processing the 24,500 asylum seekers who have been residing in Australia for several years. People who arrived by boat between August 2012 and December 2013 are subject to a new system of processing called

'Fast Track,' and are only eligible for temporary protection visas. This new system provides for reduced timeframes, restricted opportunities to introduce new information and limited options to appeal a negative decision.

With 11,000 people in Victoria subject to the Fast Track system, the legal team have responded to the extraordinary demand on our services through establishing innovative models for targeted legal assistance. The program also assisted 700 'Fast Track' clients, and conducted external legal information sessions to 376 people seeking asylum.

In 2015-16, a program established a pro-bono network including a new legal clinic with private law firms Maurice Blackburn and Russell Kennedy. The firms' lawyers and paralegals staff these clinics and work directly with people seeking asylum to complete complicated forms and statements required to seek a protection visa.

“When I came to them they were so promising towards me and they were so supportive. And they were there for me, like hope for a bright future.”

Member

2672
legal appointments provided

04 legal clinics
run each week

Community Engagement & Community Education



Community Engagement

Established in October 2015, the Community Engagement program incorporates the Community Education, Speakers, Youth and Schools programs. Partnering with the broader community, Community Engagement aims to educate and mobilize people to take action on the issues facing people seeking asylum.

Comprising four staff, 20 volunteers and two member volunteers, in the past year the Community Engagement program has facilitated workshops and speaking engagements for a range of organisations, with a focus on changing the conversation about people seeking asylum. Supported by messaging research, the program engaged with ASRC staff and volunteers, providing valuable insights to enhance their advocacy work. A member-driven network has also been established, providing a safe environment for people seeking

asylum to participate in collective advocacy. An additional focus in 2015-16 was the empowerment and mobilisation of targeted audiences, particularly young people. The formation of a youth program complements a recent realignment of the ASRC's community education and schools programs.

Community Education

The Words that Work research project, led by Anat Shenker-Orsorio in 2015, was the catalyst for the ASRC's Community Education program, launched in February 2016. The program's aims are to raise community awareness and understanding of the research project, which analysed the messages and language that can be used to advocate more effectively for the rights of people seeking asylum.

The program has generated tremendous interest, with more than 500 people, including ASRC staff and volunteers, attending a number of messaging workshops.



3500
in community action group

600
in anti-deportation action group

Detention Rights Advocacy & Speakers



Detention Rights Advocacy

Now in its third year, the Detention Rights Advocacy program provides an essential service, visiting people seeking asylum in detention to witness, record and report on conditions and human rights abuses, as well as to link people with legal and medical assistance. The Advocacy program works closely with the ASRC Legal program to ensure people get representation and to improve the conditions they are forced to endure, often for years.

Over the past year, Australian Border Force has implemented stricter conditions on the nature of these visits, deeply affecting people in detention, and making the program's work more important than ever.

The program works with other community groups supporting people in detention both on and offshore. The recent publication of *Protection Denied, Abuse Condoned: Abuse of Women on Nauru*, co-written by five women, has been critical in uncovering evidence of physical, sexual and mental abuse of women on Nauru.

Speakers

The ASRC's Community Speakers program raises community awareness about the facts related to people seeking asylum. The community's thirst for information is reflected in the ongoing demand for the program's services. In 2015-16, seven volunteer speakers addressed 92 different community groups and organisations, attended by 5654 people.

Supported by one staff member and three volunteers, speakers participated in a redevelopment of the program's training and presentation plans, aligning with Community Education's messaging project.

“It was wonderful to have the speaker at our function and we were glad she gave us such an interesting presentation . . . she was an important part of our day.”

Speaker event feedback

Campaigns



We campaign and advocate for people seeking asylum in our community and in detention, raising issues through the media, activating supporters online, and creating opportunities for the public to advocate for a more welcoming and inclusive community.

Kids Out

In 2015 the ASRC campaigned for the release of 112 children in onshore detention before Christmas. Through engaging media, as well as online videos, social media, and campaign emails, we activated people to write to or call Prime Minister Malcolm Turnbull's office. Our supporters wrote hundreds of letters and made hundreds of calls. And thousands of social media interactions helped drive support to release children from detention before Christmas.

Kids Out Day of Solidarity

On International Children's Day 2015, the ASRC led the Kids Out Day of Solidarity delegation to the offices of the Prime Minister and Immigration Minister. We produced polling which showed that the majority of voters in Malcolm Turnbull's Wentworth electorate wanted women and

children released from detention. In collaboration with Grandmothers Against the Detention of Children and Mums4Refugees, we led a delegation to the Prime Minister's office. In Brisbane, alongside Mums4Refugees we visited the office of Immigration Minister, Peter Dutton, calling for children to be released from detention.

Let Them Stay

In early 2016, the ASRC partnered with national campaigning bodies to rally support to stop the deportation of 267 people seeking asylum to the Nauru detention centre. Tens of thousands of people across the country joined the campaign using social media, online activism and direct action to stop the deportations and call for people to remain in our community.

More than 14,500 supporters signed our petition calling on the Government to allow the people to stay in Australia. We mobilised supporters through our white balloon action at Flinders Street Station, and formed a human chain in the Melbourne CBD to show 'this is what 267 people look like'. Volunteers and supporters also conducted leaflet drops across Melbourne train stations.

Right Track

Following the Words that Work messaging research, the ASRC began the Right Track campaign which aims to build a broad advocacy network to empower communities throughout the country to change attitudes towards people seeking asylum

The campaign calls for a refugee determination process that:

- restores funding for legal assistance for people applying for protection visas
- creates a fair and efficient process for everyone who seeks asylum in our community, no matter how they arrived
- ensures permanent, not temporary, protection for everyone
- assesses people's cases for asylum in a safe space while they rebuild their lives in our community, not in detention.

The Right Track campaign aims to foster a grassroots movement designed to transform the political environment around this issue and create a welcoming community that supports people seeking asylum.

Youth Action Project & Schools



Youth Action Project

Launched in October 2015, the Youth Action Project provides a forum for young people to meet and learn from people with lived experience of seeking asylum. It also fosters discussion among participants on the most effective ways to advocate for the rights of people seeking asylum and refugees.

The Project has had an immediate impact, with 900 young people joining the program online by June 2016. Importantly, at least one third of members are people seeking asylum and former refugees. Complementing the online engagement, 136 members have attended regular meetings throughout the year. A weekend Leadership Intensive held in April 2016 also provided opportunity for members to nurture their leadership skills.

Schools

The ASRC's Schools program provides young people with an opportunity to learn more about people seeking asylum. Engaging with both primary and secondary schools, speakers deliver presentations designed specifically for students. The program has proved so popular, its reach now extends to special schools, TAFE students, and teacher groups, as well as youth community groups such as Scout and Girl Guide groups. In 2015-16, the program's 20 speakers delivered 174 presentations to 13,965 young people in government, Catholic and independent schools.

Program feedback continues to be overwhelmingly positive, with many schools now including ASRC presentations as a regular part of their curriculum.



ASRC Catering has had the most successful year of the business' 11-year history.

In November 2015 the social enterprise moved into a 320sqm. commercial kitchen in North Fitzroy. This move has enabled the business to employ and train a greater number of people seeking asylum - 22 in this last financial year.

This has provided regular income and vital Australian work experience to our members. The business has catered

for more multi-day conferences than ever before, servicing 1039 events in 2015-2016, up from 807 in 2014-2015. For the first time ASRC Catering has turned over more than \$1 million, an increase of well over \$35,000 on the previous year. All profits go back into the ASRC to support and empower more than 3000 people seeking asylum.

To find out more about ASRC Catering, visit catering.asrc.org.au

"I've learnt many things in ASRC kitchen . . . I never say we are ASRC Catering team, but we are ASRC Catering family."

Member cook

Winner of The Age Good Guide 2016 Food for Good Award



ASRC Cleaning is a social enterprise that provides sustainable and reliable income for more than 17 ASRC members seeking asylum, up from 13 last year. In the last two years the business has grown by 67 per cent, despite no marketing spend which has led to increased working hours by 92 per cent compared with 2014-15. In 2015-16, ASRC Cleaning has also enjoyed growth in a loyal customer base, at a 58 per cent retention rate.

This year, the focus for ASRC Cleaning has been to up skill employees and to increase the quality of customer service. As a result, the business

has seen a marked elevation in operational effectiveness thanks to the development of training programs for cleaners, the production of a comprehensive cleaning manual, formalised OH&S training, and implementation of a system to facilitate customer relationship management. New initiatives in 2015-16 also includes the acquisition of 14 commercial customers, with a plan to expand business with commercial customers across Victoria.

You can find out more about ASRC Cleaning and their services at asrc.org.au/cleaning

“I wake up everyday with hope and purpose. I can’t ask for more than that. Thanks for caring and day-to-day support.”

ASRC member and
ASRC Cleaning employee



The Food Justice Truck is an award winning mobile grocer that aims to reduce food insecurity for Melbourne’s community of people seeking asylum, offering a 75 per cent discount on fresh food. Its discount model is offset by sales to general public shoppers at market rate where profits are re-invested into the provision of fresh food to people seeking asylum at rate the can afford.

In 2015-16 the Truck expanded its reach from visiting one to four sites, turning over \$187,452 in revenue. In its first full year of operation, the Truck has welcomed 6777 customers, up from 820 last year and provided affordable, nutritious food to 1961 people seeking asylum at a 75 per cent discount. That equates to \$104,663 worth of free produce afforded to people seeking safety in our community.

Twenty four passionate volunteers and one full time staff member operate the Truck across its founding site in Footcray Primary School, as well as the Melbourne CBD, Dallas and Thomastown.

Find out more about the Food Justice Truck at asrc.org.au/foodjustice

\$104,663

worth of free produce afforded to people seeking safety in our community

"I truly believe in the power of laughter. Often refugees lose their sense of humour because of what they've experienced, whether it be torture, imprisonment or witnessing the death of family members. Not until they regain their sense of humour, can they recover."

For over 40 years, Sabi who is a volunteer interpreter has assisted thousands of individuals and families navigate often complex and stressful matters, whether it's children in hospital or individuals unwittingly caught up in Victoria's legal system. Recently Sabi's lifelong commitment to refugees was rewarded when she won the Refugee Champion Award at this year's Friends of Refugees and Asylum Seeker Awards. Sabi also volunteers in the ASRC Foodbank on Fridays, she says to 'pop in and say hello'.

Our Organisation

In the past 12 months we have seen the greatest humanitarian crisis facing people seeking asylum since the days of Malcolm Fraser. Over 30,000 people seeking asylum who arrived by sea have been left in limbo for up to five years. This has driven our commitment in 2015-16 to build a strong infrastructure that supports accountability, efficiency and enhances the capacity for all staff and volunteers to carry out their work, and respond to the growing need for the ASRC's services.

Operations, Information Communication and Technology & OHS



Our administrative and reception staff has doubled in order to respond to increases in requests for our services received through email, phone and new presentations at the front desk. In the last six months, 16 new volunteers were recruited and trained to respond to the needs of people seeking asylum and our community. Front desk volunteers are now better equipped to assist people experiencing trauma, in providing information around stages of the Fast Track refugee determination process, and services and networks available to people seeking asylum in their communities.

Our Information Communication and Technology (ICT) team responded to 6000 ICT-related service requests in the last 12 months. Additionally, 150 new desktops and notebooks were sourced and commissioned for staff and volunteers, alongside the provision and maintenance of reliable IT equipment and Internet access to members, to facilitate professional development, social connectivity and personal access. A milestone for the organisation has been the implementation of a new client

information management system to enable clear reporting and information sharing across two sites.

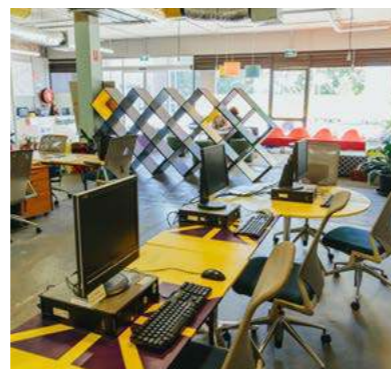
The finance program completed initial scoping for a new cloud-based finance ERP system to be launched in 2016-17, which will enable greater efficiency and effectiveness surrounding the management of funds. An estimated 20 per cent increase in workload is also expected to be gained from the setup of a new online reporting system to the ATO. All of this has been possible because of the recruitment of one part-time staff member and six volunteers who are seeking asylum in our finance team.

Our finance and risk committee were split this year to allow for greater independent focus in both areas. The new risk committee recruited independent external experts, set terms of references, and produced frameworks, training collateral and registers to ensure we have rigour and accountability in our processes.

Our volunteer-led OHS team continues elevate the awareness of OHS issues, as well as to see through OHS projects.

Some of the outcomes of the OHS team has led to better governance around incident reporting, as well as planned works to manage and reduce risk of accidents in our parking and garage space.

Another priority is to minimise the ASRC's carbon footprint by commissioning solar panels which would enable cost savings to be reinvested into growing programs.



The Board



Brigid Arthur



Mariam Issa



Rebekah Lautman



Jane Marshall



Kam Razmara



Mike Sum



Jessie Taylor



Matthew Tutty
Chair of the Board

Executive Team



Abiola Ajetomobi
Innovation Hub



Sherrine Clark
Humanitarian Services



Jana Favero
Fundraising and Marketing



Naomi Fennell
People Management



Joanne Kakafikas
Shared Business Services



Jennifer Kanis
Advocacy and Campaigns



Kon Karapanagiotidis
CEO and Founder



Patrick Lawrence
Humanitarian Services

Patrons & Ambassadors



Imogen Bailey



Julian Burnside



Eva Cox



Carolyn Creswell



Wally de Backer



The Cat Empire



Corinne Grant



Hon. Justice Michael Kirby



Taj Lingam



Circus Oz



Mark Seymour



Michael Short



Christos Tsiolkas



Arnold Zable

Fundraising

Fundraising is of critical importance to the ASRC. We are a proudly independent voice for human rights, relying on support from the community to keep our doors open and our programs running. Our fundraising programs are not only about much-needed funding; they are also an important part of building a community and a movement in support of justice and fairness.

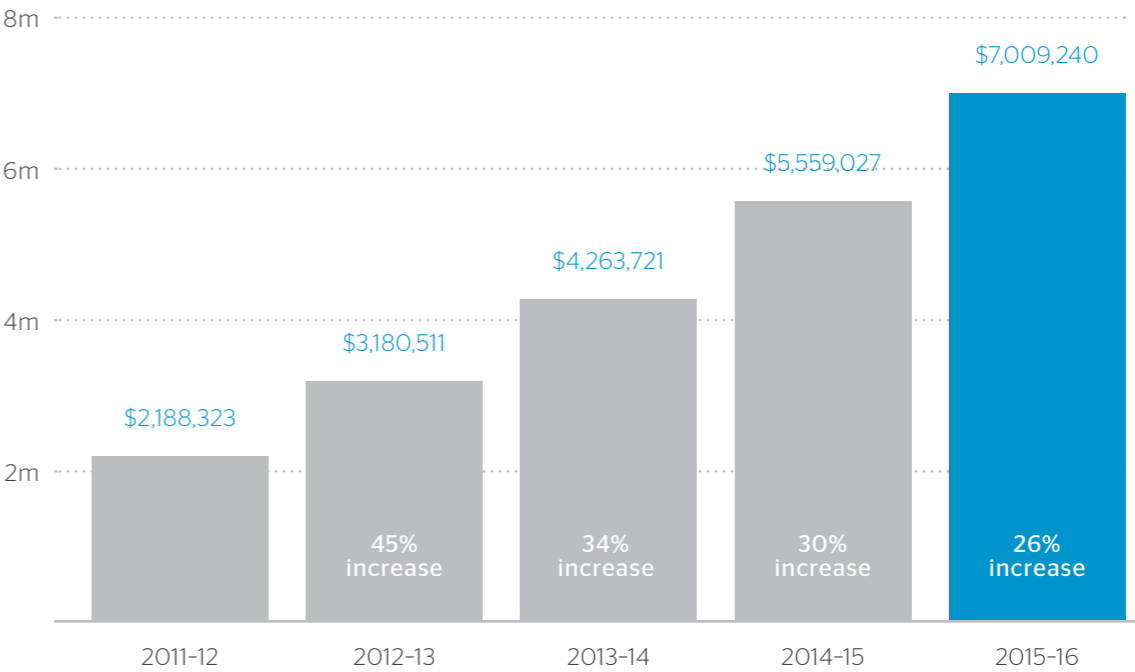
The ASRC would like to extend a heartfelt and humble thank you to our community of donors whose continued generosity and response has grown fundraising income by 26 per cent in 2015-16, to \$7.01m. We met our targets through a fundraising mix that includes donations, grants, community fundraising and events.

However as the need for our services increased, so too have the pressures on fundraising to meet growing targets. Thanks to our dedicated supporters, fundraising income has been able to meet these pressures, with sustained growth at nearly 3 times when compared with our income five years ago, at \$2.2m. In 2015-16, funds raised increased by 26 per cent compared with 30 per cent the year previous.

Highlights from the year include:

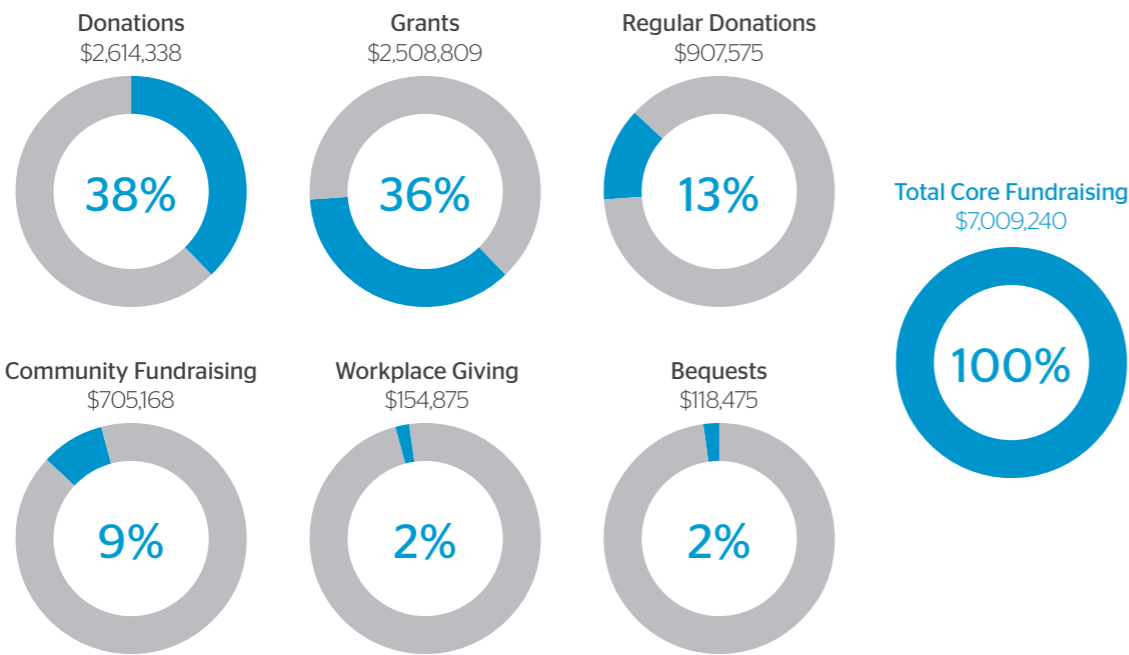
- Selected as one of six partner charities in The Guardian UK and The Observer's Refugee Appeal. Their appeal raised £2.6m for six refugee agencies, of which the ASRC was the only Australian partner charity.
- Celebrated the ASRC's 15th anniversary over two fundraising-hosted events.
- Held our inaugural ASRC Telethon as part of our Winter Appeal and raised over \$285,000.
- Launched a new brand identity for the ASRC thanks to the support of Maurice Blackburn Lawyers and Milo & Co.

Fundraising income in the last five years*



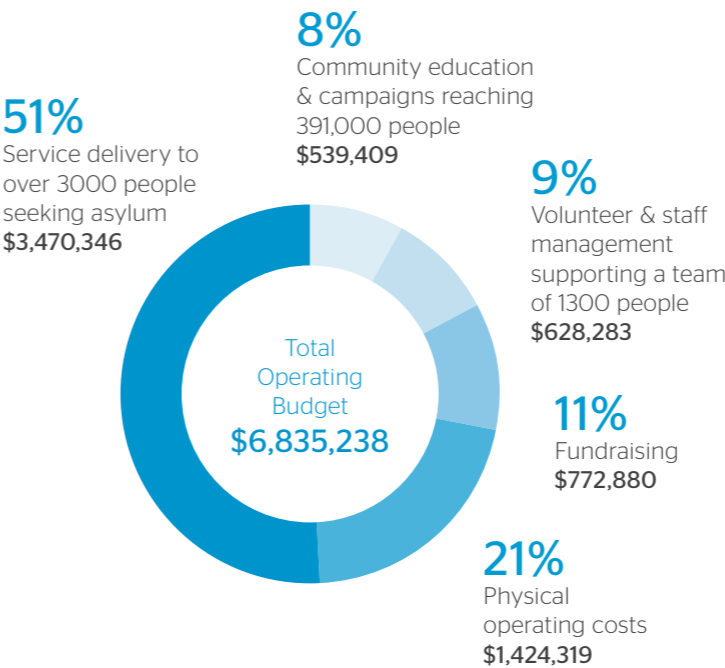
*Excludes other income including social enterprises, interest and in-kind contributions.

Where our funds come from*



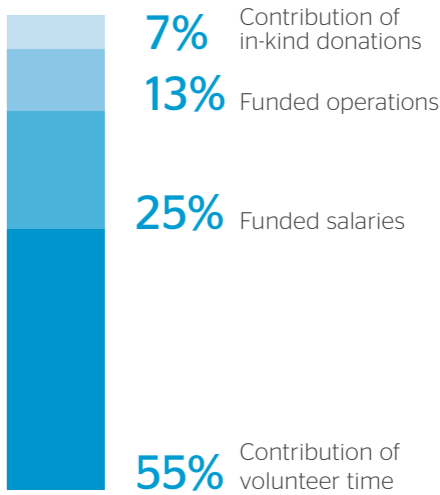
*Excludes other income including social enterprises, interest and in-kind contributions.

Where your donations go*



*Excludes distribution of income generated from social enterprises. This chart does not include the financial and non-financial contribution of over 1300 volunteers who make the work of the ASRC possible.

How the ASRC is resourced*



*This chart demonstrates the strength and value ASRC's 1200 volunteers, whose contribution is a huge financial saving to the organisation. The value of volunteer contribution was calculated from data collected via a volunteer survey in September 2016 cross referenced against our volunteer database. The value of volunteer hours was based on the ABS Unpaid Work rate of \$34.89/hour.

Financial Summary

	2015-16	2014-15	2013-14	2012-13	2011-12
	\$	\$	\$	\$	\$
Revenue & Expenditure - Core					
Total Revenue & Other income	7,087,050	5,771,848	4,433,873	3,259,253	2,270,991
Total Expenditure	6,835,238	5,053,799	3,805,876	2,455,078	2,297,357
Operating Surplus / (Deficit) - Core	251,813	718,049	627,997	804,175	(26,366)
Revenue & Expenditure - Social Enterprises					
Total Revenue & Other income	1,573,951	973,057	921,731	637,191	406,504
Total Expenditure	1,609,543	910,380	738,012	532,018	318,899
Operating Surplus / (Deficit) - social enterprises	(35,592)	62,678	183,719	105,173	87,605
Revenue & Expenditure - Total					
Total Revenue & Other income	8,661,002	6,744,905	5,355,604	3,896,444	2,677,494
Total Expenditure	8,444,781	5,964,179	4,543,888	2,987,096	2,616,255
Operating Surplus / (Deficit) - Total	216,221	780,727	811,716	909,348	61,239
Assets & Liabilities					
Total Assets	6,814,042	5,646,972	4,557,885	3,069,881	1,623,582
Total Liabilities	3,314,174	2,363,325	2,054,965	1,378,677	841,726
Net Assets	3,499,868	3,283,647	2,502,920	1,691,204	781,856
Cash Flows					
Net cash from operating activities	1,433,846	898,675	1,485,866	1,317,863	(137,124)
Net cash from investing activities	(239,169)	(302,296)	181,033	(63,050)	(1,007,211)
Net cash from financing activities	-	(30,000)	(42,086)	39,945	(17,592)
Cash and cash equivalents at 30 June	4,982,434	3,787,757	3,221,378	1,596,565	301,807

Snapshot

^23%

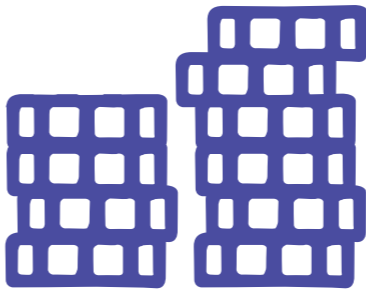
Fundraising revenue grew by \$1,315,203*

^62%

Social enterprise revenue grew by \$600,894

^28%

Total revenue for the year increased to \$8.7 million



\$216,221

was returned to reserves in 2016†



Cash on hand was \$1.2 million higher at the end of the financial year

^31%

Average spend per member increased by \$1,157‡



* Excludes distribution of income generated from social enterprises. These percentages do not include the financial and non-financial contribution of over 1200 volunteers who make the work of the ASRC possible.

† This demonstrates prudent stewardship of funds and ensures the long term sustainability of the ASRC and the services it provides to our members.

‡ This is in line with our strategy to provide holistic services to our members. This figure is comprises all direct services that our 3000 members receive.

Analysis of Financial Results

Revenue

Total revenue for the year increased by 28% to \$8.7 million. The majority of growth came from:

- Fundraising, Donations and Grants: \$1.4 million or 26% increase. This was driven by successful appeals and increased realisation of grant funded projects.
- Social Enterprises: \$0.6 million or 62% increase. This was driven by significant growth in ASRC Catering and ASRC Cleaning and a full year's trading by the Food Justice Truck.

In line with fundraising strategy, the ASRC has continued to diversify its income streams. Significant growth occurred in the appeals, regular giving and grants due to greater digital engagement and introduction of new brand and marketing strategies. Our social enterprises have also scaled up and now make up a larger part of the Centre.

The surplus for the year was \$216k. The ASRC plans to continue building its reserves to meet the increasing need by its members and to ensure long-term organisational sustainability.

Expenditure

Total expenditure for the year increased by 42% to \$8.4 million

Core services delivery increased to \$1.8mil or 35%. This can be broken down:

- \$824k or 31% increase in direct services delivery, predominately driven by additional staffing in Human Rights Law Program, increased services in the Innovation Hub and Dandenong office.
- \$309k or 67% increase in fundraising, driven by demands of growing programs and to keep up with direct services.

- \$254k or 22% increase in admin and overheads, driven by staffing and increased office and IT expenditure.
- \$272k or 65% increase in volunteer and staff management, driven by staffing and volunteer growth.
- \$145k or 37% increase in community engagement, driven by increased expenditure on messaging and campaign projects.
- Social Enterprises - \$0.7 million or 77% increase. This has been driven by significant growth in ASRC Catering and Cleaning and a full year's trading by the Food Justice Truck.

The ASRC continues to focus on its core mission to protect, empower and support people seeking asylum. During the financial year, organisational funds were prioritised to fund our direct services delivery program with significant increases to the Human Rights Law Program, Innovation Hub, Dandenong office and our advocacy and campaigning programs.

Other areas of increased expenditure included staffing and advertising budgets in the fundraising and marketing programs, administration and overheads as well as volunteer and staff management. These increases are in response to the organisation's overall growth as well as increased demand for our services.

Summary of Financial Position

Total assets have increased during the year with the increase being predominately in the following categories:

- Cash on hand was \$1.2 million higher at the end of the financial year. The increase is predominately driven by the receipt of several significant grants late in the

financial year where our obligations are still outstanding at year end. A corresponding increase in grant liabilities is detailed below. Growth in the organisation's reserves has also impacted on our cash on-hand balance.

Total liabilities have increased by \$1 million in total.

Grant liabilities have grown by \$770k. This has been driven by the receipt of several significant grants late in the financial year where our obligations are still outstanding at year end. Grant income is predominately funding our work in humanitarian service delivery, community education and campaigns programs.

Payables and employee provisions have grown by \$181k. This is predominately due to the operational growth of the organisation.

Summary of Cash Flows

The statement of cash flow \$1.2 million for the year. This is made up of:

- Cash inflows of \$1.4 million for operating activities predominately due to large grants received but not expended in the financial year.
- Cash outflows of \$0.2 million for investments into plant and equipment for the new ASRC Catering kitchen and other core infrastructure.

Statement of Profit or Loss & Other Comprehensive Income

For Year Ended 30 June 2016

	2016	2015
	\$	\$
Income		
Fundraising	2,367,444	1,812,931
Donations	2,132,987	1,864,890
Grants	2,508,809	1,892,532
Social enterprise - ASRC Catering	1,098,213	743,967
Social enterprise - ASRC Cleaning	393,204	219,904
Social enterprise - Food Justice Truck	82,534	9,186
Interest received	61,056	84,024
Other income	16,755	117,471
	8,661,002	6,744,905
Expenditure		
Salaries and wages	5,540,985	3,972,245
Stream operations	2,903,796	1,991,933
	8,444,781	5,964,178
	216,221	780,727
Surplus for the year		
	216,221	780,727
Total comprehensive income for the year		
	216,221	780,727

Statement of Financial Position

At 30 June 2016

	2016	2015
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	4,982,434	3,787,757
Trade and other receivables	550,276	703,244
Inventories	27,445	13,365
Prepayments	161,087	107,360
Total current assets	5,721,242	4,611,726
Non-current assets		
Plant and equipment	1,092,800	1,031,466
Intangible assets	-	3,780
Total non-current assets	1,092,800	1,035,246
Total assets	6,814,042	5,646,972
Liabilities		
Current liabilities		
Trade and other payables	598,045	433,762
Employee benefits	368,680	307,446
Unexpended income	2,308,560	1,539,112
Total current liabilities	3,275,285	2,280,320
Non-current liabilities		
Employee benefits	38,889	83,005
Total non-current liabilities	38,889	83,005
Total liabilities	3,314,174	2,363,325
Net assets	3,499,868	3,283,647
Members' funds		
Retained surpluses	3,499,868	3,283,647
Total members' funds	3,499,868	3,283,647

Auditor's Independent Declaration



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
ASYLUM SEEKER RESOURCE CENTRE INC.**

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Asylum Seeker Resource Centre Inc., which comprises the statement of assets and liabilities as at 30 June 2016, the statement of profit or loss and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and statement by members of the board.

The Responsibility of Board Members for the Financial Report

Board members of the association are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements are appropriate to meet the requirements of Association Incorporation Reform Act 2012 and is appropriate to meet the needs of the members. The board members responsibility also includes such internal controls as the directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of Asylum Seeker Resource Centre Inc. as at 30 June 2016 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist Asylum Seeker Resource Centre Inc. to comply with the financial reporting provisions of the Association Incorporation Reform Act 2012 referred to above. As a result, the financial report may not be suitable for another purpose.



Nexia Melbourne Audit Pty Ltd
Chartered Accountants

Nexia Melbourne Audit Pty Ltd
Registered Audit Company 291969
Level 12, 31 Queen Street, Melbourne VIC 3000
p +61 3 8613 8888, f +61 3 8613 8800
info@nexiamelbourne.com.au, www.nexia.com.au

Independent member of Nexia International





Andrew Wehrens FCA
Partner
Date: 15 November 2016

Nexia Melbourne Audit Pty Ltd (ABN 86 005 105 975) is an independent Victorian firm of chartered accountants using the Nexia International trademark under licence. It is affiliated with, but independent from, Nexia Australia Pty Ltd, which is a member of Nexia International, a worldwide network of independent accounting and consulting firms. Neither Nexia International nor Nexia Australia Pty Ltd provide services to clients. Liability limited by a scheme approved under Professional Standards Legislation other than for the acts or omissions of financial services licensees.



“Before I felt very alone,
like no one is here to help.
If you leave your country,
your heart is very small.
You don’t have family,
relatives, no one is here.

When I went to the ASRC
I feel I have family, I have
friends, people who care.
One day when I called I was
very exhausted, I was saying
my family situation is very
bad, I started crying and
Rosa and Amanda said Safir
please don’t cry, it is OK,
they helped me.

If no one will tell you
anything good it is very hard.
The ASRC is my friend, then
I feel not alone in Australia.”

Safir is a medical professional in his
home country but was forced to leave
when his life was threatened. He is here
alone and misses terribly his wife and
four children. He is currently trying to
find work in a hospital in his own field.
Safir hopes to find protection here in
Australia, and to have a small house
here with his family. ‘If it came true, that
means that I’d be flying in the air; I’d be
the most lucky person in the world.’

*Alias of the person who
bravely shared their story

Thank you

The ASRC only achieves all that it does with the
generosity and commitment of each and every one
of our donors, supporters and partners. To absolutely
everyone who has supported us, we say a heartfelt
thank you. We could not exist without the support
of people like you standing beside us.

Thank to you our Supporters

To our supporters who gave the equivalent of \$10,000 or more in funding, in-kind or pro-bono support in 2015-16 we extend a special thank you and look forward to continuing to work together.

The ASRC would like to acknowledge the following people, organisations and community groups:

1800 Got Junk
3cr Radio
3RRR Radio
5Point Foundation
Abe Nouk
Adam Hochroth
Aesop
Alan & Maureen McPhate
Albert Johnston
Albie Colvin
Allens
Alphington Community Centre
AMES Australia
Amnesty International Auatralia
Anat Shenker-Osorio
Ann Miller
ANZ Bank
Arnold Zable
Arro Home
Ask project
Australasian Association of Professional Organisers
Australian Communities Foundation
Australian Nursing & Midwifery Federation
Australian Progress
Australian Red Cross
Australian-Iranian Society of Victoria
Baker IDI Heart & Diabetes Institute
Baptcare
Barlow Foundation
Barr Family Foundation
Bell Charitable Fund
Bella Union
Besen Family Foundation
Beverley Jackson Foundation
Beverley Kennedy
Bokhara Foundation
Brian Nankervis
Brigidine Asylum Seeker Project

Brigidine Sisters
Brimbank City Council
Brotherhood of St Laurence
Candy Sparkles
Carer's Victoria
Carina Ford Immigration Lawyers
Carolyn Creswell
Catholic Alliance for People Seeking Asylum
Catholic Office for Justice & Peace
ChilOut
Christos Tsiolkas
Circus Oz
City of Greater Dandenong
City of Melbourne
Clothier Anderson Immigration Lawyers
Cobalt Niche Design
CoHealth
Collier Charitable Fund
Community Housing Limited
Corinne Grant
Cr Martin Zakharov
Creating a Welcome VU at MetroWest
Daniel Payne
Darwin Asylum Seeker Support & Advocacy Network
David & Lesley Willett
Dennis & Fairlie Nassau
Department of Education & Training
Department of Justice & Regulation
Desh Balasubramaniam
Dorothy Kingston
East Coast Housing Association
Edmund Rice Centre Project
Edwina Stevens
Ellen Koshland
Erik Jensen
Erskine Rodan
Eva Cox AO
Events for Everyone

Exarto Pty Ltd
Fair World Foundation
Family Kestin Foundation
FareShare
Father Bob Maguire
Father Rod Bower
Feed Melbourne
Foodbank Victoria
Footscray Community Arts Centre
Foundation House
Fouress Foundation
Fraser Family
Gallant Plumbing
Gandel Philanthropy
Gary Samowitz
Ged Kearney
GetUp!
Gilbert + Tobin
Good Shepherd Youth & Family Services
Gourlay Charitable Trust
Graeme Taylor
Grandmothers against Detention of Refugee Children
Grosvenor Foundation
Hallam Trucks & Vehicle Modification
Hanover Welfare Services
Health Communication Network Ltd
Heath Cosgrove Giving Fund
Helen Macpherson Smith Trust
Hoffman Foundation
Hon. Michael Kirby AC CMG
House of Marley
Human Rights Arts & Film Festival
Human Rights Law Centre
Ian Crawford
IDP Education
Igniting Change
Imogen Bailey
Inner North Community Foundation

Institute for Communication Management & Leadership
Insync
Isobel & David Jones Family Foundation
Ivanhoe Girls' Grammar School
Jade Lillie
Jamie Hay
Jennifer Kieran
Jennifer Smith
Joanna Baevski
John Butler
John Falzon
John T Reid Charitable Trusts
Jonamare Foundation
Joost Bakker
Joseph Palmer Foundation – The Halkyard Bequest
Julian Burnside AO QC
Justice Connect
Ken Badenoch
Kimberley Foundation
King & Wood Mallesons
Knit One Give One
Kris Schroeder
Launch Housing, Collingwood
Law Institute of Victoria
Lentara Asylum Seeker Project, Uniting Care
Let's Feed
Libby Hogarth
Life Withour Barriers
Limb Family Foundation
Lord Mayor's Charitable Foundation
LUCRF Community Partnership Trust
LUSH Australia
Luz Restrepo
Mama Kin
Man With A Van
Maree & David Shelmerdine
Marian Le
Maribrynong City Council
Marjorie Teresa Taylor
Mark Seymour
Mary Crook
Maurice Blackburn Lawyers
Max & Sophie Allen
McCann Worldgroup
Melbourne Business School
Michael Short
Milo & Co.

Mim & Mike Bartlett
Missy Higgins
Morris Family Foundation
Mums4Refugees
Myer Family Company
Myer Family Foundation & Sidney Myer Fund
Noel & Carmel O'Brien Family Foundation
Nola Karapanagiotidis
Norton Rose Fulbright
ntegrity
Office of Multicultural Affairs & Citizenship
Ondru Arts
OzHarvest
PBS Radio
Peta Granger
Petrina Turner
Plumpton Sikh Temple
Professor Patrick McGorry AO PhD MD
Public Transport Victoria
PwC
R E Ross Trust
RACV
Red Rocketship Foundation
Refugee Action Network
Refugee Advice & Casework Service
Refugee Council of Australia
Refugee Council of Victoria
Refugee Legal
Remi
Rich Hart Foundation
Rieteke & Chris Chenoweth
RMIT - Social Work Unit
Rob Stary
Robbie Bates
Rotary Club of Balwyn
Rural Australians for Refugees
Russell Kennedy Lawyers
Rylock
Salvation Army
Sampa the Great
Sanctuary Supported Accommodation, Baptcare
SASHS
Scanlon Foundation
Seasol International
SecondBite
Sensible J
Simon Lusted & Sally Bond

Slater & Gordon
St Anne & St Bede's Social Justice Group
St Anthony's Parish in Alphington
St Kilda Mums
St Michaels Anglican Church North Carlton
St Vincent de Paul
St Vincent's Hospital Melbourne
Stand Up Australia
Sugar Mountain (Mushroom Records)
Summers Family Stewardship Trust
Dr Susan Carland
Susan Group
Susan Varga & Anne Coombs
Taj Lingam & family
Telstra Consumer Affairs Victoria
The Andrews Foundation
The Avalon Centre - the Moving Wardrobe
The Cat Empire
The Design Files
The Guardian UK & The Observer
The Last Great Hunt
The Salvation Army
The Seed Fund
The Shine On Foundation
The SR Group
These Machines Cut Wires
Think Act Change
Transurban
Uniting Care
Van Klinken family
Victoria University
Victoria's Community Legal Centres
Victorian Legal Aid
Victorian Refugee Health Network
Victorian Transcultural Mental Health
Vincent Care
Vincent Chiodo Charitable Foundation
Virgin Unite
Wally de Backer
WAYSS
Whitbread Foundation
William Buckland Foundation
Wood & Grieve
Yarra Community Housing
Yarra Settlement Forum
Young Family Foundation
Zoe Davis

Thank you to our Volunteers

It is only through the hard work, enthusiasm and commitment of volunteers that the ASRC is able to help support and empower over 3,000 people seeking asylum each year.

In May 2016 the ASRC ran a series of events to recognise the amazing contribution of our

volunteers during National Volunteer Week. We would like to continue this recognition to all of our wonderful volunteers, including a special thank you for those who have served the ASRC for three or more years. The ASRC would like to acknowledge the following long serving volunteers:

Judy Avisar
Richard Barber
Elaine Brundle
Keryn Cameron
Ruth Coulthurst
Nicky Dorevitch
Helen Gourlay
Margaret Harrison
Marianne Lessels
Samantha Loi
Joan Lynn
Joan Mahoney
Rita Malavisi
Rob Mathew
Joan Mullumby
Jean Nash
Carolyn Paulin
Trish Phillips
Cate Read
Bob Rogers
Pam Rycroft
Elizabeth & Ian Stewart
Max Watson
Emma White
Melissa Adam
Jeanette Alcock
Cherry Axel
Jillian Baird
Deborah Berry
Michel Beuchat
Marnie Brennan
Pauline Brown
Geraldine Burne
Dennis Carroll
Frances Collison
Lynette Crellin

Maureen De Vries
Brian Derum
Gina Di Paolo
Gillian Fawcett
Susan Fisher
Bill Ford
Katharina Glynne
Joan Greig
Virginia Heller
Jan Hipgrave
Tilly Junker
Chris Kennedy
Stephen Lavender
Anthony Lewis
Margaret Macdonald
Brendan Mccarthy
Alice Meese
Traudi Moon
Kay Nattrass
Sally Nicolson
Frances Nininahazwe
Ian Partridge
Sanjeewani Pathirage
Yogi Pillay
Julie Poloni
Ashlea Randle
Debbie Reichert
Justine Rice
Ben Robb
Graeme Robinson
Sibylla Scott
Merle Shap
Jenny Smith
Joanna Tapper
Brenda Todd
Allen Weeks

Margot Williams
Jane Wilson
Melanie Wilson
Roz Zalewski
Elizabeth Zenner
Hans Zerno
Janet Bodycomb
Jan Brady-Fry
Barbara Brookes
Jill Crawford
Kerrie Cresswell
James Digby
Kay Doecke
Turid Foyn-Johanson
Justin Halpin
David Jenkin
Dale Mackie
Lucy Minato
Joanna Molloy
John Molloy
Aya Ono
Noel Renouf
Doug Rutledge
Gerri Savage
Merron Selenitsch
Judy Sher
Kerry Stephenson
Kiera Stevens
Joan Taylor
Chrissy Thomson
Suzanne Toscano
Andrew Trembath
Melinda Vos
Margie Welsford
Carole Wigg

Acknowledgements

Photography by Kim Landy, Nick Manuell, Tim Turner, Liz Arcus, Tanya Ngerengere, Zen Photography, Aesop
Design by Michael McMahon

Footscray

214-218 Nicholson St,
Footscray
t: 03 9326 6066
e: admin@asrc.org.au

Dandenong

179 Lonsdale St,
Dandenong
t: 03 8772 1380
e: dandenong@asrc.org.au

www.asrc.org.au