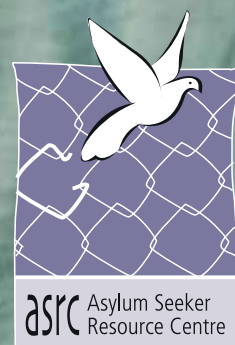


Annual Report 2014 - 2015



Home of Hope



The Asylum Seeker Resource Centre (ASRC) is a community led, not-for-profit organisation that is committed to upholding the human rights of all people seeking asylum. Free of Federal Government funding, the ASRC is Australia's largest independent provider of food, healthcare, education, legal and employment assistance to people seeking asylum.

The Centre offers 30 holistic programs that protect people seeking asylum from persecution and destitution, supports well-being and dignity, and empowers people to advance their own future.



asrc Asylum Seeker
Resource Centre

Footscray

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Footscray VIC 3011

03 9326 6066

admin@asrc.org.au

www.asrc.org.au

ABN - 64 114 965 815

Dandenong

179 Lonsdale Street
Dandenong VIC 3175

03 8772 1380

dandenong@asrc.org.au

*Australia is a proudly multicultural nation
made stronger by the dedication
& contribution of people who come here whether
refugees or migrants*
Malcolm Fraser

HeeSoo
2015



A Tribute to Malcolm Fraser

This year the ASRC lost not only a fellow advocate but a true friend in the death of the former Prime Minister and ASRC Patron, Malcolm Fraser.

Mr Fraser was a unique leader in that he lived and breathed his core values and was unwavering in his commitment to the rule of law, anti-racism and upholding human rights. People at the ASRC experienced first-hand his warmth, his sense of humour and his absolute certainty around the need for a compassionate approach towards people seeking asylum and refugees.

For him, it wasn't just about humane policy, it was about the people themselves. His concern for the individuals affected by Australia's policies was genuine and personal.

Our commitment to his legacy, is to continue to stand up for people seeking asylum and refugees.



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A message from our Chair

Now is not a time for fear but compassion.

I write this message in the week of the Paris attacks, and while a narrative of foreign threats seeks to make sense of this inhumanity, a war in Syria has generated the largest humanitarian relief operation in history. Four million Syrians have fled, more than half of whom are children, joining a population of over 42 million people displaced by persecution and conflict globally. It is time, in the words of Marie Curie, to understand more so that we may fear less.

Every year, thousands of Australians express their hope and belief in an inclusive country by contributing to the ASRC's work. The ASRC remains the largest non-federally funded provider of aid, advocacy and health services for asylum seekers in Australia thanks to the generosity of those individuals and organisations. And this has led to many achievements.

Our new Centre is a vibrant home for the participation of over 2000 people – and beyond the thousands of hot meals, English lessons, health clinic treatments, counselling, and the almost 3000 legal appointments covering 1494 clients, we have also witnessed poignant outcomes like 115 people prevented from homelessness and 130 members placed in jobs. The ASRC has also mobilised 100k people to act through its advocacy, and our social enterprises oversaw 807 catering functions and 2470 cleaning engagements. In every domain the team has innovated to help meet need and foster opportunity.

We recognise that volunteers are the lifeblood of our organisation, and this year's dedicated support has been 1,172 people strong. This number includes 59 seeking asylum who have stepped forward to shape their Centre through voluntary service. Thank you to all of you.

The Board offers its thanks to our steadfast CEO, Kon, to the ASRC Management Team for their true leadership, and to all staff for their belief and commitment to our purpose – working every day for the change they want to see. Our thanks also to our patrons and ambassadors for so ably representing our cause and our organisation in the community. I, in turn, would like to thank the Board for their service, and in particular Dr Paul Harrison for his 10 years of voluntary service as a Board member and former Chair.

Every year of achievement and every story of courage and resilience that passes through the ASRC's doors strengthens our resolve to uphold the human rights of all people seeking asylum. It is a privilege to stand alongside such inspiring individuals, working together as partners in the future we would like to share.

We are pleased to table this year's Annual Report, and to recognise the many accomplishments of an organisation and the people for whom it exists.

Matthew Tutty

ASRC Chairman of the Board



A message from our **Chief Executive**

The last year has been quite extraordinary. We have found ourselves facing the greatest moral catastrophe, in the way a country has responded to people seeking asylum and refugees here in Australia.

We have proudly risen to the challenge in the last 12 months despite countless policy changes aimed at subverting the rule of law and the human rights of refugees, we have risen as an organization and stood tall. The Centre has gone from strength to strength in so many ways and proud that we are creating a legacy that we'll leave for generations to come.

In the last 12 months, we have seen the Asylum Seeker Resource Centre launch its Innovation Hub. This is a ground breaking space which is leading the world's thinking around ways to break the cycle of poverty for people seeking asylum and refugees. We believed this can only be achieved when we working side by side with those that have to live with these solutions, which is why people seeking protection are working within the organization and playing an active role in building solutions that they will champion, and take into to their communities.

We have also established a brand new home, returning to our roots in Footscray. Our new office is now a 3,000 square meter sanctuary of compassion and justice. In this new space, we have grown threefold in just 12 months so as to rise to the challenge to meet growing humanitarian need for our services.

But our story goes beyond our new home, and the new Innovation Hub. We have launched the Food Justice Truck which is a testament to how we continue to innovate in this sector. It's a world's first social enterprise model which seeks to raise food security for Melbourne's asylum seeker community through the provision of fresh, nutritious food at a 75% discount.

I would like to thank our growing community of compassion, the heartbeat of this organization; our volunteers, our staff and our Board. Moreover, I want to thank the thousands of supporters for donating the warm blankets this winter, for offering food from their shelves, for offering their hand of friendship, the bridge of welcome, every day.

I also thank our wonderful members and the people that we assist who are seeking asylum who are extraordinary and resilient. We have the great privilege of being able to walk with them, and to act as facilitators of new beginnings of hope, re-connection and community. We stand together as equals to build a just Australia that is just, compassionate and humane.

We're ready for the next fight and at the same time, we will embrace hope whilst always leading with love, compassion and humility. This is what the Asylum Seeker Resource Centre will always embody. And with this we will build a better way, for those that come across the seas, and who we will offer boundless plains to share.

Kon Karapanagiotidis, OAM
ASRC CEO and Founder



A message from our Patron

As a Sydney based Patron, I am not able to contribute as much as I'd like but at least, I support the work done by the ASRC. My engagement in the issues around people seeking asylum go back to my own childhood when my mother and I, aged 1, became Jewish refugees from Vienna just before WW2. We fled to Britain, with no money and were welcomed and billeted by strangers. My father joined the British army. Despite this we were still literally labelled aliens and I remember feeling an outsider. Post war, he worked for the UN in Rome, resettling displaced persons so I saw people's desperation in the camps. We arrived here in 1948 on a planeload of other refugees.

Part of my lifelong political passions derives from wanting to stop the need to seek asylum by making societies both civil and fair. The UN Conventions at

least seemed to offer some protection to those who had to leave, but this has deteriorated over the last couple of decades and now we face both official cruelties and reversals of humane policies.

Therefore the work of the ASRC is essential as it serves to remind us all of what is both possible, and desirable. You (ASRC) offer examples of what we need to do, to continue to remind us of how to make our society more civil. I thank you all for what you do and showing how this should be done.

Eva Cox OA

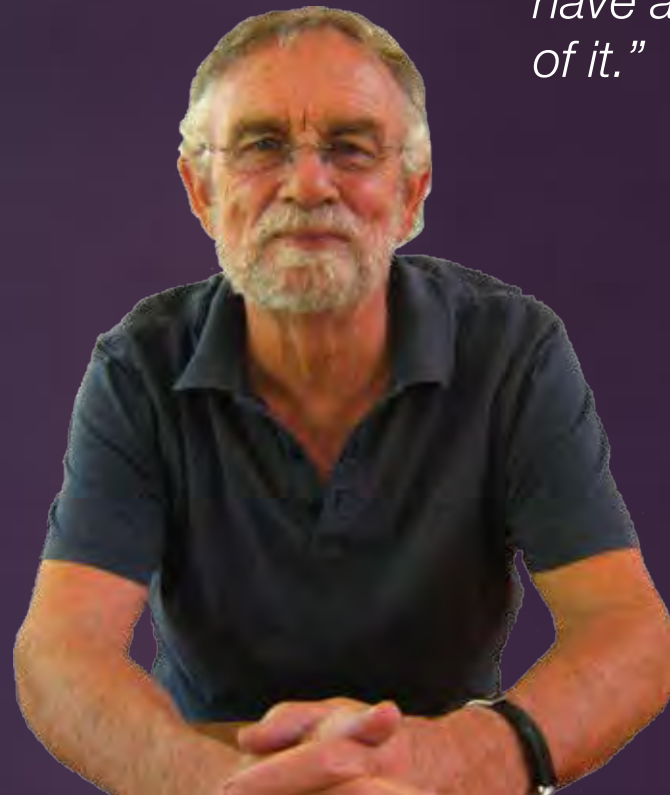
Writer, Academic, Social Activist and ASRC Patron

"In such times it is ever more important to create hope, to remind people that we both can and should share what we have generously with those who need our help. When, politically, the situation seems to be deteriorating, we need to continue to act fairly and ethically."



A message from our **Donor**

“And with empathy and understanding comes tolerance, and who knows? Then they may have a world with some of the fear taken out of it.”



Back in 2002, in the wake of the Tampa and our return to Australia from life in Somerset, my book Jethro Byrde, Fairychild had the good fortune to win the Kate Greenaway Award in the UK. I donated the prize money to asylum seeker organisations both in the UK and Australia. In my acceptance speech for the award I described the Tampa event and the incarceration of traumatised people “against all human decency.” And I said:

It shocked me because on a national basis it lacked something I feel is so important i.e. Generosity of Spirit. A little girl once asked me at a book talk in Cheltenham, and kids tend to do this, ask questions that come winging in like a guided missile.

“Bob Graham,” she said, “why do you read books?” It set me back a peg or two I can tell you, and sweat broke out on my palms. After some nervous shuffling and throat clearing I answered, “to imagine for just a moment what it might be like to be someone else- to live somewhere else, or to look out of someone else’s

eyes, even a dog’s or a pig in a waistcoat, or a duck in a truck.

It seems to me that here at such an early age, in children’s books, we should be celebrating differences as well as cosy home grown certainties. And through children’s books our children can grow and imagine what it might be like to be in someone else’s shoes. This is surely where empathy starts.

This is why I have chosen to dedicate my Prime Minister’s Literacy Award to the Asylum Seeker Resource Centre. It continues to be my privilege to be associated with this organization and to find that Generosity of Spirit is alive and well.

Bob Graham

Author, Illustrator and ASRC Donor

Highlights

48,000 hot meals served
1,520 hours of English language teaching
3,379 free English classes offered
202 vocational training enrolments for members
206,640 volunteer hours contributed
6,800 people attended one of the Centre's speaking engagements
1,172 active volunteers
2,987 legal appointments fulfilled
1,494 legal clients assisted
3,576 health care appointments offered
600 people each week provided groceries
530 patients in the Health Clinic treated
212 members placed into jobs
50 people seeking asylum matched with professional mentors
30 people employed in the Catering social enterprise
24 people employed in the Cleaning social enterprise
2,470 domestic and commercial cleaning engagements completed by ASRC Cleaning business
807 functions held by ASRC Catering
23 member entrepreneurs assisted to start businesses
63 members matched with social mentors
140 presentations to 110 schools 100 plus people advocated for in detention
59 active ASRC member volunteers recruited
150 counselling clients assisted
1,472 holistic counselling appointments delivered
17,394 total nights of shelter provided
115 people prevented from homelessness
100,000 plus people mobilised to act as a result of advocacy campaigns, which generated national awareness on the issue
800 per cent increase in people taking action online
228,336 hours of public transport access
48,640 nappies given out
1700 blankets and jackets keeping people warm
\$13,000 worth of baby items handed out



Photo of Lewis, a former ASRC member

Our Board

Ben Robb (Treasurer)

Former Asian Head of Finance Change Management at UBS

Ben has 20 years of experience in the Finance industry. He has been an active volunteer at the ASRC since 2013 and was appointed to the Board as Treasurer and Chairman of the Finance & Risk Committee in 2014.

Brigid Arthur

Coordinator, Brigidine Asylum Seekers Project

Brigid has been closely involved in asylum seeker and refugee work for fifteen years. She has experience in all aspects of education including education systemic finances and the establishment of governance structures. She is part of several inter-church groups advocating for changes to policies relating to asylum seekers.

Kam Razmara

Director, York and York Legal

Kam has over twenty years of combined commercial law and business management experience in both private and public sectors within Australia, UK and Europe.

Matthew Tutty GAICD (Chairman)

Executive Director of Strategy and Operations, Telstra

An ASRC volunteer since 2008, Matthew is currently the Board Chairman. In his work with the Centre, Matthew draws on experience as a strategist as well as career experience in intercultural engagement and diplomatic policy.

Mike Sum

Partner, PwC PricewaterhouseCoopers Australia

Following studies at Oxford University, Mike has spent over 20 years in international business roles in the Oil and Gas and Management Consulting industries in UK, Europe, Africa, Asia and Australia.

Paul Harrison PhD, GAICD, MAM

Leader of the Ethics and Social Engagement, Centre for Sustainable and Responsible Organisations

A Senior Lecturer at Deakin University, Dr Paul Harrison has been a member of the ASRC board since 2005, is a member of the Finance and Risk Committee, and was chair of the ASRC for four years.

Rebekah Lautman

Program Development Manager at Headspace National Youth Mental Health Foundation

Rebekah has been a long-time supporter of the Centre through her work with the R.E Ross Trust. She has worked as a Social Worker/Manager in Mental Health, managed Human Services portfolios for the State Government and for the past decade has worked in philanthropy.

Our Ambassadors and Patrons

Patrons



Julian Burnside AO QC
Named 'Australian Living National Treasure'



Eva Cox AO
Writer and Academic



Michael Kirby AC CMG
Former Justice of the High Court of Australia



Malcolm Fraser AC, CH, GCL
22nd Prime Minister of Australia (1930-2015)

Ambassadors



Michael Short
Writer, Interviewer, and Producer



Wally de Backer
Musician and Singer-Songwriter



Christos Tsiolkas
Australian Author



Prof. Patrick McGorry
2010 Australian of the Year



Carolyn Creswell
Founder and CEO of Carman's Fine Foods



Mark Seymour
Musician and Vocalist



Arnold Zable
Writer and Human Rights Advocate



Imogen Bailey
Actor and Activist



The Cat Empire
Nationally Acclaimed Musical Outfit



Corinne Grant
Writer, Comedian, and TV Presenter



Circus Oz
Performance Troupe

Our Staff

As the demand for our services grows, so too does our need for highly skilled and experienced, vibrant and passionate employees. In 2014-15, the ASRC welcomed 20 new staff, increasing overall numbers to 65 full-time staff across the Footscray and Dandenong offices, and 29 casual staff in our catering and cleaning programs.



Meet Emily

"I came to the ASRC in August 2010 as a 2nd year law student and in early 2013, I became a Migration Agent in the Human Rights law Program, where I act as a Casework Lawyer.

I run a case load of about 50 ongoing files (DIBP, AAT, FCC, FCA, HCA, ITOA and MI) and also manage the new Women's Legal Clinic each Thursday. This clinic has been established to assist vulnerable women seeking asylum who have been persecuted on the basis of their gender, acknowledging that there is not enough capacity in the HRLP or the sector more broadly to provide full legal representation to this highly vulnerable and complex client group.

My clients are a constant source of inspiration for me. It is an absolute privilege to be a part of their journey and that I am so humbled and grateful that they trust me with their story. Through this journey, I've realized that it is possible to make a difference and achieve great success even in this horrific political climate."

Emily Singh, Lawyer



Meet Russell

"I started in December 2014 following the successful crowdfunding campaign that raised \$150,000 to turn the Food Justice Truck (FJT) from an idea into reality. 90% of people seeking asylum are food insecure. We need to do so much more as a community to address this inequity.

When you speak with people seeking asylum about food, and hear them talk about the joy of cooking, eating and sharing food, and to know you are enabling access to great quality produce at such a significant discount keeps me motivated to ensure more people are able to benefit from our program. The resilience and strength of people in adversity, through no fault of their own, never ceases to inspire me."

Russell Shields, Food Justice Truck Manager

Our Volunteers

Volunteers are the lifeblood of our organisation. Without them, the ASRC cannot survive and their ever-increasing numbers year upon year enables us to grow and expand our services to support every aspect of our members' welfare and future. Our volunteers have grown from 680 people last year to now 1,172.



Meet Peter

"I'm aged 65 and 11 months and a retired Telecommunications Technical Officer at Telstra for 42 years. My main role is to carry out simple building repairs, fix items to walls, floors or ceiling, install or remove office furniture. In basic terms do whatever I can to reduce running costs of the Centre.

Whilst I can't help directly to change the plight of people seeking asylum here, it helps me, if in some small way help the people around me who can."

Peter Gerard Hoare, Operations Coordinator



Meet our Member Volunteer

"I teach computer classes on Monday and Tuesdays at the ASRC, so that people can understand basic computer skills, and how to use programs like Microsoft Office. I volunteer with the ASRC because I like keeping busy, and sharing my experiences with people that can benefit from it. It's also going to be a useful job reference for me when I graduate next July from my Electronics and Communications course at TAFE.

Next year I will enter the job market in Australia and I want to be ready with a good reference, without it, it's really hard to get a job. I guess above all, I volunteer because I like the people. I love meeting new people everyday."

ASRC Member, Computer Classes Teacher

Humanitarian Services Stream

The Humanitarian Services Stream incorporates direct service delivery programs that safeguard the human rights of people seeking asylum and support them in their mental and physical wellbeing. A strength based approach builds on the natural resilience of our members in the areas of material aid, health, counselling and casework. Food security is also a hugely significant issue, which this stream addresses through three food programs; Foodbank, Community Meals and the Food Justice Truck, which sells groceries to communities seeking asylum at a 75% discount.







Welcome
To

*1,100 case work
clients assisted*

*Helped 115 people find
17,394 nights of shelter.*

Client **Services**

Client Services are often the first point of contact for people seeking asylum. The team advise, advocate and refer members and non-members alike about where and how to access to services such as healthcare, housing, immigration, legal, social, recreational, financial, material aid, employment, education and counselling.

The team of six full-time staff and 100 volunteers provided short-term casework support to over 700 clients, long-term support to over 1,100 people seeking asylum and 1,472 appointments to ongoing counselling clients. The team also helped 115 people find 17,394 nights of shelter.

Key achievements for the Client Services team include:

General Access Program (GAP)

- Redeveloped intake procedures (further development of GAP) to ensure people seeking asylum have a reduced wait time to access the ASRC services.
- Provided short-term casework support to over 700 clients.

Casework

- Provided ongoing, holistic, strength-based individual support to over 1,100 people seeking asylum
- Provided valuable support and continuity throughout an uncertain and often complex refugee determination process.

Complex Case

- Developed SHERP model
- Empowered members, volunteers and staff to work in challenging contexts in a collaborative and creative manner.

Counselling

- Provided counselling to 100 clients at any one time
- Provided 1,472 structured appointments to ongoing counselling clients
- Provided 1,107 secondary consults to counselling, at risk phone calls and triage appointments
- Held clients during extended periods of uncertainty, which has a profound effect on clients' mental health.

Housing

- Developed and implemented the Rooms for People Seeking Asylum model
- Reviewed housing procedures and eligibility criteria, which ensured access to appropriate housing for highly vulnerable clients.

Client Services Volunteer Management

- Redeveloped recruitment and retention including training and support structures
- Developed key partnerships with other community service agencies to support free and low cost training opportunities for volunteers.

The program has experienced a huge challenge this year due to the punitive changes to government policies, and subsequent increased demand of people who require assistance from the ASRC.

In order to deliver their service, the team worked with services that support people seeking asylum, including Lentara, Baptcare, Red Cross, Life Without Barriers, AMES and Brigidine Sisters. The team also collaborated with other ASRC services to ensure meaningful outcomes and a respectful experience for all people seeking asylum.

Next year, the team will explore opportunities to respond to the changing needs of people seeking asylum and continue to develop internal training programs to increase the capacity of all direct service staff to work with clients with mental health needs. The program will develop a dedicated team to manage crisis, and secure specialist mental health practitioners.

The Client Services team will continue to empower and enhances people's abilities to be agents of change in their own life throughout the refugee determination process.

Material Aid

Material Aid provides members with essential items like public transport fares, bedding, kitchenware, nappies, baby items, mobile phones and phone cards. The team also work with other services to provide basic necessities such as clothing and furniture.

The team experienced an increased demand for services, which were met thanks to ongoing community support and partnerships. Key donors included Telstra, Consumer Affairs Victoria, The Avalon Centre, Brotherhood of St Laurence, St Kilda Mums and The Salvation Army.

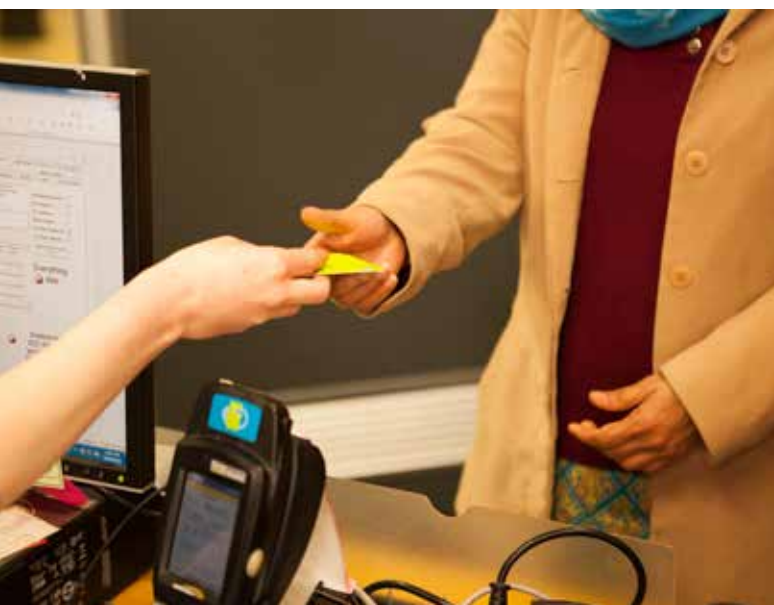
The team met the goal to increase the quantity and quality of donations by running targeted donation drives. There were successful drives for items such as socks and underwear, department store gift cards and international calling cards, pots and pans, and blankets, coats and jackets.

With one full-time employee and 25 volunteers, the team provided material aid and service referrals to 1,240 members. People seeking asylum received 228,336 hours of public transport access, 48,640 nappies, \$15,295 worth of gift cards, \$1,640 international calls, \$9,000 local calls, 105 mobile phones, 1,700 blankets and jackets, 3,559 pieces of underwear, and baby items worth \$13,000.

Having access to public transport has meant members are able to travel to English classes, and their casework, health and counselling appointments.

The program will perform more donation drives and build more partnerships with the business sector. The team will continue to provide members with a stable, reliable source of necessities that will enable members to meet their everyday needs.

228,336 hours of public transport access
48,640 nappies given out.



Health Clinic



The ASRC's health clinic is an integral part of our commitment to protect and improve our members' physical, mental and social wellbeing. Our services are all the more vital for a majority of our members who may have Medicare access, but remain ineligible for a health care concession card, causing severe financial hardship to pay for essential prescriptions.

A nurse-led clinic specialising in primary health care, our services include triage, general practice, physiotherapy, massage, podiatry and acupuncture. Collaborative partnerships with St Vincent's Hospital, Cohealth, University of Melbourne and Footscray Pharmacy assist in broadening our scope of high quality services to include pathology and radiology, psychiatry and cost-effective prescriptions. We also assisted 40 people to purchase glasses.

In the past year, the health clinic treated 520 patients, increasing from 480 patients in 2013-14, with a total of 3,576 appointments offered. Of these appointments, 1180, were drop-ins.

As with so many of the ASRC's services, volunteers are the backbone of the health clinic: in addition to three staff, 75 volunteers provide specialist medical skills, health promotion, advocacy and research, and program support.

Delivered 3,576 health appointments.

250 members accessed pharmacy program.

Assisted 40 people with purchasing glasses.



Foodbank

Foodbank is one of the ASRC's foundation programs, that provides weekly groceries to approximately 600 of our members, half of whom have no income and therefore rely on us as their sole source of food. In the 2014-15, Foodbank provided groceries to 25% more families (with one third of all Foodbank recipients being children) than in the previous year – the biggest increase since Foodbank operations began 14 years ago.

This increase was matched by the overwhelming and ongoing support of the broader community, which consistently donates 85% of all food donations to Foodbank. Up to 100 donors deliver food

Foodbank provides weekly groceries to 600 people every week

donations every week. We are also grateful to several food rescue organisations, including FareShare, SecondBite, Foodbank Victoria and OzHarvest for their commitment, which comprise 25% of total donations.

The collaborative partnerships we've developed have also been invaluable to implementing a number of initiatives in the past year, empowering our members to make healthy choices when shopping at Foodbank. These include regular cooking classes in partnership

with SecondBite, and a recipe book developed in consultation with nutrition students from Deakin University, which will be released in the coming year.

Our commitment to providing expert advice on nutritional options to our members will continue in 2015-16 with the development of a food security-screening tool. This tool aims to identify when members need additional support, for example, through the purchase of kitchen equipment and utensils, and measure Foodbank's effective-ness in addressing basic dietary and food security needs.

In the first 3 months, the FJT served 850 customers.



Food Justice Truck

Launched in March 2015, the Food Justice Truck (FJT) is an award-winning, mobile fresh food market that enhances food security for people seeking asylum in the Victorian community.

The FJT offers locally sourced produce including fresh fruit, vegetables, grains, legumes, tea and bread at a 75 per cent discount to people seeking asylum, a subsidy made possible by general public shoppers who pay a competitive market rate.

The 'people's truck' is the result of a 900-strong crowdfunding campaign which raised \$153,412. The campaign brought a great amount of positive attention to the ASRC resulting in the team receiving the Social Enterprise Investment Award from Social Traders.

The truck has one paid staff member and nearly 20 volunteers who take to the streets three days a week, to Thomastown Primary School on Tuesday, Wesley Church Melbourne in the CBD, on Wednesday and Footscray Primary School on Fridays.

During 2014-15, with only one site operational, the FJT served nearly 850 customers, 27 per cent of which were people seeking asylum.

By the 2016, the Food Justice Truck will increase trade to seven weekly locations across Victoria, adding Brimbank, Sunshine, Dallas and Dandenong to the truck's scheduled stops. The truck also hopes to offer vegetable and fruit box orders in the near future.

"I can tell you that with the income that we are receiving and having bridging visa and all the limits that we have, it is hard to get by. I absolutely think the (FJT) is great value and I will be going back."

Thomastown shopper who is seeking asylum.



Community Meals



This program provides nutritious, tasty and culturally-appropriate foods to asylum seekers, staff and volunteers at the ASRC. By sharing a healthy meal in a communal dining area we increase the opportunity to build relationships, learn from one another, socialise, and provide an inclusive environment.

We've partnered with Fair Share, FoodBank and many small community organisations, and operate at 70% capacity with volunteers working together to bring a community meals spirit to the table.

With one part-time staff member, 20 ASRC member volunteers and 55 volunteers, our team is now serving an average of 200 people per day – a 20% increase on last year. We've increased volunteer membership by 200% and our training and development has improved with a new pathways program that focuses on our member's needs and abilities.

We've helped to increase the self-confidence and English-speaking skills of our ASRC member volunteers, at the same time as increasing their nutritional knowledge and food handling skills.

The program is working toward holding a Wednesday night dinner program during night clinics, and also developing a pre Certificate 2 Hospitality English Program.

Our program will continue to promote wellness and reduce social isolation by providing a welcoming environment where friendships and community develop. We will help people seeking asylum to be resources to their communities.

48,000 meals served a year.



Innovation Hub Stream

The last year has seen the development and opening of the Innovation Hub, which was launched in January 2015 as a physical space, and new stream. The purpose of the Hub seeks to increase the social and economic participation of people seeking asylum.

The principal of 'symbiotic innovation' lies at the foundation of the 'Hub' model which centres on the integration of people seeking asylum into the management and delivery of services. In practice, it sees ASRC members, volunteers and staff working together in equal, interdependent relationships to create innovative solutions to meet the needs of people seeking asylum and build thriving communities.



As the Hub grows we look forward to the creativity and strength that develops due to increased member ownership and participation within the space.

ASRC member

Empowerment Pathways

The Empowerment Pathways Programs (EPP) is the first point of contact into the Innovation Hub for people seeking asylum.

Hub members discuss their skills and needs with an intake worker and create a goal-based plan for the coming year that includes employment, volunteering, developing business and English-language skills.

Our team consists of the EPP manager, Youth Coordinator and Women's Coordinator. About half of the Hub's 25 volunteer roles are filled by Hub members.

The demand for our services has been particularly high from people seeking asylum who arrived by boat who, until we opened our doors, could not access these services.

In 2015, our goal was to see 500 Hub members a year. By June, 423 people had accessed the Hub's services. Women comprised a third of our members. We successfully advocated for other agencies in the sector to assist in offering English and employment services because the Hub alone cannot meet the needs of the 10,000-strong asylum seeker community in Victoria.

In 2016 we aim to integrate the Symbiotic Innovation principles in our work and offer members' opportunities to consult, make decisions and directly participate in the way the EPP is run, as well as growing membership among women and young people.

With a focus on strengths-based programs, access to education and training relevant to their needs and aspirations, Hub members are empowered to achieve their ultimate goals of securing work, self-sufficiency and participating in the Australian community.

"I'm working here, teaching classes. It's helping with my confidence and making me feel better when I go outside."

ASRC member

Dandenong Centre

ASRC's Dandenong office opened two years ago, upheld by three staff members and 75 volunteers who provide education and employment assistance to over 1,300 members seeking asylum. The centre in Dandenong also partners with local services to provide workshops, events and excursions to members otherwise unable to reach the Footscray centre.

Students from the local community take placements within the centre which provide additional support as well as a cultural exchange of ideas, approaches and ways of life.

The last year has seen the centre grow significantly. There has been an increased demand for employment services as happily more of our members have received work rights. This year, we assisted 52 people to gain successful employment.

The education program has also expanded to include more formal and conversational English classes from three to five days a week. Now members are also able to receive structured pathways to ensure they improve their English; spoken, read and written. This year, a speech pathologist has also been able to coach our members with accents and pronunciation. The biggest celebration for the Dandenong centre has been the extension of its opening hours in offering five days a week of assistance to our members.

The partnership with Don Bosco enabled us to take members on a trip to the beach. They spent their time swimming, learning to snorkel, and simply enjoying, with one member saying she 'had the best time in the 3 years since arriving in Australia'.

In 2016 we will strive to bring about many more such moments.

"Now I have money to send back home to my family and I am happy about that. Before I was so stressed about doing nothing, always thinking about my VISA, too much time on my hands. Now I am busy, happy and helping my family. I feel free to do anything I want. I keep busy all the time."

ASRC Dandenong Member

*The Hub assisted 130 people,
and in the Dandenong Centre,
82 people to gain
successful employment.*



Youth Empowerment

One of the Hub's great success stories in the past year is the Youth Empowerment Program, which supports asylum seekers aged 15 to 25 to increase their participation and capability through work experience, mentoring, leadership development and social participation activities. The program aims to encourage young asylum seekers to be fully active members of their community, and is vital to increasing their self-esteem and confidence.

Consistent with the Hub's approach, young members work with our volunteers to identify and develop their goals and then utilise the program's leadership program, which offers a path to training and employment opportunities.

The program is the first of its kind at the ASRC, and is partly based on the outcomes of a survey conducted with approximately 40 young members who identified areas of support and services crucial to their needs and long-term development. We've also ensured the program reaches out to young people in a way that resonates, an e-newsletter and online blog.

We're particularly proud of four of our young members, who identified and created new roles, enabling them to assist directly in the program's development and reflecting the program's goals of supporting young people to be fully active members of their community.

The Youth Program helped build confidence and independence for 40 young community leaders.

ASRC Cleaning

Social Enterprise

ASRC Cleaning is a social enterprise operating since 2013 that offers casual cleaning employment to asylum seekers.

People using ASRC Cleaning are left with a clean house or commercial property and the knowledge that they are providing much-needed employment to a person seeking asylum who is ineligible for government welfare or who has otherwise been unable to secure employment. The benefits for ASRC Cleaning staff include financial independence, Australian work experience in a financially viable social enterprise, social engagement and empowerment through employment.

In 2014-15, ASRC Cleaning employed 24 people seeking asylum to undertake 2,470 domestic and commercial cleaning engagements.

This financial year ASRC Cleaning well and truly exceeded our goals to grow the business financially and to boost our commercial customers. We achieved a 59% increase in revenue to \$219,913 from \$138,684 last year. We grew commercial customers by a staggering 650% – 1,093 bookings compared with 146 in 2013-14. As a result, ASRC Cleaning recorded a gross profit of \$46,674 in 2014-15, up from \$27,586 in 2013-14.

ASRC Cleaning is currently being managed by a locum, who is also an ASRC member.

ASRC Cleaning employed 24 people seeking asylum to undertake 2,470 domestic and commercial cleaning engagements.





ASRC Catering Social Enterprise

The ASRC's catering program has quickly emerged as a successful and profitable social enterprise, and a significant funds raised for the ASRC itself. Importantly, it's also an invaluable source of training and employment for up to 30 people seeking asylum each year, building their capability and self-confidence. Ably supported by four part-time staff and two volunteers, people seeking asylum also learn the value of teamwork, sharing in the job satisfaction of cooking and serving a rich variety of delicious foods from a myriad of cultures.

This past year was particularly successful for ASRC Catering who catered for 807 functions, up from 766 last year, with revenue increasing 24%, compared with 2013-14. A highlight was catering for 800 people at the re-opening of the Astor Theatre in St Kilda.

"With five staff, one chef, two ovens and a tiny marquee in the far corner of the formidable Astor Theater building, you delivered just under 4,000 pieces of delicious food to 800 guests. Amazing work!"

Astor Theatre Manager

ASRC Catering has created sustainable and meaningful employment for 30 people seeking asylum.



Working Online Refugee Connections (WORCs)

WORCs matches people seeking asylum with locally based professionals (volunteers) from the same sector. Mentoring, education and networking through physical and online environments enable people to break down the barriers to sustainable employment.

In 2014-15, a paid staff member, seven volunteers and more than 40 external volunteer mentors supported around 50 ASRC members to become mentees. Additional support also came from the Melbourne Business School, CPA Australia and Model Earth director Ian E. Neilson.

In the past year, program participation grew from eight to 28 mentoring matches with a further 26 members linked to the wider WORCs network. Mentees and mentors measure the impact of the 12-month program by ongoing self-evaluation, reflection and baseline surveys.

Eight ASRC members gained employment in their chosen or related profession in part due to access to \$35,000 in training, professional development and networking opportunities.

Quarterly networking events have been a huge success, attended by an average of 60 people, the program has already grown to a 120-plus strong community of highly skilled professional.

Most importantly, mentees report higher levels of confidence in career planning, knowledge of the Australian workplace, networking and job-seeking skills.

"My mentor helped me to solve and challenging professional issues which sometimes seemed beyond my understanding from my country's perspective."

WORCs mentee

WISE Women Program

The new WISE Women Program (WWP) is based on the real needs and interests of our women members who told us they wanted to increase social, economic and community participation through education, training, work experience, mentoring and social activities.

Applicants start the WISE Women journey with an hour-long intake discussion to devise their plan. So far in 2015, nearly 200 members have undertaken two streams – the most popular being EAL classes and social and recreation programs. The intake is four times our first-year goal of about 50 members accessing two streams.

Fifty members enrolled in vocational training this year – a 200% increase on the number of women ASRC members training in 2013-14. More than 75 women attended Innovation Hub-based activities such as English lessons or classes including soap and candle making, pottery, yoga, Zumba, cooking and photography. Of the WWP's nine volunteers, four are members. Eighteen women have been identified as potential entrepreneurs and referred to the ASRC Business Incubator.

WWP's social and community development includes a female soccer team and gym program. In collaboration with MIND Australia, 11 members went on a "sisterhood journey" of self-discovery that resulted in five participants attend leadership training to facilitate future journeys.

WWP meets a key ASRC goal of empowerment over welfare: equipped with skills, knowledge and connections, women are defining and planning their own pathway to development.

50 members enrolled in vocational training this year – a 200% increase on last year.

"I don't think anyone has ever made me sit and think about myself in a structured way. I thought I was a victim of my circumstances, but today I, have been able to see myself as a person with many abilities and skills, with a lot to offer to other people like me."

WISE Women member and program volunteer





Social Community Development

The Social and Community Development programs create opportunities for members to engage in the community through sports, arts, outings and social mentoring activities.

In 2014-15, the 30-strong ASRC soccer team spent much of the season in the top spots of their league. Women's Recreation Group members played soccer in the Brimbank Cup and took part in the 2014 Run for Refugees. Four established cricket clubs across Melbourne field teams that include ASRC members. General fitness is being enhanced through a partnership with The Exercise Room, where a volunteer trainer works on circuit training with 55 members.

The ASRC music group was involved in a recording project at Docklands City Library, performed gigs including Light in Winter Festival at Federation Square, and collaborated with Circus Oz at Collingwood Town Hall.

The theatre group – run by members, volunteers and an artistic director – performed at an ASRC Innovation Hub evening and a Brimbank City Council Refugee Week event.

Our social outings program hosted monthly events that included trips to Werribee Zoo, footy games and the circus. The Kidzone program welcomed 36 new families, sourced 20 bikes for kids and placed nine children in school-holiday programs.

The social mentoring program this year matched 63 members with volunteer mentors. A highlight was our first weekend away for 15 members, supported by Leadership Victoria and Flinders Cove Motel, which included sailing, bushwalking and horseriding activities.

"Music is a universal language. It lets me communicate, share my stories and the good times with all Australians."

Music group member

Social Entrepreneurship

The Social Entrepreneurship program is the ASRC's new business incubator that supports people seeking asylum to start businesses.

Funded by Virgin Unite and operating out of the Innovation Hub, the program is led by a part-time coordinator and six volunteers.

In the six months since the incubator launched, some major milestones include assisting 70 members work on the path to starting their businesses, running three networking events, developing the ASRC Entrepreneurs model and recruiting a growing network of connectors, coaches, mentors and advisors. Three members' businesses completed the pilot business incubator with one of these participants sharing her story at a Telstra International Women's Day event.

Our over-arching goals for 2015-16 are to assist more ASRC members become business ready. The Social Entrepreneurship Program also plans to provide more targeted work experience opportunities for new entrepreneurs in partnership with ASRC's Employment program; connect incubator participants with funding opportunities; increase the number of business meetup events from quarterly to monthly, and strengthen women's opportunity to develop enterprises by working in partnership with ASRC's WISE Women program.

The Social Entrepreneurship program's impact will be felt as more people who have sought asylum in Australia run and own businesses that provide income, contribute economic value to local communities and demonstrate the value refugees can bring to our country.

"It is my long-term dream to start my own business so I can support my family and have confidence in Australia . . . I want to start my own business because I believe self-reliance is very important. [The Six Degrees Program] helps me to put my feet in the first step to start my own business."

ASRC member

The Entrepreneurship program has assisted 23 members build a pathway to starting their businesses.



Employment Program

The ASRC Employment Program redresses the “missing links” preventing people seeking asylum competing as equal candidates in the Australian employment market – local knowledge, qualifications, work experience, connections and referees. Finding work empowers members to reclaim a sense of identity and purpose for their lives, as well as connecting them to the wider Australian community. Our members are empowered to become skilled and active agents in their job search.

In 2014-15, our team of three staff and 18 volunteers assisted more than 300 members. We placed 130 members in employment, a 15% increase on the previous year. We prepared for increased demand from people seeking asylum on Bridging Visa E who were granted work rights this year; recruited a member volunteer to share insights and tips for finding work as an asylum seeker; started a weekly

Job Hub to assist with job applications; provided work experience at ANZ, Telstra and Aesop; and referred members to our WORCs Professional Mentoring program that resulted in several employment outcomes.

This year we arranged free driving lessons for some members to counter a big barrier to employment – lack of a local driver’s license – and this initiative has been incorporated into the ASRC’s new Driving School. Expedition Apparel, Gazman and Western Chances donated \$10,000 worth of business suits so male and female members can “dress for success” at job interviews.

The Employment program placed 130 people into long term jobs, a 15% increase on the previous year.

“The employment training opened my eyes about how I should apply for work here. It gave me lots of things to think about, and prepare for, in my plan to find my first job.”

Employment Program member

*159 students enrolled in
202 TAFE courses.
3,379 free English
classes offered.*



Education Program

Our education programs continue to be among the most popular with members, and demand for their services continued to grow in 2014-15. The programs are vital in supporting members to not only realise their potential, but also build their confidence and capability. Education programs are divided into two pathways: English as another language (EAL) classes and Home English Tutoring (HET); and the Victorian Training Guarantee. Our education programs are almost entirely staffed by volunteers – 105 in total which include home tutors, librarians, and education casework and program support staff.

English as an Additional Language (EAL) and Home English Tutoring (HET) pathway

The EAL and HET programs are vital for our members, equipping them with the essential tools needed to overcome language barriers that, in turn, prevent greater interaction and participation in the community. Language is also the key to unlocking members' potential as they use their newly acquired skills to access the VTG program and find employment.

The ASRC's English classes are free, offered either in a classroom at the ASRC or individual tutoring in members' homes. In 2014-15, our volunteers delivered approximately 30 hours per week of EAL classes, equivalent to 1520 hours of English and 3,379 classes, doubling last year's 1809.

Victorian Training Guarantee (VTG) pathway

The VTG pathway empowers our members with practical vocational training to gain the skills needed for employment in high-demand industries. This year, the program's expansion enabled us to respond to the growing number of member requests for education support: a total of 491 appointments were completed in 2014-15, resulting in 202 enrolments in vocational training places for 159 students (many students enrolled in more than one course).

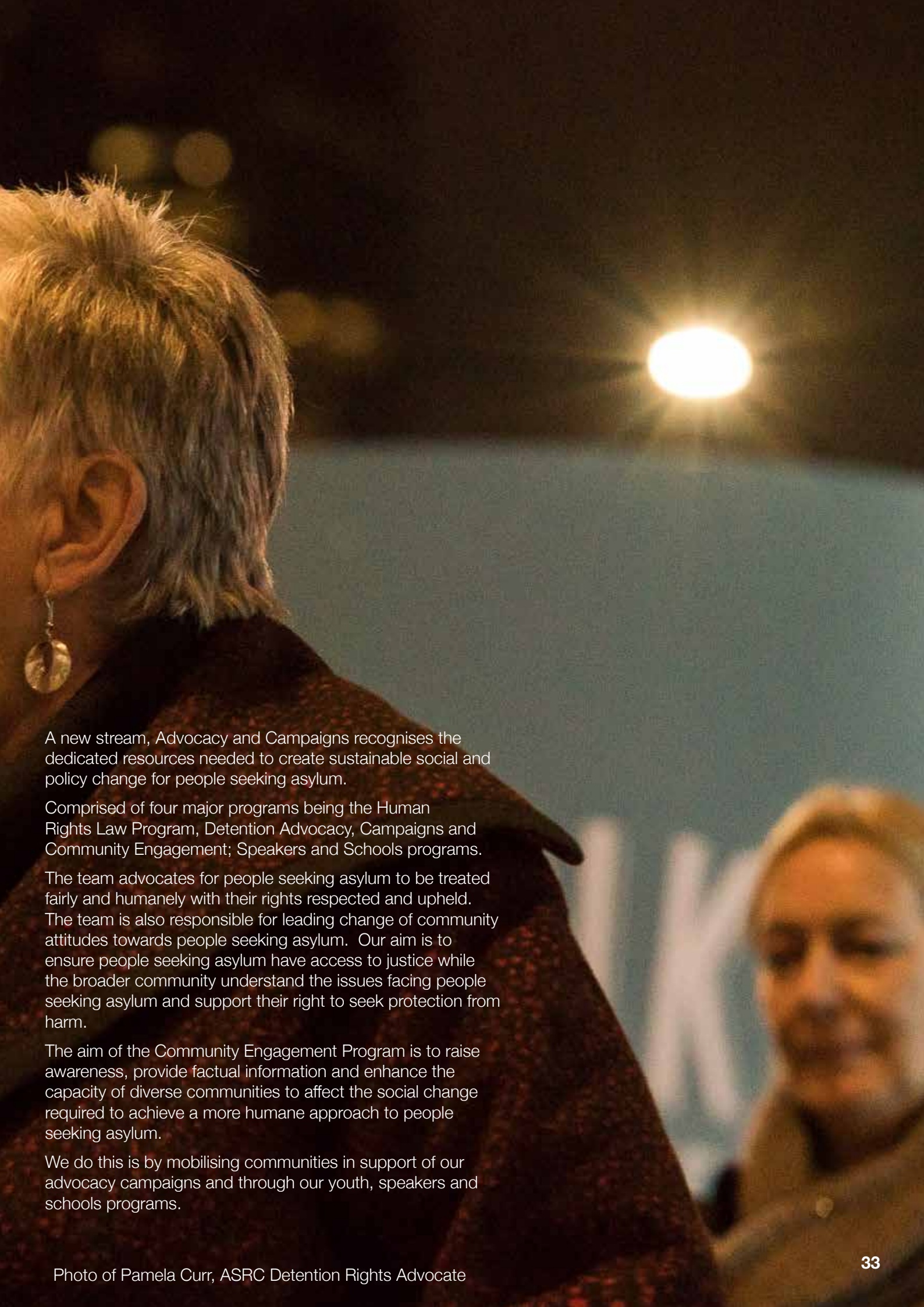
The VTG pathway's expansion has also enabled the ASRC to build collaborative and sustainable relationships with training providers, enabling more members to access affordable courses and essential education support services.

"When I arrived here, I only spoke a little bit of English. I came three times a week within three to four months I could speak basic English, which allowed me to enroll at RMIT to my VCE."

Lewis, former ASRC member

Advocacy and Campaigns **Stream**





A new stream, Advocacy and Campaigns recognises the dedicated resources needed to create sustainable social and policy change for people seeking asylum.

Comprised of four major programs being the Human Rights Law Program, Detention Advocacy, Campaigns and Community Engagement; Speakers and Schools programs.

The team advocates for people seeking asylum to be treated fairly and humanely with their rights respected and upheld. The team is also responsible for leading change of community attitudes towards people seeking asylum. Our aim is to ensure people seeking asylum have access to justice while the broader community understand the issues facing people seeking asylum and support their right to seek protection from harm.

The aim of the Community Engagement Program is to raise awareness, provide factual information and enhance the capacity of diverse communities to affect the social change required to achieve a more humane approach to people seeking asylum.

We do this is by mobilising communities in support of our advocacy campaigns and through our youth, speakers and schools programs.

Human Rights Law Program

The Human Rights Law Program is an accredited community legal centre working within the ASRC to provide free, expert immigration legal advice and representation to people seeking asylum. The legal team also engage in policy and law reform, as well as community legal education and training.

The last year saw significant changes in legislation and a drastic reduction in government-funded legal assistance, resulting in a five-fold increase in demand for our services. Presented with an un

precedented demand on our service, the program redesigned its service delivery model to ensure a greater number of people seeking asylum received critical legal assistance.

The new legal service delivery model included the introduction of a legal triage program, providing daily emergency assistance, an Emergency Legal Clinic, designed to respond to the needs of those undergoing this new legal process. And lastly, a Women's Clinic, which seeks to address the disproportionate effects the legislative changes of 2014-15 have had on women seeking asylum, as well as other barriers faced by women seeking asylum on the basis of their gender.

Comprised of nine lawyers and 140 volunteers, in 2014-15 the program assisted more than 1,494 clients with 2,987 client appointments met, obtained 57 protection visas for members, won four court matters including appearing in seven Federal Circuit Court/ Federal Court hearings, and won 11 Tribunal matters.

In addition to providing legal services, our community outreach information and training sessions which includes the creation of informational videos in multiple languages have reached more than 1,000 people.

"I am extremely thankful to you for all your help to me during this two years. Apart from that, you are such a kind and conscientious lawyer and I was so glad I was lucky enough to have you as my lawyer ... thank you."

A member granted permanent residency in March 2015

**We assisted more than
1,494 people seeking asylum
and fulfilled 2,987 client
appointments.**

Campaigns

This program works to give a voice to people seeking asylum through political advocacy and mobilising the community in order to raise awareness about the situation for people held in detention, to champion humane rights, pressure the Government to modify an unjust asylum seeker policy.

In our efforts this year we have worked with such organisations as UNICEF, Amnesty Australia, RACS, RCOA and the Australian Human Rights Commission to reframe the narrative around people seeking asylum and challenge the current negative discourse.

We ran a number of major campaigns aimed at mobilising and building our supporter base, most notably campaigning to get all children out of detention and against the Border Force Bill, and Migration Legacy Caseload Bill. We held successful rallies in Sydney and Melbourne highlighting the plight of Australian-born babies sent to Nauru detention, which were attended by more than 2,000 people collectively and attracted significant national coverage. Through our campaigning, we were able to grow our supporter base by 800% this year.

Our work included submissions on new legislation to the Senate Legislative Committee, including Migration and Maritime Legislation (Asylum Seeker Caseload Legacy) Bill, Migration Amendment (Protection and Other Measures) Bill, Character and Visa Cancellation Bill, Citizenship Bill, Border Force Bill and the Good Order in Detention Bill.

We regularly met with politicians and advisers and briefed them on issues of concern and the impact of proposed legislation, including cross-bench Senators and representatives of Australian Labor and the Greens. Our mission in 2015-16 is to continue to counter the Government's ever-more punitive treatment of people seeking asylum with a voice that will only grow stronger.







Detention Rights Advocacy

The Detention Rights program comprises one staff member who acts as an advocate for people in detention while enabling them to gain access to education, healthcare, legal assistance and supplies like, baby food and kids toys.

The program advocates for more than 100 women, children and men in detention each year. For the past four years, our advocate was able to take detainees out of the centres on day trips. Sadly, since Border Force has taken over the detention centres around Melbourne, day outings are no longer possible.

The program also campaigns for change with both written and oral submissions to Parliamentary and Senate inquiries concerning the conditions in detention both on and offshore.

Successes have included the prevention of mass removal to offshore detention through timely legal intervention. Children have no access to normal physical activity so we have provided approximately 70 scooters over the year to every child as they arrived in the MITA detention centre.

The program continues to negotiate for the rights around restrictions to visits and many new mechanisms designed to reduce the contact of people in detention.

The ASRC now has a fully funded lawyer exclusively for offering services for those in detention. Access to legal advice has become increasingly vital for the protection of human rights in detention.

“To witness the pleasure of people eating in a cafe with real cutlery after two years of plastic plates, cups and utensils. Shopping for new-born baby clothes – pastel-coloured grow suits instead of the SERCO regulation issue of prison grey baby suits. Three years of seeing people remember the simple joys of a normal life; watching parents pleasure as their children played at the adventure playground next to the Children’s Hospital. These are moments never forgotten.”

Pamela Curr, Detention Rights Advocate

Community Speakers

Our Community Speakers Program helps raise awareness of both the ASRC’s services and the experiences people seeking asylum face, empowering people with the facts that are often lost and misrepresented in the mainstream media and general political discourse. We address a variety of community groups, workplaces and events, educating people on the actions they can take to support people seeking asylum.

This past year has been particularly successful. The number of our volunteer speakers was significantly increased, from seven to 12, enabling us to address 106 groups, comprising 6,800 people. An additional four on-site volunteers provide valuable operational and administrative support.

In 2014-15, we focused on broadening our reach to regional areas and overall program feedback resulted in several referrals and requests to return, as well as generous donations.

“Transcendent. So many things that each of us could connect with in this presentation.”

Feedback from an ASRC presentation

Schools Program

Our schools program is no less important in helping shift attitudes and affect changes in asylum seeker policy. We equip students and teachers with the key facts that are often lost in the debate in the mainstream media and political environment.

In addition to the 140 presentations we’ve delivered to 110 different schools, we also provide a resource pack and support materials to teachers, enabling them to continue the conversation in the classroom.

“The students were very interested, the presenter had a good rapport and was very engaging, informative and passionate about the issue.”

Primary School Teacher

Fundraising and Marketing **Stream**

The role of fundraising is to provide financial stability for the ASRC to support, empower and protect over 2,000 people seeking asylum. This has been particularly challenging in light of the five-fold increase in demand for our services in the past year, along with a slashing of funding to the asylum seeker and refugee sector nationally.

The ASRC is proudly independent and, in order to maintain this independence and our ability to speak out, we rely on the generosity of philanthropy and community donations to keep our doors open. Our vital connection with key supporters in the community plays a huge role in the stream's capacity to deliver fundraising targets each year.

We achieve our ambitious fundraising targets through a mix of programs that engage people through appeals, donations, community events and grants. A new

marketing and brand program was introduced this year to build awareness around, and enhance the ASRC brand.

Together, the stream has been able to grow its supporter base by 20% in 2014-15 and raised record levels in fundraising appeals and also for Run 4 Refugees. The ASRC's growth in supporter numbers have resulted in a significant increase in fundraisers held by the community and all together fundraising and events comprise 55% of our income. Our grants program has gone from strength to strength through the generous support of new and ongoing philanthropic partners and state government funding. Grants account for 28% of ASRC's income.

The collective effort of this stream was able to raise \$5.6 million for ASRC in 2014-2015. This is achieved with a team of 5.6 EFT staff and 16 volunteers.







People Management Stream

The People Management Stream was created as part of a restructure early in 2015 to combine the Human Resources and Volunteer Management functions. This was done in recognition that our people underpin all the work that we do at the ASRC.

The People Management Stream aims to provide a supportive, safe and stimulating environment for all employees (paid and unpaid) where they can contribute and thrive.

Human Resources

Human Resources (HR) is responsible for the recruitment and management of the Centre's paid employees. HR strives to attract the compassionate and engaged employees, matching specialist skills with the appropriate programs in order to best assist our members. The team consists of four employees, who oversee the administration of 80-plus staff members.

In 2014-15, we created and filled an additional 20 new positions within the Centre, increasing the number of paid employees from 46 in 2014 to a total of now 65 permanent staff and some 20 casual staff.

With the results of the Employee Satisfaction Survey we have analysed and addressed the environment and concerns of staff, and have seen a dramatic decrease in turnover, from 15.4% in 2014 to only 9% in 2015. The vast majority of staff reported they are proud to work for the ASRC.

In 2015-16 we aim to focus on the professional development of our staff, and so bolster what is already a vibrant and inclusive community.

Volunteering

The Volunteer Program (VP) oversees the recruitment and organisation of the Centre's 1,000-plus volunteers.

In the past year, a team of only two permanent staff and three volunteer assistants ran eight volunteer information evenings, including targeted sessions focused on programs in particular need of volunteers. Both general and targeted information sessions resulted in an increase of volunteer applications, and the VP ran a further nine volunteer induction sessions in response to this interest.

As of August 2015 the Centre has a volunteer workforce 1,172 strong, including 65 volunteers who work in more than one program. This combines to 4,305 hours worked per week.

As the Centre and needs of its members develop, the VP will improve internal processes and support structures in order continue building a strong and caring volunteer workforce.

*4,305 volunteer hours
worked per week*

Member Volunteering


The ASRC recognise that there can be few more powerful ways for our members to become active community participants than by unleashing their skills and experience in a meaningful capacity, ensuring mutually beneficial outcomes for both members and our service delivery requirements. It also addresses a critical gap for so many of our members who do not currently have work rights, adversely affecting their self-esteem and social engagement.

An initial program target of recruiting 30 active member volunteers by 30 June 2015 came close to being doubled. A particular highlight was partnering with a member who led their own computer education programs for Hub members.

We've also worked quickly to expand volunteering opportunities for members in the broader community: two members are currently volunteering in the engine room of the Sea Shepherd ship Steve Irwin, and one member at Monash Wholefoods.

In 2015-16, we'll be harnessing the program's success and working to ensure it aligns with broader

*59 active member volunteers
since January 2015.*



*"My goal is get
yound people
involved with the
centre, to get a
good education
and work and set
up something in life
that they want to
do."*

*ASRC member
volunteer*

Shared Business Stream

Information Communications Technology has seen the expansion of the ASRC's internal infrastructure, growing the Centre's phone capacity by 50%, as well as upgrading our internet server, and consolidation of technology service infrastructure to enable a 30% cost saving.

A milestone has been the donation of more than 300 computers and notebooks by NAB Bank, Westpac and Seek.

The Office Management team oversees the administration and management of the ASRC's Home of Hope, and its volunteers serve as the face and first point of contact for many approaching the Centre. With increased staff the team has reduced the overall wait times between requests being

lodged and addressed. An important project for this team was to coordinate the Graffiti Art Project along the alleyway and carpark walls of the ASRC.

Here at the ASRC, we are committed to providing a quality service in a manner that ensures a safe and healthy space and workplace for our members, staff and volunteers, while minimising our potential environmental impacts.

In the past year, the installation of composting bins has saved a minimum 1,000 litres of food waste a week from ending up in landfill, and we've implemented an automatic power shut down of computers every night.





Financials at a **glance**

Statement of Profit or Loss

For the Year Ended 30 June 2015

| | 2015 | 2014 |
|--|------------------|------------------|
| | \$ | \$ |
| Income | | |
| Fundraising | 1,812,931 | 1,597,960 |
| Donations | 1,864,890 | 1,393,864 |
| Grants | 1,892,532 | 1,326,518 |
| Social enterprise - ASRC Catering | 743,967 | 704,408 |
| Social enterprise - ASRC Cleaning | 219,904 | 140,953 |
| Social enterprise - Food Justice Truck | 9,186 | - |
| ASRC Shop | - | 76,370 |
| Interest received | 84,024 | 78,973 |
| Other income | 117,471 | 59,754 |
| | 6,744,905 | 5,378,800 |
| Expenditure | | |
| Salaries and wages | 3,972,245 | 2,895,042 |
| Stream operations | 1,991,933 | 1,672,042 |
| | 5,964,178 | 4,567,084 |
| Income tax expense | - | - |
| Surplus after income tax | 780,727 | 811,716 |
| Retained surplus at the beginning of the financial year | 2,502,920 | 1,691,204 |
| Retained surplus at the end of the financial year | 3,283,647 | 2,502,920 |

Assets and Liabilities Statement

as at 30 June 2015

| | 2015 \$ | 2014 \$ |
|--------------------------------------|------------------|------------------|
| ASSETS | | |
| CURRENT ASSETS | | |
| Cash and cash equivalents | 3,787,757 | 3,221,378 |
| Short-term deposits | - | 231,136 |
| Trade and other receivables | 703,244 | 403,523 |
| Inventories | 13,365 | 11,852 |
| Prepayments | 107,360 | 55,306 |
| TOTAL CURRENT ASSETS | 4,611,726 | 3,923,195 |
| NON-CURRENT ASSETS | | |
| Plant and equipment | 1,031,466 | 618,846 |
| Intangible assets | 3,780 | 15,845 |
| TOTAL NON-CURRENT ASSETS | 1,035,246 | 634,691 |
| TOTAL ASSETS | 5,646,972 | 4,557,885 |
| LIABILITIES | | |
| CURRENT LIABILITIES | | |
| Trade and other payables | 433,762 | 238,930 |
| Non-interest bearing loans | - | 30,000 |
| Provision for employee benefits | 307,446 | 206,072 |
| Unexpended income | 1,539,112 | 1,579,963 |
| TOTAL CURRENT LIABILITIES | 2,280,320 | 2,054,965 |
| NON-CURRENT LIABILITIES | | |
| Provision for employee benefits | 83,005 | - |
| TOTAL NON-CURRENT LIABILITIES | 83,005 | - |
| TOTAL LIABILITIES | 2,363,325 | 2,054,965 |
| NET ASSETS | 3,283,647 | 2,502,920 |

These abridged financial statements are prepared from the full audited financial statements.
A detailed copy of the audited financial statements are available on request.

Financials at a glance



We want to celebrate

At ASRC we believe engaging, educating and working with the community is the key for creating social change. One effective way our work and values can be recognised is through the thoughtful awards and nominations we receive throughout the year.

To those who have nominated ASRC, and who have awarded us these wonderful endorsements – thank you! Some of the awards and nominations we have been honoured to receive this year include:

- Organisation of the Year, 2014, Law Institute of Victoria
- Social Justice Award, 2014, Cathy Leary Social Justice Award, Mercy Foundation
- Humanitarian Award, 2014, Australian Hellenic Educational Progressive Association
- Design Award Selection (Social Innovation) for the Food Justice Truck, 2015 Good Design
- Australian Social Enterprise Award for the Food Justice Truck, 2015, Social Traders
- Finalist of the Rising Star of the Year Award for James Wardlaw (Former ASRC Lawyer) 2015, Law Institute of Victoria
- Outstanding Alumni Service Award Nominee for Kon Karapangiotidis, 2015, Victoria University



We couldn't do it **without you**


The ASRC only achieves all that it does with the generosity and care of each and every one of our donors, supporters and partners. To everyone who has supported us, we say a heartfelt thank you.

To our key supporters, who gave the equivalent of \$10,000 or more in funding, in-kind or pro bono support in 2014-15, or who worked in partnership to support people seeking asylum, we extend a special thank you and look forward to continuing our work together.

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

| | | |
|---|--|---|
| 1800 Got Junk | Carolyn Creswell | Foundation House |
| 3CR Radio | Catholic Office for Justice and Peace | Fouress Foundation |
| 3RRR Radio | ChilOut | Fraser Family |
| 5Point Foundation | Christos Tsiolkas | Gandel Philanthropy |
| A and AZF van Klinken | Circus Oz | Gary Samowitz |
| Aesop | City of Greater Dandenong | Ged Kearney |
| Albie Colvin | City of Maribyrnong | George Biron |
| Alex Dakin | City of Melbourne | GetUp! |
| Alphington Community Centre | CobaltNiche Design | Good Shepherd Youth & Family Services |
| AMES Australia | CoHealth | Gourlay Charitable Trust |
| Amnesty International Australia | Community Housing Limited | Graeme Taylor |
| Andrew and Mary Burbidge | Cooper Investors | Grosvenor Foundation |
| Ann Miller | Corinne Grant | Hallam Trucks and Vehicle Modification |
| ANZ Trustees Ltd | CPA Australia | Hanover Welfare Services |
| Arnold Zable | Creating A Welcome & Anna Branford | Harry Topp |
| Ashburton Baptist Church | Darwin Asylum Seeker Support and Advocacy Network | Health Communication Network Ltd |
| Asylum Seekers Support Group of Holy Spirit | David & Maree Shelmerdine | Helen Macpherson Smith Trust |
| Australasian Association of Professional Organisers | David Bates, Michele Bates | Hoffman Foundation |
| Australian Communities Foundation | d'Arbela & the Famous Spiegeltent | Hon. Michael Kirby AC CMG |
| Australian Nursing & Midwifery Federation | David Willett | House of Marley |
| Australian Red Cross | Dennis and Fairlie Nassau | Human Rights Arts & Film Festival |
| Australian-Iranian Society of Victoria | Department of Education and Training | Human Rights Law Centre |
| Baptcare | Department of Justice and Regulation | Ian Crawford |
| Barr Family Foundation | Department of Premier and Cabinet | Ian E Neilson MSc MAIG MSEG |
| Bell Charitable Fund | Desh Balasubramaniam | Igniting Change |
| Bella Union | Dorothy Kingston | Imogen Bailey |
| Ben Fielding | East Coast Housing Association | Inner North Community Foundation |
| Ben Ware, Elijah Newton, Sarah Wilson and Reid | Edmund Rice Centre Project | Institute for Communication Management and Leadership |
| Besen Family Foundation | Edwina Stevens | Insync |
| Beverley Jackson Foundation | English Family Foundation | Isobel and David Jones Family Foundation |
| Beverley Kennedy | Erskine Rodan | Jade Lillie |
| Bob Graham | Ethical Switch | Jawatte Nominees Pty Ltd |
| Brian & Jennifer McManus | Eva Cox AO | Jennifer Smith |
| Brigidine Asylum Seeker Project | Events for Everyone | Joanna Baevski |
| Brimbank City Council | FareShare | Joel Paterson and Johnathon Lau |
| Brotherhood of St Laurence Brunner | Feed Melbourne | John Falzon |
| Caledonia Foundation | Festival of Folk, Rhythm and Life & The Skermer Family | Joost Bakker |
| Carl & Linda Childs-Van Wijk | Foodbank Victoria | Julian Burnside AO QC |
| | Footscray Community Arts Centre | Julie Kantor |

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| Ken Badenoch | Refugee Council of Australia | Uniting Care |
| King & Wood Mallesons | Refugee Immigration and Legal Centre | University of Oxford's Humanitarian Innovation Project |
| Knit One Give One | Rich Hart Foundation | Victoria's Community Legal Centres |
| Launch Housing, Collingwood | Richard Branson | Victorian legal Aid |
| Lend Lease | Rob Stary | Victorian Transcultural Mental Health |
| Lentara Uniting Care | Rotary Club of Balwyn | Vincent Chiodo Charitable Foundation |
| Libby Hogarth | Rotary Club of Melbourne | Virgin Unite |
| Limb Family Foundation | Rural Australians for Refugees - Groups in NSW and VIC | Wally de Backer |
| Lord Mayor's Charitable Foundation | Russel Kennedy | WAYSS |
| Lunatic Entertainment | Ryan Cooper Family Foundation | Whitbread Foundation |
| LUSH Australia | Salvation Army Asylum Seeker Support Service | William Angliss Charitable Fund |
| Man With A Van | Salvation Army Asylum Seeker Toy Program | William Buckland Foundation |
| Maree and David Shelmerdine | Salvation Army Social Housing Service | Wood & Grieve |
| Marg Skermer | Scanlon Foundation | Woody Balfour |
| Marian Le | SecondBite | Yarra Community Housing |
| Mark Seymour | Sidney Myer Fund | Yarra Settlement Forum |
| Marshall McAdam | Sisters of Mercy | Young Family Foundation |
| Mary Crook | Slater and Gordon | |
| Mary MacKillop Foundation | St Anne and St Bede's Social Justice Group | |
| Matt Robertson | St Anthony's Parish in Alphington | |
| Maurice Blackburn | St Kilda Mums | |
| Max and Sophie Allen | St Vincent de Paul | |
| Melbourne Business School | St Vincent's Hospital Melbourne | |
| Mercy Foundation | Stand Up Australia | |
| Michael Short | Steve and Jill Baird | |
| Mim and Mike Bartlett | Steve and Sally Wilkins | |
| My Friend the Chocolate Cake | StreetSmart | |
| Myer Foundation & Sidney Myer Fund | Suellen Irving | |
| Nicky and Brandon Carp | Summers Family Stewardship Trust | |
| Noel and Carmel O'Brien Family Foundation | Susan Varga and Anne Coombs | |
| Nola Karapanagiotidis | Telstra Consumer Affairs Victoria | |
| North East Housing | The Avalon Centre - the Moving Wardrobe | |
| Norton Rose Fulbright | The Cat Empire | |
| Office of Multicultural Affairs and Citizenship | The Design Files | |
| Ondru | The Invergowrie Foundation | |
| OzHarvest | The Myer Foundation | |
| PBS Radio | The Seed Fund | |
| Petrina Turner | The SR Group | |
| Professor Max Corden | These Machines Cut Wires | |
| Professor Patrick McGorry AO PhD MD | Think Act Change | |
| Public Transport Victoria | Tim Pence and Dr. Stephen McNally | |
| PwC | Tom Jenkins | |
| R E Ross Trust | Transurban | |
| RACV | UHG | |
| Readings Foundation | | |
| Reclaim Your Voice & Blue Mountain Sound | | |
| Red Rocketship Foundation | | |
| Refugee Advice and Case work Service | | |



*“When I came to the ASRC,
I understood what it meant to be
(treated) like a human being. Even
more than food, the ASRC is giving
people their honor. By giving clothes,
food and other support, the ASRC is
giving people back their respect.”
ASRC member*