



Asylum Seekers Centre Annual Report 2018-2019

ABN: 47 164 509 475



“I’m thankful for the Asylum Seekers Centre – the generosity, their good hearts and passion to help people with complex issues.

They’re helping me in my life, in my happiness. I just feel like I’m really home.”

Cover image: Jeanine. Photograph by Matthew Duchesne, Fancy Boy Photography.

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Our vision

Australia opens its heart to people seeking asylum, affirming their basic human rights to freedom from persecution, violence and fear.

Recognising our shared humanity, we extend our welcome, respect and support. We are a stronger and more vibrant country as a result.

About us

The Asylum Seekers Centre is a place of welcome and provides practical and personal support for people living in the community who are seeking asylum.

Our services include accommodation, legal advice, financial relief, health care, employment assistance, education, food and recreational activities.

We draw on the direct daily experience of people seeking asylum to develop and promote campaigns to improve public laws and policies, working with other services to bring about needed change.

We provide opportunities for the Australian community to learn about the issues people face as they await decisions on their claims for protection.

The ASC is a not-for-profit organisation with a voluntary Board of Directors. We rely on philanthropic grants, individual donations, some state government support, a dedicated team of professional staff and hundreds of volunteers to undertake our work.

Our Values

The Asylum Seekers Centre's work is underpinned by a set of values built on our commitment to a human rights approach. The ASC is:

- Compassionate and connected
- People centred
- Collaborative
- Innovative.

Our Strategic Goals

Connect people to supports and service

Work with people seeking asylum so they have the supports and services they need to make their own life in Australia while waiting for their claim for protection to be processed and recognised.

Engage community

Build a powerful network of Australian organisations, groups and individuals who welcome people seeking asylum to this country, volunteer to assist, participate in the advocacy effort and provide resources to support our work.

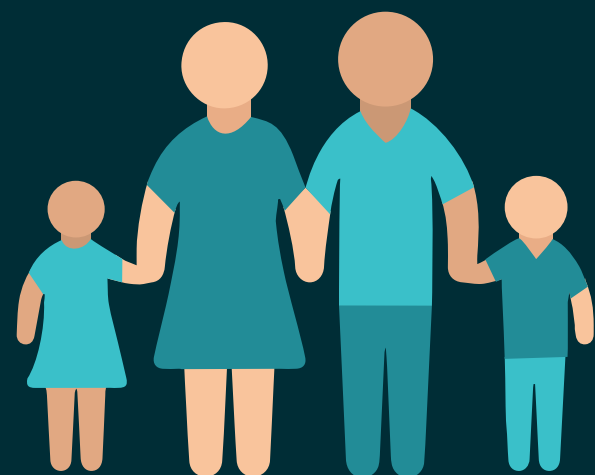
The ASC builds and harnesses the goodwill in the community towards people seeking asylum. We create opportunities for people to provide practical supports as well as to advocate for political change.

Influence policy and legal change

Build momentum and the will for Australia to enact laws and policies that improve the circumstances of people seeking asylum.

With the knowledge and experience of direct service delivery, and the voices of the people we support at the forefront, we engage with decision makers and leaders to achieve positive systemic change at both a Federal and State level.

A YEAR AT THE ASC



4,000+
PEOPLE ASSISTED
DURING THE
2018-2019 YEAR
INCLUDING 1,000
CHILDREN.

30+
PROFESSIONAL
STAFF



400+
VOLUNTEERS
Working across all services. The amount of
working hours provided was worth over
\$1 million



PEOPLE ASSISTED
FROM 95 COUNTRIES.

DAILY NEEDS



GROCERIES
Basic grocery and
toiletry staples.
More than
2,000 people
every month.



HOT LUNCHES
Fresh and healthy food
everyday.
15,000 this year



**EMERGENCY
ACCOMMODATION**
Provided for **32** people
every night,
10 of whom were children.

DAILY NEEDS CONTINUED



**COMPUTER
USAGE**
Use of the in-centre
computers, printers
and scanners. Help
from computer tutors
every day.



**FINANCIAL
ASSISTANCE**
209 people were provided
almost **\$400k**
in emergency financial
assistance in 2018/19.



**HELP FOR
CHILDREN**
Assisting children to start
school with school supplies,
uniforms, fee waivers and
transition.



2,500 OPAL CARDS
Concession Opal cards help people get to school,
appointments, job interviews and service agencies.

HOW HELP IS COORDINATED



**RECEPTION
& INTAKE**



**WELCOME
TOURS**
New people welcomed
with a tour of the
centre.



SUPPORT
Centre Support
Volunteers to help
people find services,
fill in forms, book
appointments.



**CASE
COORDINATION**
The central point of
contact a person has
with the ASC. A case
worker finds out what
people need, helps them
set goals and coordinates
services.

A YEAR AT THE ASC CONTINUED

HEALTH CLINIC



NURSES ADVOCATE

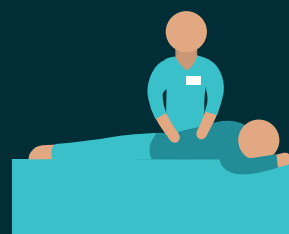
Linking people with health services in the community.



HEALTH CLINIC

Appointments with nurses and doctors every day.

1801 this year.



PHYSIO-THERAPY SERVICES

110 appointments on **30** days.



ASSISTANCE WITH PHARMACEUTICALS

For illness and ongoing health conditions.

\$16,000 worth this year.



OPTOMETRY SERVICES

For people needing eye checks and discounted glasses.

106 this year.

EMPLOYMENT SERVICES



JOB ADVISORS

Job advisors provide one-on-one support and mentoring, interview practice sessions and help to prepare a CV.



WORKSHOPS

To prepare people for Australian employment.

EMPLOYMENT SERVICES CONTINUED



RECRUITMENT SERVICES

To help people find work.

326 jobs secured.



TERTIARY EDUCATION ASSISTANCE

Assistance with pathways to university and TAFE.



HELP WITH PRE-JOB CHECKS

EDUCATION & TRAINING



DAILY ENGLISH CLASSES

To enable training, work and community engagement.



OPPORTUNITIES FOR RECREATION

Socialising and intellectual stimulation. Art. Sport. Creating. Music.



DONATED TECH DEVICES

Donated laptops, phones and tablets refurbished.

30 phones, **30** tablets, **160** laptops.

LEGAL ADVICE

On visa applications, immigration issues and representation in some cases. Partnership with Refugee Advice and Casework Service (RACS).

65 cases **492** advice appointments. **305** people or families.

Chair and CEO's Report



It is with great pleasure that we share with you the Asylum Seekers Centre 2018/19 annual report.

Twenty-five years is a significant milestone for any organisation. From our beginning in a house in Surry Hills provided by the Good Shepherd Sisters, to supporting more than 4000 people at Becher House in Newtown, the Asylum Seekers Centre has grown to meet changing needs and the political environment.

Many people would remember the traditional ASC trivia night which was revived this year. Supporters of the ASC gathered to celebrate the anniversary, with the people we have helped and those who have shared the values of our organisation. We also proudly launched a short film capturing our history and a little of our impact over the last 25 years.

While much has changed, what has remained constant since the ASC's inception is the power of Australians who step forward to welcome people seeking asylum. They raise their voices and generously respond to the needs of people seeking asylum.

Our leadership team came together to set the strategic direction for the next three years. The 2019-2021 ASC Strategy sets a path forward for the future of the organisation, building on our experience and knowledge to date and drawing on our analysis of likely developments.

Since May 2018 Federal government cuts to basic income support have deeply impacted people seeking asylum. In this 2018-2019 year we have started to see the full impact of the cuts. Homelessness, destitution and dangerously poor mental health have all increased and every day at the ASC we see hard-working people finding it difficult to survive, let alone thrive.

The 2019-2021 Strategy is a roadmap for the ASC to respond to these challenges, as a provider of support and services, as an advocate for people seeking asylum and a builder of networks.

This year saw the completion of another piece of major technology infrastructure for the ASC. An ambitious project, started in 2016, to bring together existing databases was completed and now provides a seamless data view of the whole organisation. The improvements in service and strategic capacity have been immediate and will continue. Thank you to volunteer Stephen Garrett and the ASC IT team who dedicated their expertise and energy to this project over the past three years.

As well as celebration, there was also sadness during this year. In February 2019 former ASC Board member, long-term

reception volunteer and friend Chris Fogarty died. Tragically, in the same week, ASC Board Member and great friend of the centre Steven Glass died suddenly. Both Steven and Chris are sadly missed and their families very much remain a part of the ASC.

In a challenging year, supporters and donors have demonstrated their willingness to step in and support the ASC. For this generosity we are always grateful. Thank you.

Our volunteers also responded to these challenging times by increasing their commitment. This year the ASC conducted the first audit of volunteer contributions. Even calculated conservatively, more than 400 volunteers provide in excess of one million dollars worth of unpaid labour and skills to power the ASC Strategy.

Looking back on the year, and indeed the twenty-five years, allows us to see the very best of what a civil society can do when committed to offering hope, help and voice to people seeking asylum.

Thank you to every one of our supporters.

Betty Hounslow AM
Chair
Asylum Seekers Centre

Frances Rush OAM
Chief Executive Officer
Asylum Seekers Centre



Just keep swimming: Jeanine's story

Sports educator Jeanine left a volatile situation in East Africa for Australia four years ago. With minimal English and community connections, her new environment had safety, but also many challenges.

Jeanine arrived at the Asylum Seekers Centre needing accommodation and medical treatment. She was engaged in many activities while waiting for her refugee status to be recognised by the government.

Once Jeanine was on her feet, she threw herself into the centre's recreational activities – taking every class she could including learning guitar, sewing, gardening – hoping to improve her English and gain skills that would make her employable.

"The little things were big for me. Every little thing I did gave me skills or opportunities – for jobs, friends, whatever," she says.

Jeanine's persistence paid off. She has been successful in obtaining numerous jobs – including her current roles as a swimming teacher and as a support worker for people with disabilities.

"All of those programs, and the employment service as well,

have helped a lot with getting confidence and getting jobs."

"When I work with people with disabilities, I play guitar, and then they're happy. If they want someone to work in the garden, I just go in the garden."

Trained as a physical education teacher, Jeanine took an interest in swimming classes offered by the centre.

She completed three swimming teaching certificates supported by the ASC, and began instructing at a local aquatic centre for people seeking asylum and local children.

The work has allowed Jeanine to reconnect with her passion. "I love teaching very much. I always get feedback from the parents, get feedback from the boss, that I'm a good teacher," she says.

This year, Jeanine received life-changing news – the Australian government had recognised her refugee status and she was granted a protection visa.

"I feel that I'm not a visitor now, I'm an Australian."

"Before you get protection, it's hard to be involved with the community – you hear stories about unsuccessful visa applications, you lose hope.

Now there's nothing to worry about. I can start planning my life, start enjoying my life."

Looking to the future, Jeanine hopes to study at university and reunite with her children. She hopes that one day she will return to the centre as a volunteer physiotherapist.

"The ASC staff helped me a lot, to feel able, normal, healthy, safe," she says.

"Even if it takes time, you have to have hope."

What we do

Connect people to supports and service

The ASC works with people seeking asylum so they have the supports and services they need to make their own life in Australia while waiting for their claim for protection to be processed and recognised.

The ASC provides supports and services through integrated teams of professionals supported by trained volunteers.

Case Management

Case Management is the first point of contact for new people when they first arrive at the ASC. The Case Management team work with people to determine what their needs and goals are, what support they already have and which ASC services people would like to access. The Case Management team can make arrangements and introductions to all the other services at the ASC.

Accommodation and emergency financial assistance can be provided in a limited way to relieve a crisis situation and to allow people to stabilise their situation.

Primary Health Clinic

The ASC is the only not-for-profit agency in the sector which provides a primary Health Clinic as part of its integrated services. Nurse-led and GP clinics provide immediate response and assessments for people as they arrive at the ASC, access to pharmaceuticals, advocacy and referral to other health services.



NSW Health provides funding for the ASC Health Clinic nurses and subsidies for pharmaceuticals. Pro-bono GP services are provided by Professor Mark Harris OAM and Professor Lyndal Trevena and their supporting universities, The University of NSW and The University of Sydney, respectively. Pro-bono physiotherapists Caroline Harley and Elizabeth Thompson provide regular clinics in the centre.



Nutrition services

A nutritious hot lunch is prepared and served by volunteers each week day at the ASC to assist people with basic food. This service has been made easier by the renovation of the new kitchen in January. *Read more on page 22.* The ASC's foodbank has faced an increase in demand in response to The Federal Government's cuts to basic income support and now provides weekly grocery and toiletry staples for 2,000 people a month. Generous donors of groceries to foodbank contributed the majority of these supplies through deliveries and food drives. Thank you to the diverse group of 200 volunteers who make the nutrition program possible.

Education and social support

Education and social support is essential to help people integrate into their new surroundings, gain skills and form communities. Daily English classes offer people a chance to improve their language skills, practise in the language and seek advice on pronunciation. Computer use is supported by volunteer computer tutors and workshops in assistance with

the ASC IT team who keep the hardware and software operational.

Social and cultural activities such as excursions, sewing, art, cultural outings, music and swimming are available as relaxation, a cultural introduction to Australia and relief from daily stressors.

Access to transport is essential to get to services, school, health care, job interviews, training and the ASC. The ASC provided assistance to apply for concession Opal cards and also contributed to transport costs. The ASC van, kindly funded by HOST and the Inner West Council, is used to transport families to emergency accommodation, provide links to services and excursions.

Legal Service

The ASC Legal Service, provided in partnership with RACS (Refugee Advice and Casework Service) supplied people seeking asylum with legal advice and assistance on immigration matters including visa applications and review, work rights applications and in some cases full representation. Gilbert & Tobin Lawyers, Hicksons Lawyers and Westpac also provide pro-bono legal services to people seeking asylum through the ASC.

Employment Service

The ASC Employment Service supports people seeking asylum to get ready to look for work and to find jobs to enable their financial independence. The service offers an integrated program of mentoring, job advice, interview preparation, workshops, links to employers and recruitment for specific job opportunities.

The Employment Service is a proud delivery partner in the Refugee Employment Support Program (RESP) via Settlement Services International. *Read more on page 14.* The service is supported by a dedicated team of volunteers. To address the challenges of accessing university education, volunteers in the Employment Service sought opportunities for scholarships for people seeking asylum.

ASC invests in employment service

The ASC decided to increase the capacity of the Employment Service to enable more people to be assisted with their job-seeking efforts. Employment services have become even more crucial as people suffer from the Federal Government's withdrawal of income support. The ASC has invested in an additional full-time employment coordinator to provide support for people seeking asylum to find work opportunities.



The Asylum Seekers Centre continues to be a successful delivery partner in the Refugee Employment Support Program (RESP) via Settlement Services International.

The program connects people to work opportunities, training and support.

RESP is a four-year program by the NSW Government and connects refugees and people seeking asylum to employment services that address the disadvantages experienced when looking for long-term skilled employment.

RESP is an evidence-based employment model which funds activities that contribute to a person's employability.

The ASC delivered for people seeking asylum by being the strongest performing delivery partner. Activities in the program have included:

- business skills development
- education
- lifting language barriers
- mentoring opportunities
- recognition of overseas skills and qualifications
- work experience, and
- overcoming transport barriers.



New multicultural childcare

After a successful 12-week pilot, grants enabled the ASC to pay an agency which supplies bilingual childcarers every week for three hours. 55 children (newborn to 11 years) were enrolled for the service in this year. The service has been provided in Chinese, Arabic and Bengali languages to meet family needs.

This service enabled parents from 31 families, particularly mothers, to attend health and legal appointments, group activities, English classes and the Employment Service. Parenting workshops were sometimes offered during childcare times providing support for skills such as discipline and positive parenting. Other workshops addressed topics such as domestic violence, tenant rights and healthy eating.

Childcare initiative opens doors for children and parents.

Most Australians enjoy access to subsidised childcare and preschool education. But people seeking asylum in Australia do not have access to these same subsidies and the high costs are known to all parents.

Children who have a quality preschool experience are better prepared for school and have improved educational results throughout their school years. Missing out leaves children developmentally vulnerable.

The ASC's Family Support team, Felicia Paul and Antoinette Uwera, has helped families overcome this barrier this year by initiating a partnership with Canterbury-Bankstown Council and Uniting. Since January, nine children have been placed, free of cost to parents, into preschool and childcare. Priority was given to children due to start school

in the following year and single parents.

Antoinette Uwera says that when parents came to ask if we could help, they were desperate. "They were hopeless about getting their kids to school, because there's a big gap if they miss preschool," she says.

This program has also given parents the opportunity to pursue study and work, which they have embraced. At least 75% of parents whose children now have a place in childcare have begun TAFE study since the program launched.

"It takes time to get their English to the standard where they can find jobs, work is so important to people seeking asylum, in getting their independence."

Due to the success of the program in 2019, the arrangement with Canterbury-Bankstown Council will continue next year and our team is working to expand the program to other areas of Sydney.

Engage community

The ASC is building a powerful network of Australian organisations, groups and individuals who welcome people seeking asylum to this country, volunteer to assist, participate in advocacy and provide resources to support our work.

Community support

- Incredibly generous support continues to come from people who welcome people seeking asylum and contribute to the work of the ASC. Individuals, families and organisations including faith groups, schools, unions, health carers, arts organisations, parent communities and corporate groups regularly make donations, volunteer and deliver grocery donations.
- The ASC is well-supported by Rural Australians for Refugees in many parts of NSW, especially the Southern Highlands, Bellingen & Nambucca and Great Lakes groups which have actively brought together their communities to fundraise and support the ASC.
- Engineers Without Borders and Be Connected have provided computer assistance and training at the centre during the year with the goal of increasing digital access to people seeking asylum.

Community speakers

ASC Community speakers presented 57 talks, providing an estimated 6000 people with information about the ASC and the issues that concern people seeking asylum. Seventy-five percent of the talks were held in schools or educational organisations. The remainder of talks were given

to religious groups, businesses and community groups.

Arts community partnerships

The arts community have always been creative fundraisers for the Asylum Seekers Centre. The artist Wendy Sharpe and author Tom Keneally are ambassadors of the ASC. Many other artists, authors, bookshops and performers give their time and talents to support people seeking asylum. Mike Parr and Artspace also supported the ASC with donations from the successful 52 artists 52 actions, *Give your fee to the refugees*.

The cultural organisations with which the ASC has partnerships continues to grow. Organisations including the Art Gallery of NSW, Sydney Symphony, Sydney Theatre Company, Powerhouse Museum and Reclink (a not-for-profit provider of sport and cultural activities for disadvantaged people) now provide opportunities for people seeking asylum to participate in culturally enriching and recreational activities.

Volunteers

Volunteers are at the heart of the work of the ASC and, because of their generosity, the ASC is able to meet the current demand on services. This year it was decided to conduct the first audit to estimate the financial value of the work

of volunteers. Approximately 400 volunteers contributed more than 40,000 hours to the ASC in the last year. Costed conservatively at \$25 an hour, the value of this contribution is more than one million dollars.

Read more about the work of volunteers on page 24.

People seeking asylum contribute to the richness and vibrancy of the ASC

- Human Rights Day was celebrated at the ASC in December 2018 with all people at the centre invited to a joyous celebration of the diversity of the people who come to the ASC, with contributions to food and entertainment.
- Refugee Week was celebrated in June 2019 in partnership with the City of Sydney. The theme was 'Stronger Together' and 450 people attended to hear speakers including a young woman with lived experience who shared her story. Phoenix Voices of Youth, a migrant-led Multicultural Youth choir entertained the audience. Other speakers included Lord Mayor Clover Moore, Amnesty International Australia's Refugee Coordinator and ASC Board Member Dr Graham Thom, ASC CEO, Frances Rush and Amnesty International's Secretary General, Kumi Naidoo.



A central database gives one clear picture

This year saw the completion of a long-term data management project which gives the ASC a major improvement in its capability to manage the data of supporters and clients.

The project began in 2016 to combine a supporter database and a client database into one single custom-built solution. The advantages of the database for the organisation include:

- A more seamless experience for clients moving between services, allowing all staff providing services to see the person's journey through the centre.
- The ability to email and send SMS reminders and record those interactions in one place.

- A smoother workflow with scheduling and activity in real-time.
- A whole-organisation view of information with volunteers, people who access the centre, partners, supporters and donors all documented in one location,

The ASC Information Technology team brought the three-year project to completion, with the guidance of Stephen Garrett, a long term ASC supporter who provided his IT expertise pro-bono.

The ASC is very grateful to Stephen for generously contributing his experience, advice and time throughout this project.



A partnership of volunteers and employment.

ASC's partnership with transport operator Transdev began in 2017, when a corporate volunteer team ran a workshop with 20 job seekers at the Pyrmont light rail depot. In the 2018-19 year the partnership expanded and Transdev became a significant employer of people seeking asylum as well as an award-winning corporate volunteer team.

Michael Digby, talent acquisition manager, and Cecile Maggiore, customer experience manager, are part of the Transdev Light Rail volunteer team that has been recognised in the Centre for Volunteering Awards for their work at the Asylum Seekers Centre.

Following the success of the 2017 workshop, Michael committed to making job opportunities available to people seeking asylum.

In 2018, Transdev hired its first Asylum Seekers Centre candidate – a full-time, permanent receptionist. Since then, Transdev has employed three more people seeking asylum on permanent, full-time contracts, and 65 people in casual roles.

Transdev has since hosted another workshop at the depot. "What was beautiful about that workshop," says Michael, "was that we had people who came to our first workshop in 2017 who are now employed with us as customer service officers who could talk about their journey.

One man who is now a driver spoke about how that customer service role could be an entry-way to other opportunities."

Asylum Seekers Centre employment coordinator Alex Taylor said since August last year, Michael and Cecile have volunteered fortnightly, during work hours, to deliver interview coaching.

Michael Digby says that Transdev loves working with the Asylum Seekers Centre. "99% of the people here are more educated than I am or will ever be so it's humbling for me to sit down and do interview coaching. It's a two-way experience and I'm learning a lot," he says.

Influence policy and legal change

The ASC works to influence policy and legislation that improve the circumstances of people seeking asylum.

Local advocacy highlights

- ASC put a motion to the Inner West Council in July 2018, initiated by Greens Councillor Marghanita da Cruz and local group Mummies Paying it Forward. The motion noted the devastating effect on people seeking asylum of Federal Government cuts to income support payments. Seven points calling on action from the Council in advocacy and practical measures were included in the motion which was passed unanimously.
- During Refugee Week in 2019 the ASC partnered with Sydney City Council present at event at the Sydney Town Hall called Stronger Together. The evening featured speakers including a person supported by the ASC to share her lived experience and Kumi Naidoo, Secretary General, Amnesty International.

NSW state advocacy highlights

- The ASC CEO, Frances Rush, was appointed to the NSW Government Joint Partnership Working Group (JPWG) that addresses refugee and asylum seeker related issues. The ASC provided data and compiled evidence from the sector to keep the government updated on current issues for people seeking asylum living in the community.
- The ASC is part of the NSW Alliance for People Seeking

Asylum (NAPSA), along with House of Welcome, Jesuit Refugee Service and Refugee Advice and Casework Service. As part of this group and individually the ASC briefed the media on the humanitarian challenges of Federal Government cuts to income support and participated in sector advocacy activities.

- ASC was a key partner in a Civic Leaders Forum to educate and consult with the NSW community about the issues for people seeking asylum caused by the Federal Government cuts to SRSS (Status Resolution Support Services) payments. The forum was held in conjunction with Jesuit Refugee Service, House of Welcome, Life Without Barriers, Settlement Services International and Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS).
- The ASC has worked closely with NSW Health which provides funding for all health clinic nurses and to subsidise pharmaceuticals. This provides significant support for the primary health clinic, the only one of its kind in NSW. The ASC was invited to participate in a review commissioned by the NSW Ministry of Health of the existing Refugee Health Plan 2011-2016 and to develop a new Refugee Health Plan.
- For the third year running, board, staff, supporters, volunteers and people supported by the Asylum

Seekers Centre were guests of His Excellency The Honourable David Hurley AC DSC (Ret'd) and Mrs Linda Hurley at a reception at NSW Government House. We thank his Excellency and Mrs Hurley for the invitation and hospitality.

- The ASC worked with The Office of the Advocate for Children and Young People to facilitate consultations with young people seeking asylum who were accessing the centre. The purpose was to find out what services and supports are working well for young people arriving in Australia with refugee or asylum-seeking backgrounds, and to document their challenges.

Federal advocacy highlights

- The ASC response to the Federal Government's cuts to income payments known as SRSS (Status Resolution Support Services) included extensive involvement in advocacy. In collaboration with the Refugee Council of Australia (RCOA) and other sector organisations, the ASC participated in delegations and presentations to federal and state members of parliament and government representations, preparation of briefings, information to ASC supporters and conference presentations.



- The ASC was a participant in the Medical Evacuation Response Group of specialist refugee support organisations who worked together to ensure the safe, orderly and effective implementation of applications under the Home Affairs Legislation Amendment (Miscellaneous Measures) Act, known as the Medevac legislation.
- The Federal Government by-election in the Wentworth electorate provided an opportunity for advocacy around a range of issues of concern to people seeking asylum and refugees. The ASC partnered with other organisations and individuals to write to the candidates, participated in public meetings and invited local members of the ASC community to support a discussion of the issues.



Friends and voice in the LGBTIQ+ community

The LGBTIQ+ Community Support Group for People Seeking Asylum is a dynamic, peer-directed part of the Asylum Seekers Centre community. People can seek asylum due to persecution related to gender and sexuality. Homosexuality is still punishable by death in 12 countries.

In collaboration with STARTTS – NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, ASC facilitates this anonymous support group of more than 50 people with diverse genders and sexualities, which is now in its third year. The group was named and designed by members wanting to build peer support and awareness to other LGBTIQ+ people seeking

asylum about their rights. In the words of the group: “We are a support group for all who come, from all genders, sexualities, religions and cultures. We meet anonymously to make people feel safe. Together we meet to deal with the daily stress of life, the stress of seeking asylum, and the stress of identifying as a member of the LGBTIQ+ community, culturally.

“Our meetings are about the reality of the layers of stress each person faces. In this way we are support for each other.”

The LGBTIQ+ Community Support Group works to advance the interests of others and harness their own struggles to benefit future queer asylum seekers in

Australia. Group members developed submissions and presented at various conferences including the ‘Better Together’ conference at the University of Technology Sydney in January 2019.

Through assistance from generous supporters the group has participated in mainstream queer cultural, arts, academic and social events. Members have gained access to spaces, events, information, networks and diverse support from LGBTIQ Australians. Six group members were supported to march in the 2019 Sydney Mardi Gras parade. A representative has joined the Pride Foundation’s National Advisory Group on LGBTIQ Refugee and Asylum Seeker Funding Priorities.

Barbara's Place: creating the heart of welcome.

The opening of Barbara's Place and a newly renovated kitchen are a welcome improvement in facilities at the Asylum Seekers Centre.



The ASC's newly refurbished main lounge, opened in this year, is named Barbara's Place in honour of the late Barbara Thomas, who established The Thomas Foundation with her husband David in 1998.

The Thomas Foundation is an ongoing supporter of the ASC's child and family program and this renovation is the latest element of that program.

It was Barbara's wish to provide a place of warmth and safety for people seeking asylum, especially for young people. Fittingly, the lounge is a place of welcome and nurturing with a children's play area with equipment and toys.

Barbara and David's daughter Juliet spoke at the opening of Barbara's Place and reflected on her mother's belief in small acts of kindness and how much impact they can have.

Childcare and children's activities are now provided in the lounge for children while they are attending the centre. Storage allows for a greater range of equipment, books and toys to be available.

At one end of the lounge is a mural. The creation of the mural was lead by our very generous volunteer, artist Kelly Wallwork, who led a team of people seeking asylum, volunteers and staff to create a beautiful expression of a world which we all share and in which everyone is represented and celebrated.

A kitchen upgrade

Resulting from a generous response to appeals, the ASC kitchen received a significant renovation this year.

The modern commercial kitchen which replaced an old domestic kitchen is a tremendous improvement. The kitchen enables our lunch volunteers to provide hot meals for up to 70 people each day, clean up and maintain healthy food service conditions. The quality of the kitchen also enables it to be used for training in catering and food services.

Thank you to all the wonderful donors who supported this upgrade and understood the value of improving facilities allowing people visiting the centre to cook and eat together.



ASC volunteers worth more than a million

Volunteers are, without a doubt, amongst the ASC’s most valuable assets. Due to their generosity the ASC is able to meet the current demand on services.

For the first time this year, the Asylum Seekers Centre conducted an audit to estimate the monetary value that volunteers provide to the organisation.

Approximately 400 volunteers contributed more than 40,000 hours to the ASC in the last year. Costed conservatively at \$25 an hour, the value of this contribution is more than one million dollars.

Volunteers provide essential support services to people seeking asylum in all areas of service. They perform a broad range of tasks, including:

- Welcoming people on arrival at reception
- Assessing people’s needs through our intake process
- Offering welcome induction tours to make people aware of

the different services they can benefit from

- Distributing groceries through the centre’s foodbank
- Assisting people in their search for employment, from writing resumes and preparing for interviews, through to facilitating introductory workshops on the Australian work environment
- Refurbishing laptop, tablet and mobile phone donations
- Assisting people in applying for Opal cards concessions
- Computer tutoring and form-filling
- Cooking and serving a daily hot lunch
- Accompanying people to social and recreational activities and excursions
- Legal support in the process of applying for a protection visa

- Child-minding and child-engaging activities
- Teaching English and music classes
- Providing ASC staff with critical technical and administrative support.

This year volunteers helped the ASC respond to a greater demand for assistance resulting from the Federal Government’s cuts to basic income support. Volunteers consistently contributed extra to ensure that people seeking asylum receive the services they need for daily living and planning for their future.

Volunteer Week celebration

ASC celebrated National Volunteer Week in May 2019. Guest speakers included volunteers, staff and people

seeking asylum. Board member Marina Brizar shared her story as a refugee coming to Australia and her expertise promoting the rights of refugees and asylum seekers. A volunteer wall displayed pictures of ASC volunteers in the centre’s World Mural upstairs, according to their countries of origin.

Volunteer Manager position

ASC continued to support volunteers with a full-time volunteer manager, thanks to the ongoing support of the Vincent Fairfax Family Foundation. This position has allowed ASC to launch a new induction and exit process, weekly orientation sessions as well as providing training opportunities and producing educational material for volunteers.

Corporate and community volunteering

Community volunteering at ASC has provided companies and

organisations the opportunity to understand the work we do, develop staff skills and participate in team-building activities. The different groups that have come through our doors have helped our foodbank distribute groceries, cooked hot lunches and organised employment workshops, among other activities.

Students at ASC

ASC has provided students the opportunity to complete various placements in the casework, Nutrition, Education and Social Support Service and business operations teams. The experience gained at ASC has proven to be a great stepping stone for social work, law, international relations and government students. Our students came from University of NSW, TAFE, University of Sydney and the Australian Catholic University.

The Humanitarian Hub

The ASC, with the House of Welcome, the Jesuit Refugee

Service and the Refugee Advice and Casework Service, continued to work together as the NSW Alliance for People Seeking Asylum (NAPSA). The NSW Humanitarian Hub, was created to increase the capacity of the combined NAPSA volunteer workforce.

The Hub provides a central, online resource for the recruitment and training of volunteers for the four organisations. Since 2017, the Hub has enhanced volunteer recruitment for the four organisations through a bespoke recruitment website and shared registration platform. The Hub has developed customised volunteer training, with more than 10 sessions held at ASC in 2019 and four online modules to be launched in 2020.

The Hub is a three year project, generously funded through The Vincent Fairfax Family Foundation, The Sidney Myer Fund and The Caledonia Foundation.

Image above: Thank you wall during Volunteer Week at ASC.



Volunteer profiles: Margaret and Jude

Margaret Tung and Jude Stoddart – 2019 Inner West Council Senior Citizens of the Year.

The Inner West Council has recognised two outstanding ASC Employment Service volunteers as Senior Citizens of the Year. Margaret Tung is a job advisor, while Jude Stoddart helps people seeking asylum with applications to university placement and scholarships.

Working towards financial stability
Margaret Tung has supported the Employment Service as a volunteer for seven years, helping people to prepare their resumes and get ready for interviews.

She finds it rewarding to see jobseekers transition to more stable situations. “There was one particular woman I worked with who had been a professional for years in her home country. She had been applying for many jobs here without any success until she

eventually secured a position as a kitchen hand,” says Margaret. “She immediately became almost unrecognisable: her face was beaming, she was smiling and her self-confidence was literally blossoming. “Finally she was able to support herself and her son and could start building a future for them both. I will never forget her smile as she walked into the office that day.” But the work isn’t always easy, and job advisors must be prepared to tackle difficult situations. “Some people can go through round after round of interviews without success,” she says. “Even with a good level of English and impeccable skills, a bridging visa can be a deterrent for potential employers. “These are the situations we dread because we become a bystander and all we can do is debrief and offer support.” Margaret is also a presenter in the ASC’s Community Speakers Program.

Helping people realise their academic goals

Jude Stoddart advocates to help people seeking asylum secure support to pursue a university education. It was Australia’s harsh policies that motivated Jude Stoddart to volunteer as a job advisor at the ASC. Having honed her career skills in social justice, equality and diversity programs during her career, she was concerned that young people seeking asylum were not getting a proper chance to achieve in education. Jude assists potential students to navigate the pathways to achieve university course places and then identify scholarships that cover their tuition fees. Universities are increasingly offering scholarships dedicated to

“As a community, we will be stronger if we’re open to diversity and have a more compassionate and humane policy towards people seeking asylum.”
Margaret Tung



“Education is a fantastic social escalator – it changes people’s lives.”
Jude Stoddart

students seeking asylum, which do not require them to pay full international fees. “It is absolutely fabulous that they recognise the potential and talent of young people seeking asylum,” Jude says. However, in 2018, the Federal Government withdrew the modest income support families received for children over 18 enrolled in full-time study. Over 18s are now automatically required to work, and their families receive no benefit to support their children through university. Students also have no access to government student loan schemes. “Some students have had to work two night jobs on top of a full-time university course in order to just survive,” says Jude.

“What is the point of offering young people a place at university if they cannot eat or sleep properly while studying?” “So to help students survive and thrive, we now need to find ways they can have access to some additional support without jeopardising their studies through overworking,” she says. “The negative climate of attitudes towards people seeking asylum has prevented people from seeing the wealth of actual and potential talent we are losing.”

Philanthropy and Partnerships

The ongoing kindness and generosity of Australian organisations, philanthropic foundations, groups and individuals have allowed the Asylum Seekers Centre to provide essential services to more people seeking asylum. This strong network of resourceful supporters enables our staff and volunteers to deliver on the ASC's mission.

Individual supporters

Appeals continue to attract a steady stream of loyal, regular and new donors. In August 2018, ASC hosted a regular giving community event attended by 25 guests. Each services manager presented an update on their respective area and the impact of Federal Government cuts to basic income support. The event ended with a tour of the centre, allowing

new supporters the chance to better understand ASC's unique offering of integrated services for people seeking asylum.

The ASC's 25th Anniversary sold out Trivia night was held in October. It has been an entertaining fundraising event with raffles, games and a silent auction of high value donated prizes. It was a wonderful way to pay tribute to our volunteers, staff

and members of the community for their invaluable support.

Community engagement

A passionate group of volunteer speakers regularly deliver presentations to schools, universities, community groups, organisations and religious groups. The Community Speakers Program has educated 4,000

program participants on issues faced by people seeking asylum.

Presentations and workshop formats are specifically tailored to meet the expectations of each audience. Sessions encourage conversations about why people seek asylum and the challenges they face after their arrival in Australia.

An increasing number of participating schools organise

food drives and fundraising activities to support people seeking asylum.

We are grateful for the loyalty and reliability of our supporters, who continue to make our work possible with donations of groceries, mobile phones, laptops and electronic equipment. As part of their social justice, community engagement and refugee welcoming events, schools and

organisations also organise fundraising events, nominating ASC as their charity of choice.

Trusts & Foundations

Grants awarded by philanthropic foundations continue to be a substantial source of funding. The ASC has built strong partnerships with family and private trusts who have supported our operations and programs



ASYLUM SEEKERS
CENTRE
25
YEARS

Asylum Seekers Centre
Becher House, 43 Bedford Street, Newtown, NSW 2042
P: 02 9078 1900 F: 02 9078 1999
asylumseekerscentre.org.au
CM 10052447

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something
unique.

ASYLUM SEEKERS
CENTRE
25
YEARS

Be a part of
something unique.

Philanthropy and Partnerships continued

for many years. Additional grants fund the whole range of services at the ASC. Beyond donations, people from trusts and foundations also generously invest time to collaborate with our staff.

Corporate partnerships

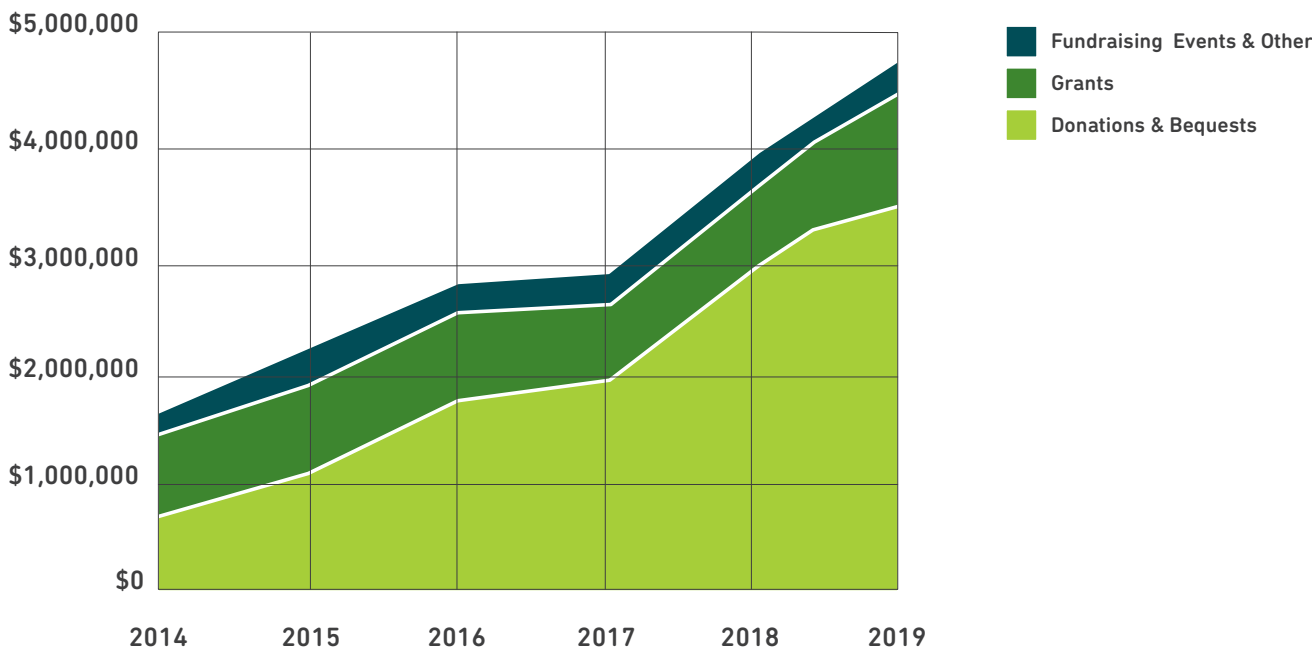
Major organisations like Transdev, Atlassian, Google and Adobe have engaged with ASC, encouraging their staff with corporate volunteering and workplace giving programs. Corporate partners have offered a broad range of services to people seeking asylum – volunteering

their time in our foodbank and lunch services, volunteering their expertise to mentor job-seekers and sharing workplace best practices, offering free use of facilities and donating goods and services. After the success of an outstanding volunteering experience with ASC, Atlassian auctioned their refurbished employees' laptops and donated the proceeds to ASC. Staff, volunteers and people seeking asylum who have participated in these activities found great inspiration in collaborating and building long-term relationships.

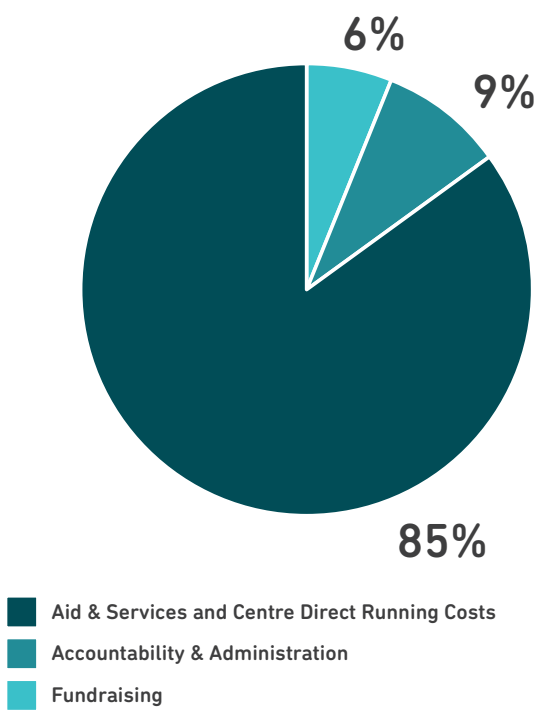
A strategic future for philanthropy

The Board and the CEO have commissioned an independent review of the fundraising and philanthropy practices, systems and processes. The goal was to achieve the transformation of the fundraising function which, integrated with marketing and communications effectiveness, will achieve success and sustainable financial growth. The strategy is to implement the appropriate mix of fundraising programs, partnerships, staffing and stakeholder engagement.

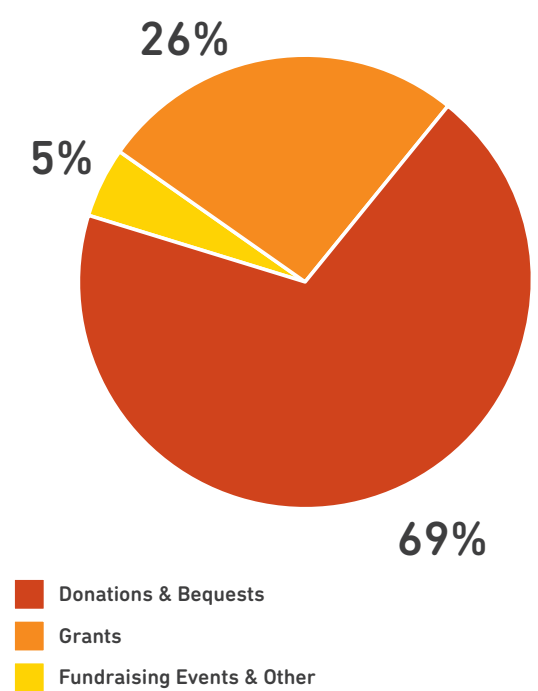
TOTAL INCOME 2014 – 2019



HOW WE USED OUR FUNDS 2018 – 2019



HOW WE WERE FUNDED 2018 – 2019



Our Patrons



Bruce Baird
AM

As a member of the NSW Parliament, Bruce Baird was Minister for Transport from 1988 to 1995, Minister for Sydney's Olympic Bid from 1990 to 1993, Minister for Tourism and Roads from 1993 to 1995 and Deputy Leader of the Liberal Party in State Parliament from 1992 to 1995. In Federal Parliament, he was the Member for Cook, NSW, from 1998 to 2007, Chairman of the Economics Committee and a member of the Human Rights Committee.

Bruce has had a distinguished career in both the public and private sectors. In 2008 he was appointed Chair of the Refugee Resettlement Advisory Council which advises the government on refugee and humanitarian settlement in Australia. He is Chair of Business Events Sydney and a former Chair of the National Heavy Vehicle Regulator.



Hugh Mackay
AO

Australia's pre-eminent social researcher, Hugh Mackay is internationally recognised for his pioneering work in this area. He is the author of nineteen books – twelve in the field of social psychology and ethics, and seven novels. His latest book, *Australia Reimagined: Towards a more compassionate, less anxious society*, was published in 2018. He delivered the 2017 Gandhi Oration at the University of NSW: *The State of the Nation Starts in Your Street*.

Hugh is a Fellow of the Australian Psychological Society and of the Royal Society of NSW, and has been awarded honorary doctorates by five Australian universities. He was a newspaper columnist for over 25 years and is a frequent media commentator. He is a former deputy chairman of the Australia Council and Chairman of Trustees of Sydney Grammar School. He was the inaugural chairman of the ACT Government's Community Inclusion Board.



John Menadue
AO

John Menadue has had a distinguished career in the public sector, including as Head of the Department of Prime Minister and Cabinet under two Prime Ministers, Gough Whitlam and Malcolm Fraser. He was Ambassador to Japan as well as Secretary of the Department of Immigration and Ethnic Affairs, and the Department of Trade.

Private sector appointments included General Manager, News Limited, Sydney. He was also CEO of Qantas, a Director of Telstra and Chair of the Australia-Japan Foundation. John was Founding Chair and is a Fellow of the Centre for Policy Development. John publishes a blog 'Pearls and Irritations' at www.johnmenadue.com.



Munjed Al Muderis
Associate Professor

Born in Baghdad, Munjed Al Muderis fled Iraq at the age of 27 when as a young doctor he refused the orders of Saddam Hussein to mutilate the ears of army deserters. He hid – knowing that if they found him he would almost certainly be taken away and shot. After enduring a life threatening journey to Australia, he arrived by boat at Christmas Island and then spent 10 months in Curtin Detention Centre. Munjed is the NSW nominee for the 2020 Australian of the Year.

Munjed is a pioneer in developing bionic and robotic technology, restoring mobility for amputees around the world – giving them the opportunity to walk again. One of his goals is to 'leave something behind the world can benefit from'.

Our Ambassadors



Wendy Sharpe

Wendy Sharpe is one of Australia's most awarded artists. She has won many major national awards, scholarships and prizes including The Archibald Prize, The Sulman Prize and The Portia Geach Memorial Award (twice).

Major commissions include the Olympic pool size mural for Cook and Phillip Park Aquatic Centre, Sydney; Australian Official Artist to East Timor 1999 (the 1st woman since WW2) by the Australian War Memorial, and many others. She was a member of the Council of the War Memorial from 2005 to 2013.

Wendy has been awarded many international artist residencies including Egypt, Mexico, China, the Arctic, two in Antarctica and two in Paris. Her most recent Australian residency was with the State Library of NSW. She has held more than 60 solo exhibitions around Australia and internationally. Her exhibition, *Seeking Humanity*, which comprised 39 portraits of people seeking asylum and refugees, made an enormous contribution to the perception of asylum seekers at all levels of society.

Wendy is a figurative painter. Her work has always been about people.



Thomas Keneally AO

An Australian Living Treasure and one of our most successful authors, Tom Keneally is best known for his Booker Prize winning novel *Schindler's Ark*, later adapted to Steven Spielberg's *Schindler's List* which won an Academy Award for Best Picture.

He has been shortlisted three more times for the Booker, won the Miles Franklin Award, the Prime Minister's Literary Award, the New South Wales Premier's Literary Award and the Helmerich Award. Tom co-authored *A Country Too Far*, a landmark anthology by 27 of Australia's finest writers which confirms that the experience of seeking asylum – the journeys of escape from death, starvation, poverty or terror to an imagined paradise – is part of the Australian mindset and deeply embedded in our culture.

Tom has a passionate commitment and deep understanding of why people come to our country seeking safety and protection.



Saba Vasefi

Saba Vasefi is an Iranian-Australian academic, feminist filmmaker, poet and human rights activist.

In Iran, she was a member of the Committee of Human Rights Reporters and worked as a journalist for the International Campaign for Human Rights. Saba's master's thesis in Feminist Literary Criticism received the highest grade possible in Iran. At 24, she became a lecturer at the renowned Shahid University in Iran, but after four years was banned from teaching due to her activism against capital punishment.

Saba has made a number of documentaries and spoken about women's and children's issues at the UN, Amnesty International and numerous universities around the world. Since arriving in Australia, her passion and commitment to human rights has continued.

Our Board



Betty Hounslow AM Chair

Betty Hounslow has over 30 years' experience in the community sector, most recently as Deputy CEO of The Fred Hollows Foundation. She has worked in community legal centres and women's refuges, been the Executive Director of ACOSS (the national advocacy body for low income and disadvantaged people), and Vice-President of ACFID (the peak body for international aid agencies). Her activism around the rights of refugees and migrants started in the early 1980s.



Clare Petre Deputy Chair

Clare Petre has had a long career in the government, community and media sectors. She was the Energy & Water Ombudsman NSW for over 16 years and prior to that was a Senior Assistant Commonwealth Ombudsman.

Clare is Customer Advocate Wealth for NAB, a Commissioner for the NSW Greyhound Welfare and Integrity Commission, and Chair of the Code of Conduct Committee of the Australian Council for International Development. Clare is a former Board member of Energy Consumers Australia and City West Housing. She has served on a range of NSW and Commonwealth Government advisory bodies as well as the boards of community groups, including ACOSS and Performance Space.



Marina Brizar

Marina Brizar arrived in Australia as a refugee from the former Yugoslavia. She holds a Bachelor of Laws/Bachelor of International Studies from the University of Technology, Sydney.

Marina is a solicitor and registered migration agent. She has acted on cases in human trafficking with Anti-Slavery Australia, and on behalf of people seeking asylum in Australia and offshore. Marina was named the 2015 Young Migration Lawyer of the Year, the 2015 Woman Lawyer of the Year – Up Coming, and a 'Woman of Influence' 2016.

Marina co-founded the Aspire Motivate Believe Foundation, which assists people seeking asylum and refugees to meet the practical costs associated with pursuing their education. She was a key advocate for the UTS Humanitarian Scholarship.

Marina participated in the SBS documentary "Go Back to Where You Came From". In 2019, she has completed a Churchill Fellowship on the topic of labour mobility as a complementary pathway to humanitarian resettlement, and is currently disseminating that research.

Our Board continued



Om Dhungel

FAICD, MBA, B.Sc. Engg, JP

Om Dhungel, formerly a refugee from Bhutan, brings to the Centre a diverse range of board, management, community development and volunteering experience. He is a consultant and a practitioner of strength-based approach to refugee settlement and community engagement, offering his services as a trainer, mentor and a speaker. A graduate and Fellow of the Australian Institute of Company Directors (AICD), Om has served as a director on the boards of Settlement Services International (SSI), SydWest Multicultural Services and MTC Australia in the recent past.

The founding president and a senior member of the Association of Bhutanese in Australia (ABA) Sydney, he is a recipient of the 2017 University of Technology Sydney (UTS) International Alumni Award, 2016 Community Service Lifetime Achievement Award and 2012 National Volunteer Award, amongst many other accomplishments.

Having experienced the life of a refugee and seen stars rising from those refugee camps, Om strongly believes that 'no matter where you grew up or what your past circumstances were, you can choose and work towards where you want to be in the future'.



Steven Glass

A lawyer, and formerly a partner in the firm Gilbert + Tobin, Steven practised for 30 years, specialising in commercial litigation. Steven represented people seeking asylum on a pro bono basis for more than 15 years, including on Christmas Island and at other detention centres.



Jonathan Ladd

In his technology and strategy career, Jonathan has worked in several countries and cultures across the commercial, government and not-for-profit sectors.

Jonathan retired in 2019 from the Datacom Group where for 8 years he was CEO and then International Executive Chair.

Jonathan is Chair of SmartWard (healthcare and aged care technology start-up) and Chair of Assistive Technology Australia (not-for-profit providing information and guidance for technologies that assist people with disability).

He holds a BA in Philosophy and Psychology and is a member of the Australian Institute of Company Directors.



Rebecca Lowde

Rebecca Lowde is currently the CEO of Salmat Limited. She was appointed in June 2017 following three years as the CFO. Rebecca has an extensive background in managing finance, contracts, strategy, mergers and acquisitions, budgeting and sales, and has a proven track record managing large, multicultural teams from around the world including the European and Asia Pacific regions.

Rebecca has more than 25 years of experience in finance and international operations and has held senior executive positions in Australia, Europe and Asia for businesses including Bravura Solutions, Business Objects, Lexmark and Oracle.

Rebecca holds a Bachelor of Business in Accounting and Computer Science and is a member of the Australian Institute of Company Directors and CPA Australia.



Mary Reemst

Mary Reemst is the Managing Director and CEO of Macquarie Bank Limited. Before being appointed to this position in 2014, Mary was the Head of Credit in the Risk Management Group for 11 years. Prior to this she worked in the infrastructure groups of Macquarie Group and, before that, Bankers Trust Australia.

Mary has spent more than 30 years in the finance industry. She is a Director of the Australian Bankers' Association, the Australian Financial Markets Association, the Financial Markets Foundation for Children and the Sisters of Charity Foundation.



Celia Reynolds

Celia Reynolds has been with the Lendlease Group for 19 years in various roles across a number of businesses, including extended secondments in both London and New York.

In her current role as Group Head of Practices, she leads an international team across Lendlease's four main offices globally. Practices aims at driving best practice through capturing and sharing intellectual property, embedding consistency and identifying and leveraging competitive advantage for scalable growth.

Her previous experience as Group Head of Internal Audit ensures a strong foundation in risk, compliance and corporate governance and allowed her to develop both operational and commercial skills across the property and infrastructure spectrum.

Celia commenced her career within the Lendlease Building business on the Lendlease Finance Development Program. She completed a double degree Bachelor of Economics/Bachelor of Commerce at the ANU and later completed her CPA.

Our Board continued



Graham Thom

As Refugee Coordinator, Amnesty International Australia, Graham Thom has visited detention centres and refugee camps in Australia and throughout the region. He has previously chaired the NSW Asylum Seeker Interagency.

In 2013, Graham undertook research on policies relating to the resettlement of vulnerable children, including unaccompanied minors. His research, which involved travelling to Indonesia, Kenya and Jordan, was published in 2015. That year he also undertook further research in Indonesia. In 2016, 2017, 2018 and 2019 Graham attended the UNHCR NGO Consultations and Resettlement Consultations in Geneva.



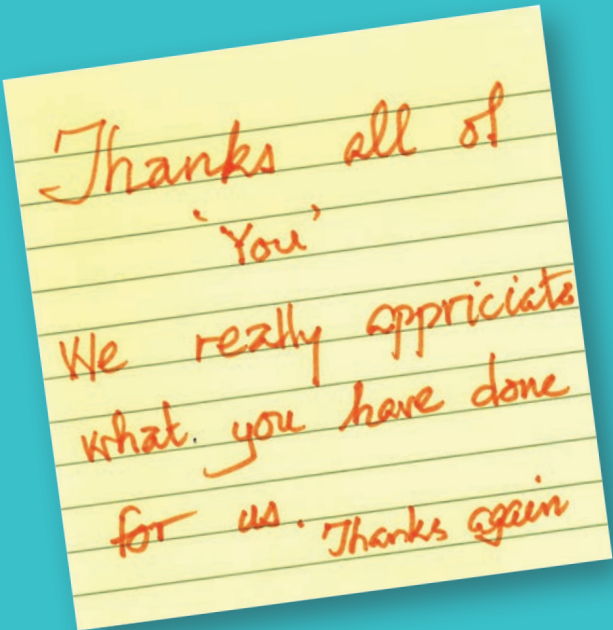
Peter Waters

Peter Waters has worked with law firm Gilbert+Tobin for more than 25 years, formerly as a partner and currently as a part-time consultant. Peter is recognised internationally as one of the world's leading telecommunications lawyers.

Peter ran the firm's joint venture in Hong Kong for seven years, where he practised extensively around Asia. This included a number of World Bank and Asian Development Bank projects to reform national telecommunications regimes and bring communications services to rural and disadvantaged communities. Peter was the Hong Kong Government's principal adviser on the introduction of a competition law.

Peter has been an active supporter and participant in Gilbert+Tobin's pro bono practice and Chair of the Roberta Sykes Indigenous Education Foundation for over a decade.

Peter has a BA (Asian Studies) and LLB from the ANU and a LLM from Harvard, where he was a Fulbright scholar. Peter now lives in Murwillumbah, Northern NSW, where he works on community economic development projects and is learning to be a farmer.



WE WOULD BE HONOURED IF YOU WOULD INCLUDE A GIFT IN YOUR WILL IN SUPPORT OF THE WORK OF THE ASYLUM SEEKERS CENTRE.

YOUR SUPPORT WOULD BE A LASTING LEGACY OF GENEROSITY AND WELCOME TO PEOPLE SEEKING ASYLUM.

bequest@asylumseekerscentre.org.au

Financial Statements

Profit and Loss Statement and Other Comprehensive Income

Asylum Seekers Centre Incorporated
ABN 47 164 509 475
For the Year Ended 30 June 2019

| | 2019 | 2018 |
|--|--------------------|--------------------|
| INCOME | \$ | \$ |
| Grant income | 1,232,886 | 765,441 |
| Donations and bequests | 3,348,993 | 2,935,762 |
| Fundraising event revenue | 74,942 | 3,687 |
| Other income | 172,594 | 103,906 |
| Total Income | 4,829,415 | 3,808,796 |
| ASYLUM SEEKER AID & SERVICES | | |
| Services | | |
| Casework | (385,690) | (351,318) |
| Legal | (61,858) | (103,861) |
| Advocacy & community education | (128,266) | (87,961) |
| Employment assistance | (310,443) | (215,810) |
| Healthcare | (185,636) | (167,018) |
| Education & social support | (303,049) | (258,668) |
| Volunteer Management | (87,335) | (55,612) |
| Direct services management | (520,515) | (468,789) |
| Superannuation & leave costs | (126,739) | (153,108) |
| Total Services | (2,109,531) | (1,862,145) |
| Financial Aid | | |
| Direct emergency financial support | (399,823) | (358,770) |
| Accommodation | (66,684) | (49,117) |
| Donations in kind | (1,445,437) | (368,562) |
| Total Financial Aid | (1,911,944) | (776,449) |
| Total Asylum Seeker Aid & Services | (4,021,475) | (2,638,594) |
| ACCOUNTABILITY, FUNDRAISING & RUNNING COSTS | | |
| Accountability & administration | (121,932) | (111,632) |
| Fundraising costs – events | (54,537) | (2,946) |
| Fundraising costs – other | (233,443) | (234,534) |
| Running costs | (134,565) | (99,250) |
| Insurance | (13,485) | (13,555) |
| IT costs | (90,455) | (85,303) |
| Building maintenance, rates & utilities | (55,595) | (44,854) |
| Total Accountability, Fundraising & Running Costs | (704,012) | (592,074) |
| Total Expenditure | (4,725,487) | (3,230,668) |
| (Deficit)/Surplus before income tax | | |
| | 103,928 | 578,128 |
| Income tax expense | - | - |
| (Deficit)/Surplus for the year | 103,928 | 578,128 |
| Other comprehensive income for the year, net of tax | - | - |
| Tied donations | - | - |
| Total Comprehensive Surplus for the Year | 103,928 | 578,128 |

Statement of Financial Position

Asylum Seekers Centre Incorporated
ABN 47 164 509 475
For the Year Ended 30 June 2019

| | 2019 | 2018 |
|--------------------------------------|------------------|------------------|
| ASSETS | \$ | \$ |
| Current Assets | | |
| Cash & cash equivalents | 2,410,651 | 2,225,332 |
| Trade & other receivables | 74,557 | 41,064 |
| Other financial assets | 1,166,801 | 1,859,850 |
| Current tax receivable | 53,423 | 31,262 |
| Other assets | 18,854 | 6,715 |
| Total Current Assets | 3,724,286 | 4,164,223 |
| Non Current Assets | | |
| Property, plant and equipment | 2,231,850 | 1,994,619 |
| Total Non Current Assets | 2,231,850 | 1,994,619 |
| Total Assets | 5,956,136 | 6,158,842 |
| LIABILITIES | | |
| Current Liabilities | | |
| Trade and other payables | 82,201 | 73,287 |
| Employee benefits | 146,638 | 141,502 |
| Other financial liabilities | 1,970,300 | 2,117,454 |
| Total Current Liabilities | 2,199,139 | 2,332,243 |
| Non Current Liabilities | | |
| Employee benefits | 17,401 | 12,413 |
| Total Non Current Liabilities | 17,401 | 12,413 |
| Total Liabilities | 2,216,540 | 2,344,656 |
| NET ASSETS | 3,739,596 | 3,814,186 |
| EQUITY | | |
| Reserves | 514,482 | 693,000 |
| Retained earnings | 3,225,114 | 3,121,186 |
| Total Equity | 3,739,596 | 3,814,186 |

Our Supporters

We thank our major supporters who make possible all of our services and support for people seeking asylum.

| | | |
|---------------------------------------|--|-----------------------------------|
| Anonymous (in memory of Steven Glass) | Inveruglas Pty Ltd | David & Michele Schlosser |
| Art Gallery of New South Wales | James N Kirby Foundation Ltd | Scully Fund |
| Atlassian | Jewish Board of Deputies | Sidney Myer Fund |
| Australian Theatre for Young People | Jews for Social Action | Sisters of Charity Foundation |
| Ron Baumann | Johnson Family Foundation | Sisters of Saint Joseph |
| Beeren Foundation | Key Foundation | Stanmore Public School |
| Debra & Gaetano Boncardo | Konica Minolta | St Brigid's Parish, Marrickville |
| Peter Bowmar | David Lacey & Marian Shapiro | St James' Church, Sydney |
| Bridge for Asylum Seekers Foundation | Michael Lambert | St Joseph's Parish, Newtown |
| Paul Carrick | Sandy & Julie Leask | St Vincent's Private Hospital |
| Christ Church St Laurence | Lush Fresh Handmade Cosmetics | St Vincent's Public Hospital |
| James Christie & Sally Paton | Macquarie Group Foundation | STARTTS |
| City Light Church, Balmain | Maria Manning | Sydney Community Foundation |
| City of Sydney | Peter & Pam Mattick | Sydney Dental Hospital |
| Clan Duncan Fund | Mercy Foundation | Sydney Local Health District |
| Collier Charitable Fund | Michael Page | Sydney Symphony |
| Danks Trust | Mummies Paying It Forward | Sydney Theatre Company |
| Dress for Success | Mums for Refugees | The Aledal Foundation |
| Dress for Work | Cynthia Nadai & Roslyn Burge | The Bike Shed |
| Drummoyne Presbyterian Church | Manton House, Newington College | The Thomas Foundation |
| Jean Edwards & Roger Hayward | Northern Beaches Refugee Initiative | Graeme Thwaite |
| Brent & Vicki Emmett | Patricia Novikoff | Todd Family Foundation |
| Employgroup | NSW Ministry of Health | Transdev (Light Rail) |
| Hamish & Judith Flett | NSW Refugee Health | Tsuno |
| Vivienne Fries | NSW Teachers Federation | University of NSW |
| Patrick Gallagher | Parliament on King | University of Sydney |
| Garrett Riggelman Trust | Victoria Parsons | UNSW School of Optometry |
| Gelato Messina | Pierre-Fabre Australia | Upper Room |
| Gift of Bread | Presentation Sisters, Wagga Wagga | Susan Varga & Anne Coombs |
| Gilbert & Tobin | Mary Reemst | Vincent Fairfax Family Foundation |
| Give2Asia | Refugee Advice & Casework Service (RACS) | VisionCare NSW Limited |
| Michelle Glass | Roseville Asylum Seeker & Refugee Support Group | Wesley Mission |
| Hastings Foundation | Roseville Uniting Church | Westpac Foundation |
| Herbert Smith Freehills | Ruegg Trust Alpha | Who is Hussain? |
| Betty Hounslow & Kate Harrison | Rural Australians for Refugees, Bellingen and Nambucca | Paul & Pamela Wood |
| Members of St James Church | Rural Australians for Refugees, Southern Highlands | Christine & John Woodruff |
| Hillsong | Scanlon Foundation | |
| Host International | Scentre Group, Westfield | |
| Inner West Council | Local Heroes | |
| Inner West Mums | | |

We wish to thank the generous donors, philanthropists and corporations who have chosen to remain anonymous and who have not given their consent to be publicly acknowledged. If you wish to have your name featured in the future, please kindly let us know.



Acknowledgements

Images : Inner West Council (p26)

Michael Amendolia (p10, 32, 35, 36, 38)

Matthew Duchesne (cover, p2 & 11)

Tom Keneally in the Tom Keneally Centre at the Sydney Mechanics' School of Arts, 2012. (p34)

Design : Modeve Design (modeve.com.au)

This Annual Report has been kindly printed free of charge by
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Asylum Seekers Centre

43 Bedford Street, Newtown,

NSW 2042 Australia

T : (02) 9078 1900 F : (02) 9078 1999

E : admin@asylumseekerscentre.org.au

www.asylumseekerscentre.org.au