



spectrum
feel at home

2021/22 ANNUAL REPORT

欢迎 Merhba
 Καλώς ήλθατε
 ਘਰ ਵਾਂਗ ਮਹਿਸੂਸ ਕਰੋ
 Cảm thấy như ở nhà
 احساس كنيد در خانه ی خود هستيد
 An haa dhufu
 Kendinizi evinizde hissedin
 Dareen guriga Inaad joogto
 賓至如歸
 Kan in don
Welcome
 Benvenuti
 欢迎来到
 Chào mừng
 ڪانڪ في بيتك
 Feel at home
 स्वागत
 Σαν το σπίτι σας
 Osjećajte se kao kod kuće
 Hossok familjari
 Sentitevi a casa
 家的感觉
 Na inn ah ruat
 ڏيکڻو ڀاءُ ڀيڻو
 ڏيکڻو ڀاءُ ڀيڻو
 ڏيکڻو ڀاءُ ڀيڻو
 Чувствувај се како дома
 Poczuj się jak w domu
 Կեւսած Վհեւչ ԿՍՎ
 Oseñajte se kao kod kuće
 Soo-dhawow
 خوش آمدید

WELCOME TO OUR 2021/22 ANNUAL REPORT



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THE 2022 LETTER FROM OUR CHAIR BUILDING ON OUR COLLECTIVE INSIGHTS.

2022 marks the first year that I have had the privilege of Chairing Spectrum's Board of Directors. In this first year, I have been privileged to witness first-hand the passion and commitment of the entire Spectrum team - and to see the impact of all their efforts. Spectrum's well-deserved reputation as a provider of services to the communities it serves has been achieved only through the hard work of all involved.

We began the year in the hope that the worst of the pandemic was over, and whilst our communities have learnt to live with COVID, we all continue to grapple with its ramifications.

Normality has been redefined – and the way we work, play and study has changed, perhaps forever. Certainly, challenges remained this year, and it is only through the amazing efforts of the entire Spectrum team that we have continued to provide excellent support, services and advocacy for our clients.

I wish to congratulate everyone on their achievements and successes throughout the ongoing challenges of 2022.

Our leadership team has adeptly negotiated our shifting environment. Not only has it grappled with the pandemic, but there is a new federal government, a changing regulatory environment, increased cybersecurity risks, and evolving client demands. Through all of that, they have progressed Spectrum's strategy and ensured our financial stability and sustainability.

It is not surprising then that the leadership group itself has undergone some changes, and I want to acknowledge the efforts of the entire executive team for their leadership during these times.

Similarly, thanks to my fellow Board Directors for bringing their expertise and experience to Spectrum. Their continuing engagement has been essential as we've navigated 2022. There have been some Board departures this year, and whilst they will be missed, I'd also like to welcome three new Board members who neatly complement the existing team.

As ever, I am grateful for the support of our various funding bodies and community leaders – their engagement has ensured Spectrum's ongoing success. A big thank you to all the partner agencies who have worked with Spectrum to enhance our service delivery.

2023 ushers in an exciting time for Spectrum. As the uncertainty of recent times recedes, I am genuinely looking forward to building on our collective strengths to enable and empower all of our people – our staff, our clients and our wider communities.

Sherman Young
Spectrum Board Chair

THE 2022 CEO'S LETTER GROWING & DEEPENING OUR IMPACT



Welcome to our 2021/22 Annual Report.

With Covid-19 lockdowns still occurring and many of our community vulnerable, the 2021/22 year began much the same as the previous year.

In July, we entered into our fifth lockdown and our team once again quickly and smoothly transitioned to COVID Safe working and remote service delivery arrangements. Our emphasis once again turned to supporting those most at risk while raising awareness and understanding of the COVID-19 vaccination program.

At the same time, we eagerly awaited the results of the 2021 Census which provided us with data that helped us to gain a deeper awareness of Australia's rich mix of cultural backgrounds and heritage.

In August the results were publicly released and for the first time the National Census recorded that Australia was now a majority migrant nation. The Census data shows for the first time that more than 50 percent of Australian residents were born overseas or have a migrant parent statistics we acknowledged and celebrated.

For Spectrum, we also took this important moment to reflect.

Throughout the pandemic we witnessed and experienced first-hand, the disproportionate health, social and economic impact on Australia's culturally and linguistically diverse communities. COVID-19 magnified pre-existing gaps and shortcomings in the provision of culturally and linguistically appropriate infrastructure.

As a migrant majority nation, we have some catching up to do to ensure that all in our nation are afforded equal opportunity and equality of access to the services and support they need.

I wish to extend a special acknowledgement to the many community and faith leaders who stepped forward, many voluntarily, to support multicultural communities during the pandemic.

I also wish to acknowledge the enormous resilience and commitment of the entire Spectrum team. Our team's deep commitment to inclusion together with their compassion and can-do spirit has enabled us to sustain and extend our support to clients and communities. As we watched the humanitarian crisis unfold in Afghanistan in August 2020, it was this spirit that saw our team mobilise overnight to provide an emergency settlement response to hundreds of refugees fleeing the crisis.

Much of our focus over the past year was on ensuring staff and client safety, while also continuing our essential services in a COVID-safe environment. Despite the challenges of COVID-19 lockdowns, our teams embraced new technologies to extend much needed support for carers.

Recognising the importance of economic inclusion as a pillar of successful settlement, we launched our Employment Pathways program, undertook research into the refugee and migrant experience of the employment service system and established partnerships to support entrepreneurship with Thrive and Grameen Australia.

We believe in the power of mobilising social capital and we were excited to expand our community refugee sponsorship program to more families and communities. With new funding for Women's Safety, we were able to further develop our family services, particularly in the priority areas of women's safety and family violence.

Internally, we also gave priority to transforming our ICT infrastructure, launching our practice framework and workforce development initiatives.

At Spectrum we have been on a journey to become leaders in innovation within our sector and we can now see our vision and hard work coming together. Receiving the news that Spectrum's social enterprise, the Multicultural Home Support Service, has been shortlisted as a State Finalist in ACSA Aged Care Awards for Innovation in Service or Design, is a particularly meaningful moment for us.

Working with our Board and staff and listening to the needs and aspirations of the communities we serve; we have laid out an ambitious strategy to grow and deepen our impact. This ambition has spurred on the refresh of the Spectrum Strategic Plan.

Our 2025 Strategic Plan "Empowering and Connecting for an Inclusive Australia" stays true to our Purpose and Values while laying our three important impact goals for our future:

- to co-design and deliver services that empower refugees and migrants to feel at home and successfully navigate life in a new culture

- to develop innovative products that connect refugees and migrants to services, opportunities, and networks for inclusion to advocate and lead change for a more inclusive Australia.

We look forward to collaborating with our clients, communities and service partners in realising our vision for a profoundly diverse and inclusive Australia.

As the year came to a close, we saw the election of a new Federal Government and a welcomed change of tone in respect to immigration policy along with an aspiration to extend Australia's humanitarian program.

In June we delivered a paper in response to the Discussion Paper released by the Coordinator General "Next Steps to improve Australia's settlement and integration of refugees" and look forward to working with the new Government and sector leaders to shape a settlement and multicultural service sector fit for our majority migrant nation.

Finally, I wish to acknowledge our many partners in the community, government and service partners. What we do - like a lot of social challenges - is complex and no one organisation can do it alone, but we continue to demonstrate the power of collective impact that is a blueprint for the future.

Bernie Nott
Chief Executive Officer



2025 STRATEGIC PLAN

EMPOWERING & CONNECTING FOR AN INCLUSIVE AUSTRALIA

OUR PURPOSE

Partnering with people of refugee and migrant backgrounds, provide services and connections that enable their successful participation in a more inclusive Australia.

OUR VISION

A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

OUR VALUES

- Create tomorrow
- Be different and be one
- See and act with an open mind
- Co-create to thrive
- Focus on the client experience
- Understand the journey



IN 2022, 78% OF AUSTRALIANS AGREED THAT IMMIGRANTS FROM DIFFERENT COUNTRIES MAKE AUSTRALIA STRONGER. AN INCREASE FROM 63% IN 2018.

As Australia reflected on the release of the 2021 population Census data in August 2021, the Spectrum Board and team were contemplating the role of a migrant resource centre in contemporary Australia.

Where more than 50% of the population identify as first or second generation Australians, we understand our role in elevating the voices and experiences of the diverse communities we serve. Our conversations with the community, and in light of the Census data, our 2025 Strategic Plan was formed: Empowering and Connecting for an Inclusive Australia.

Humbly beginning as the Preston-Reservoir Migrant Resource Centre in the manufacturing hub that was the northern suburbs of Melbourne on 1st October 1980, Spectrum has supported thousands of refugees and migrants to feel at home in Australia.

Today, Australia is more diverse and population-wide support for multiculturalism is high and growing.

In 2022, 78% of Australians agreed that immigrants from different countries makes Australia stronger - an increase from 63% in 2018¹.

However, many of the reasons behind the creation of Spectrum in 1980 remain valid today and were magnified during the pandemic. With a growing diverse population there is an increasing demand for culturally safe and responsive services.

Australia's cultural diversity is to be celebrated and is a source of great social and economic potential. However, the human service infrastructure needed to support that population has not kept pace with the needs and demands of our growing diverse society.

Over the years, many Royal Commissions and fields of inquiry into essential services such as mental health, aged care, disability services, social welfare and job services have highlighted the barriers that migrants face to equitable access to culturally inclusive services.

These barriers were magnified during COVID as the extent of social and economic isolation highlighted the need for scalable culturally-specific solutions². We emerge gradually from COVID-19 with valuable lessons in what was done well and what was done poorly. We saw the benefits of working together with communities to codesign responses that realize the full social and economic potential within a profoundly diverse Australia.

1 Scanlon 2022
 2 Understanding the experiences and communication needs of culturally and linguistically diverse communities during the COVID-19 pandemic, the University of Melbourne, Jan 2022.



IMPACT GOAL 1

EMPOWER SUPPORTING FAMILIES TO FEEL AT HOME IN A NEW CULTURE

295 REFUGEE FAMILIES SUPPORTED UNDER THE
COMMUNITY SPONSORSHIP PROGRAM
WHICH IS A 192% INCREASE IN ONE YEAR.





IMPACT GOAL 2

CONNECT INCREASING SELF CONFIDENCE AND AGENCY TO SUCCESSFULLY NAVIGATE LIFE.

OVER 400 PEOPLE FROM REFUGEE AND MIGRANT
BACK GROUNDS CONNECTED AND SUPPORTED
ON THEIR CAREER PATHWAY





IMPACT GOAL 3

ADVOCATE AND LEAD CHANGE FOR A MORE INCLUSIVE AUSTRALIA

DURING 2021/22 SPECTRUM WAS ACTIVE IN RAISING THE VOICE OF REFUGEE AND MIGRANT COMMUNITIES IN CO-DESIGNING AND INFLUENCING POLICY AND INCLUSIVE SERVICE DESIGN MAKING MULTIPLE SUBMISSIONS TO LOCAL, STATE AND FEDERAL GOVERNMENTS.



IN A WORLD IN WHICH IMMIGRATION CONTINUES TO BE A SOURCE OF SOCIAL DIVISION, THE HISTORY OF AND PUBLIC SUPPORT FOR MULTICULTURALISM IS A GREAT ASSET TO AUSTRALIA. AN ASSET WE HOPE TO REALISE IN OUR 2025 STRATEGIC PLAN

During our planning we reflected on these lessons and looking forward, we drew on strengths accumulated over those 40+ years.

Bringing cultural intelligence to life as a service, represents an opportunity to work alongside service partners and businesses to bridge these barriers and create more inclusive communities. We recognise that the best approach to growing our impact is to complement, partner and integrate with; rather than to work in parallel with front-line services.

We see the opportunity for innovation in service delivery and value in embracing new digital services and experiences, while acknowledging the significance of face-to-face interaction. Therefore, we are responding through our Impact Goals.

IMPACT GOAL 1

EMPOWER

Co-design and deliver services that empower refugees and migrants to feel at home and successfully navigate life in a new culture.

- Holistic, integrated and strength-based service design
- Life-long journey with the clients
- Culturally responsive and safe
- Focus on navigation
- Innovation and data capture to measure impact

IMPACT GOAL 2

CONNECT

Develop innovative products that connect refugees and migrants to services, opportunities and networks for inclusion.

- Utilise the strengths of the existing multicultural communities
- Build capacity within community organisations
- Facilitate connections and partnerships between mainstream agencies and multicultural organisations

IMPACT GOAL 3

ADVOCATE

Advocate and lead change for a more inclusive Australia.

- Partner with government to design better settlement services and journeys
- Play an elevated role in providing cultural support to mainstream service providers
- Lead the narrative around multiculturalism and the refugee experience
- Advocate for system changes to ensure a more diverse and equitable society for all.

OUR SETTLEMENT PROGRAMS HELP FAMILIES FEEL AT HOME AND SUCCESSFULLY SETTLE INTO A NEW CULTURE.



Fatima Mahzooz (left) and Sohalia Safdari (right)
Spectrum Case Support Workers

HUMANITARIAN SUPPORT PROGRAM FOR AFGHAN LOCALLY ENGAGED EMPLOYEES (AFGHAN LEE) ARRIVALS

- Our Settlement and Family Services extended its footprint and client reach in response to the Afghan refugee crisis and expanded the number of refugees under the company sponsorship program.
- Clients supported to feel at home in Australia from Afghanistan, Iraq, Iran, Syria, Myanmar, Somalia and Ethiopia.
- Our service footprint extended into the western and southeastern parts of Melbourne to support over 300 Afghan refugees.

623 NEWLY-ARRIVED REFUGEES WERE SUPPORTED UNDER THE HUMANITARIAN SUPPORT PROGRAM.

295 REFUGEES SUPPORTED UNDER THE COMMUNITY SUPPORT SPONSORSHIP PROGRAM

At the start of the COVID19 pandemic Australia’s humanitarian settlement program (HSP) ground to a halt as our international borders were closed to new arrivals which also resulted in a significant drop in humanitarian arrivals.

Things changed dramatically in August 2021 as the Taliban took control in Afghanistan and thousands fled the country seeking safe haven in Australia, including former Locally Engaged employees and their families.

In the space of two months Spectrum services received over 300 new people including families with small children, into the humanitarian support program. The new arrivals were confronted with a Melbourne in the grip of its sixth COVID19 lockdown and protests on the street.

Our Integration and Family Services Team moved quickly to provide support to the new arrivals within a COVID-safe framework. This meant recruiting new highly skilled staff to provide settlement support and developing a new partnership with the Asylum Seeker Resource Centre in Dandenong; which in turn established a base from which to provide support and adapt our orientation services to meet the specific needs of the newly arrived families.

We also worked very closely with our auspice agency AMES to jointly provide high quality support at this crucial time.

With the increased opening of borders at the beginning of 2022, we began to see a significant increase in arrivals from Iraq and Syria across the northern regions of Melbourne.

By mid-2022 after the dramatic impacts of COVID19, HSP was once again one of Spectrum’s critical programs, providing essential services for new families as they would settle in their new homes and begin to feel at home in their new culture.

LEARN MORE ABOUT
[THE SPECTRUM HUMANITARIAN SETTLEMENT PROGRAM](#)

SAGHAR’S STORY

I was a full-time worker with the Employment Team when the Afghan crisis happened.

When Afghan refugees started arriving, I decided to come back to the HSP team. I felt like I had more to offer to this community given my own refugee journey, my languages, and the work I have done with Afghan communities in the past.

When I first arrived in Australia, I was lost, so I felt like it was my duty to support newly arrived refugees who have left with nothing, and who come here with trauma, mental and physical issues, and who are worried about their families in Afghanistan.

Over the last few months, I was able to help more than 130 refugees and provide them with support to register for Medicare, open a bank account, access Centrelink services, find long-term accommodation and refer them to health services and GPs.

FATIME’S STORY

I used to be a kindergarten teacher working with young children — which was a totally different role — I then started a course in Community services, while I was looking for a job to work with migrants and refugees.

I thought this was an ideal position to apply for the Case Support Worker’s role — so I applied and I got the job.

I’m so lucky being in this role; I’m working as a Case Support Worker and supporting people from my own and other communities, with this journey that they’re going through.

This job gives me great satisfaction, that what I do daily in my life makes a difference. I myself came here as a migrant and currently live in the South Eastern suburbs, and I am familiar with the local services in Dandenong.

PARTNERING IN DELIVERY OF CULTURALLY SAFE SERVICES

Spectrum is leading change for a more inclusive Australia through designing and delivering human-centred services for Australia’s multicultural migrant/refugee communities as well as advocating for systemic changes to enable fairer and more equitable outcomes for all members of our society.

We believe in partnering with government agencies to design better settlement services and journeys allowing us to utilise the enormous talent and skills many migrant/refugee members bring to Australia. We are driven to play an elevated role in providing support to mainstream service providers to enable them to design and deliver culturally safe and responsive services for their clients.

In doing so, Spectrum wants to lead the narrative around multiculturalism and the refugee experience and advocate for systems change to ensure a more diverse and equitable society for all.

Family Relationship Centres

Family Relationship Centres formed the centrepiece of major reforms to the family law system in Australia which were introduced from 2006 onwards. A total of 65 Family Relationship Centres were established all over the country between 2006 and 2008, with the aim of providing information and advice and offering free or heavily subsidised mediation of parenting disputes.

Family Relationship Centres are an early intervention strategy to help parents manage the transition from parenting together to parenting apart in the aftermath of separation and are intended to lead to significant cultural change in the resolution of post-separation parenting disputes. They also play a role in strengthening intact family relationships (mainly through advice and referral).

Managed by McKillop Family Services and supported by Spectrum, the Family Relationship Centre in Broadmeadows has been operating since 2008.

MacKillop and Spectrum have decades of experience in working with individuals, families and communities that are marginalised or excluded from mainstream services and supports. Both organisations recognise that the stressors resulting from family relationship breakdowns faced by many people in Australia, are felt even more acutely by people from culturally and linguistically diverse communities due to language, culture and lack of understanding and complexity of the Australian Family Law system.

Having this in mind, the two organisations have developed a service model that is focusing on addressing and meeting the cultural needs of families from multicultural communities engaged in the mediation process through the BFRC. The Senior Cultural Advisor position was created to support families from culturally and linguistically diverse backgrounds who are experiencing relationship difficulties and engaged in the mediation process with the Broadmeadows Family Relationship Centre. The role of the Senior Cultural Advisor has been very crucial in this partnership arrangement, where the position forms an integral part of the BFRC team while maintaining a strong link with Spectrum.



Annual Community/Stakeholder Dinner

Family Relationship Centre (FRC) Annual Community Dinner

Spectrum and MacKillop have adopted various approaches in engaging with families from diverse backgrounds including the FRC Annual Community Dinner. These dinners are held around a theme related to “families and relationships” and include keynote addresses from notable speakers to highlight important social issues.

Since 2009, the BFRC has delivered 11 annual dinners with each event usually hosting around 200+ community members, faith leaders, local leaders, service providers and government officials. The aim of the annual dinners is to promote respect, understanding and acceptance and harmony in Australian Society, build linkages between BFRC as a service and members of the local community and to promote FRC services in the community at large and within families from diverse cultural, religious and linguistic backgrounds in particular as well as within a range of sectors and professions.

“I started as the Senior Cultural Advisor in 2008 when the consortium was formed, and my role was to make sure that the services provided at the BFRC are culturally responsive and to work with other practitioners who are engaged in the mediation process to address the cultural needs of the clients.

The involvement of Spectrum as a settlement agency in this consortium arrangement and having a dedicated cultural advisor role, both have contributed to the centre being recognised nationally as one of a few centres that delivers culturally responsive family mediation services.”

Dr. Khairy
Senior Cultural Advisor BFRC

LEARN MORE ABOUT
[OUR PARTNERSHIPS](#)



Annual Community/Stakeholder Dinner (top, left, right)

“ Khairy’s contributions to Mackillop and the team at the Family Relationship Centre (FRC) were invaluable. His practice and his support of the FRC team encompassed an empowering approach.

He would identify key areas where he could support staff both at the FRC and within the whole of MacKillop in regards to understanding different cultures and religious practices. He helped the FRC team of practitioners develop a deeper understanding of different cultural and religious practices and reflect on how we could better understand and respond to CALD families and to the dynamics of their circumstances.

Khairy possessed particular traits in his practice as a mediator and as a colleague, which I admired. He is a well respected man, both professionally and within the community, and yet he is also a patient man, always considerate of others, his focus always on serving the needs of the community, and a truly humble man.”

Melissa Atieh
Practitioner at BFRC

“ The saying “If you want to go fast, go alone, if you want to go far, go together” could not be a better way to describe the approach that Grameen Australia takes towards developing trusted relationships in the communities we work in. One such partnership for our first pilot branch in Broadmeadows has been with Spectrum Migrant Resource Centre (Spectrum) who have helped us to settle into the local neighbourhood in so many ways – from sharing their office premises to introducing us to the key stakeholders and partnering with us on grant applications.

We are so grateful for their ongoing support and look forward to growing our partnership by co-designing and implementing Phase 1 of the Economic Inclusion Action Plan project by June 2023.”

Dr. Vinita Godinho
Program Design & Impact Lead
on Grameen Australia

LEARN MORE ABOUT
[OUR PARTNERSHIPS](#)

GRATITUDE, HONESTY AND CONNECTION

WE RECENTLY MET WITH ONE OF THE MANY RECIPIENTS OF THE SPECTRUM SUPPORT AT HOME PROGRAM TO LISTEN TO THEIR EXPERIENCE OVER THE LAST YEAR. GLADYS AGED 103, AND HER DAUGHTER FRANKI BROUGHT A WONDERFUL SENSE OF STORY, AND THE WARMTH ONLY A KNOWING SMILE CAN BRING, TO WHAT WAS A RAIN-FILLED WEEK IN MELBOURNE.



Gladys Graham at 103

At 103 Gladys Graham has many stories to share about her life as a young girl growing up in the 1920s and 30s in Regional Victoria.

Growing up in Echuca would see her riding her bicycle to school each day and spend her summer afternoons swimming across the Murray River to call out songs to the local tour boat's Violinist in the hope they would play their request.

And many times the Violinist would oblige with a smile.

Like many centenarians, Gladys tells her stories as if they were yesterday yet, as we well know, the world was a very different place in the early part of the 20th century.

She fondly recalls her job as a Manager at JR Taylor's Dairy in Melbourne's Lygon Street — working with her best friend at the time, supporting each other daily in their work to cut large slabs of butter down so they can then be wrapped for customers.

All whilst their boss would stand watch, peering over their shoulders.

Needless to say, Gladys' resilience and poise would shine through. No doubt learned as a young girl looking after her sister Flori, who was hospitalised at a young age. Gladys delivering roast dinners carefully balanced on the handlebars of her bicycle.

Flori didn't like the hospital food much and was grateful she had a sister who understood the importance of this even though one or two of these dinners would end up belly up on their driveway!

She recollects this all with a warm smile and a quiet chuckle to herself.

Pleasant memories and experiences have a way of doing this.

Gladys was still living independently in her home in Heidelberg when she turned 100 in 2019 when a nasty fall led to a broken hip, a number of other health complications and the realisation from her family and loved ones that if Gladys was to remain at home with her independence, she and they, would need support.

Our Support at Home Program was engaged to complement the daily Physiotherapist and Nurse visits.

Her daughter Franki breathes a sigh of relief as she describes her interaction and communications with Spectrum.

This connection with family members is a critical part of the Support at Home Program recipient's care — it is paramount that they are kept informed and also understand that they are a key part of the care as well.

"Mum has always been a determined person and has never let adversity stop her. No matter what the circumstances she would always come out the other end with grace and peace."

Our Spectrum Support Workers, Mary Carvounaris and Bridie Garzoli, visit Gladys' home on a weekly basis, assisting her with cleaning, shopping and preparing her favourite salad which is a welcome break from the regular Meals on Wheels food she is used to.

Mary, who also helps wash clothes to ensure Gladys has a fresh outfit each day, tells us how she and Gladys spend time together picking Peonies from the front garden, proudly displayed on a vase in the main living area.

A place where Gladys likes to sit and reflect on the joy and reward of her most recent years — years spent knitting booties and bonnets for the local hospital.

It came as no surprise to anyone that her 100th birthday cake was topped with knitting needles.

When we asked Gladys, at 103 what she was grateful for and what mattered most to her, her answer was as eloquent and as joyful as we'd come to expect from her.

She paused to consider one last thing. *"And I've never had a drink or smoked!"*



SUPPORTING FAMILIES TO FEEL AT HOME IN A NEW CULTURE

IN 2021-22, SPECTRUM RECEIVED COMMONWEALTH SUPPORT TO DEVELOP WOMEN'S SAFETY RESOURCES TO SUPPORT NEWLY ARRIVED REFUGEES.



SUPPORTING FAMILIES EVERY STEP OF THE WAY



In response to requests from parents who had been part of our Parenting in a New Culture (PINC) groups, we developed a new group work resource called **Families in a New Culture**. The request by the parents was for additional sessions on navigating family life through significant changes and sustaining healthy relationships.*

Parenting in a New Culture (PINC) Over many years, Spectrum has developed and delivered programs to support families in the early stages of their settlement in Australia.

As well as providing support for new Australia families, we also work with more established culturally and linguistically diverse (CALD) communities who may be experiencing family and parenting challenges while adjusting to different cultural and social settings.

The Parenting In a New Culture (PINC) program provides tailored, evidence-based, comprehensive and culturally responsive parenting education and support to parents/carers from multicultural backgrounds. We engage with them to help support their challenges as well as providing them with opportunities of navigating parenting and family life in a new cultural context.

PINC explores the differences in parenting norms and practices between the participants' new country and those in their country of origin. The program's purpose is to empower parents to raise their children effectively, instil enhanced parental skills and cultural identity. It also aims to build confidence, improve family functioning and child wellbeing.

The program provides opportunities to explore the settlement journey, the intergenerational conflict that often accompanies the migrant experience and the specific gendered experiences of parents across cultures. PINC incorporates a group-based six-module course and is both a unique and proven response to the challenges associated with parenting in a new cultural context, having been developed, implemented, and refined by Spectrum for over twenty years.

“As a mother of four children I found this group to be immensely supportive. Gathering together with other mothers to share stories and reflection of our parenting experience was very nourishing, along with the range of information, strategies and community connections offered in the program. I highly recommend this to anyone who feels the desire for more community connections and parenting support.”

“Thanks so much for this PINC session. It was great with lots of opportunities to ask questions, talk and share about real life examples with other parents which all make for a really enjoyable and informative session. I learned a lot from this program, especially the education system of Australia, relationships with children and teenagers. As a newly migrant parent, all of this information will help me to easily cope here with my child. I like to express my gratitude to Spectrum for such a wonderful program.”

Participant

PINC Program, Fawkner

Families in a New Culture (FINC)

Developed by the In a New Culture team at Spectrum, the Families in a New Culture (FINC) is a respectful relationships course designed for parents and carers from culturally and linguistically diverse (CALD) backgrounds.

The Families in a New Culture program provides comprehensive, evidence-based and culturally responsive respectful relationship education to multicultural families. The course has been designed with flexibility so it can be modularised based on community groups needs.

THE PROGRAM COVERS THE FOLLOWING THEMES:

- **Session 1:** Introduction to Culture and the acculturation process
- **Session 2:** Intergenerational conflict within CALD families
- **Session 3:** Family safety and family violence
- **Session 4:** Respectful communications and healthy relationships

DURING THIS PROGRAM PARTICIPANTS DEVELOP:

- a better understanding of the various challenges facing migrant families around relationship matters while settling in a new and different social and cultural settings,
- an increased awareness about family violence
- an increased awareness and enhanced knowledge about healthy relationships, and
- skills in nurturing respectful communications within participants own lives



MABRUKA'S STORY

Mabruka initially joined Spectrum as a participant in the 'Talk Time' conversational English program that Group Facilitator, Reza Mousavi delivers. Reza had then referred Mabruka to Amona's PINC online program that was delivered during lockdown.

Amona observed that Mabruka displayed leadership qualities and was a great fit to become a bi-cultural worker. After completing a PINC facilitators training, Mabruka was recruited as a bi-cultural worker for Spectrum.

So far Mabruka has co-delivered a 7-week Migrant Women's Health Education program, Families in a New Culture program and her second Parenting in a New Culture Program.





Libyan Women's Association

Amona and Joanne from the Social and Economic Inclusion (SEI) team have been supporting a group of Libyan women, who have been living in Australia for many years.

They identified an opportunity to create a women's group to provide support for their community and decided to form an incorporated association. The SEI team supported them in the process, and they were officially incorporated. The purposes of the Association are:

- To create a space for Libyan women to meet, network, share ideas
- To promote Libyan women's economic, civic and social participation
- Enhancing parenting skills of Libyan women to be able to navigate the challenges of parenting in a new culture.
- To organise events that bring together the Libyan community
- To provide a space to support learning needs of Libyan children

The SEI team adopted an Asset-based Community Development (ABCD) approach when working with the group of Libyan women. The ABCD framework recognises and builds on the strengths, gifts, talents and resources of individuals and communities to create strong, inclusive and sustainable communities.

The establishment of the Libyan Women's Association can now enable them to apply for community grants and deliver their own programs, independent from Spectrum.



Fathers Swimming Program

The Parenting in a New Culture (PINC) program for fathers supports migrant and newly arrived families and fathers to build their understanding of ways to pass on their culture and values. The program introduces fathers to the Australian environment and discusses challenges they face as fathers in Australia.

The program also promotes the importance of the father's role in the children's well-being. The peer support groups provide a safe space for men to exchange parenting knowledge, wisdom and experience while finding support in the community.

Building on our PINC For Fathers group, Spectrum piloted a new Father's Playgroup in early 2022. This was made possible through the Communities for Children Program and our partners at Uniting. The Playgroup was a success and was re-funded to establish a program including Fathers and Children Swimming sessions, coffee catch ups and school holiday trips, with the aim of supporting fathers in parenting.

The Fathers and Children Swimming program provides a safe and fun space for newly arrived fathers to spend quality time with their children while promoting healthy relationships and bonds between fathers and kids. While socialising with peers, the participants also learn swimming lessons as an essential life saving skill in Australia.



LOAY'S STORY

“ I have been in Australia since 2014. I am originally from Iraq, where I used to be a Physics teacher. I had also founded a local Chaldean community association in my town (Badoush, Northern Iraq) delivering English classes, women driving lessons, educational seminars as well as art projects. The association was created to cope with the wave of internal displaced communities who arrived at our town after the 2003 war.

Since 2006, I have been working with Spectrum MRC, as a bi-cultural facilitator for the PINC program and the facilitator for the Father's Swimming program which started in May 2022. After finishing the PINC program, many of the fathers we worked with wanted to continue to meet and keep their engagement with Spectrum. This program is providing the fathers with the space to discuss the challenges they are facing such as housing, parenting, and to share their settlement journeys and seek advice from their peers.”

Loay

“ THIS PROGRAM IS PROVIDING THE FATHERS WITH THE SPACE TO DISCUSS THE CHALLENGES THEY ARE FACING SUCH AS HOUSING, PARENTING, AND TO SHARE THEIR SETTLEMENT JOURNEYS AND SEEK ADVICE FROM THEIR PEERS.”



BUSINESS TRANSFORMATION

Like all other organisations, the Spectrum Migrant Resource Centre experienced another challenging year with our staff working from home for the first six months of the financial year. In early 2022, we welcomed the opportunity to work back onsite.

The Business Transformation portfolio was established in October 2021, to ensure as a community organisation with a new strategic plan, our operations, staff, systems, policy, and processes were coordinated with service delivery enabling a client-centric and co-designed approach.

David Saunders, as the Executive Director led the operational planning and business transformation strategies. By collaborating with our staff to harness their talent, skills and knowledge, Saunders worked alongside Executive General Managers to design Workforce Development Programs with the aim to enhance staff capabilities and grow to their full potential.

Some of the People and Culture highlights of 2021/2022 initiatives include:

1. Recruitment and retention of over 250 staff members who worked from home using technology to deliver effective and efficient programs, meeting all contractual obligations.
2. Supported the Spectrum Migrant Resource Centre Ltd Board to work with the staff to terminate the Multicultural Home Support Services (MHSS) Enterprise Agreement 2011-2015 and move to Social, Community, Home Care and Disability Services (SCHADS) Award 2010 effective 1st July 2022
3. Delivered Workforce Training Programs to increase staff awareness of new legislation in relation to Child Safety Standards, a range of innovative service provision strategies to improve co-design and collaboration work, and a range of workshops to enhance staff Information Technology skills to enhance community and client engagement.
4. Staff were provided supervision and support to address issues related to working from home and address concerns about their wellbeing in relation to the pandemic.

Quality Framework

The Practice Standards Team and the Quality and Compliance team consulted with staff, reviewing policies, processes, and systems to ensure Spectrum has a strong commitment and mechanism that ensures the provision of quality programs for our clients and community.

The team developed frameworks to monitor and oversee the development and implementation of the clinical governance framework to:

support a culture of safety, inclusion and quality care and services support compliance with legal and regulatory obligations support the effective management of risks aligned to the achievement of Spectrum's objectives.

The work of the team set the foundations for the Quality Implementation Pathway for 2022/2023.

Staff Feedback and Survey results highlighted the commitment of staff to the values of the organisation and their ongoing passion for the work undertaken at Spectrum.

The lived experience and close community connection of our staff enabled the development of the mutually empathetic relationship. The staff concerns in relation to effective engagement and inclusion were addressed through effective strategies developed through consultation.

Overall, the organisation values the importance of inclusion and encourages an environment where members feel valued, respected and empowered.

2021-2022 OUR YEAR OF IMPACT

FY22 SAW SPECTRUM GROW ITS FOOTPRINT, CLIENT REACH AND EXTEND ITS COMMUNITY ENGAGEMENT AND ADVOCACY.

623 NEWLY ARRIVED REFUGEES WERE SUPPORTED UNDER THE HUMANITARIAN SUPPORT PROGRAM.

336 AFGHAN REFUGEES SUPPORTED IN EMERGENCY HUMANITARIAN SETTLEMENT RESPONSE AT THE ONSET OF THE CRISIS IN AFGHANISTAN

295 REFUGEE FAMILIES SUPPORTED UNDER THE COMMUNITY SPONSORSHIP PROGRAM WHICH IS A **192% INCREASE IN ONE YEAR.**

3248 CLIENTS SUPPORT BY AGED AND DISABILITY SERVICES
175, 814 HOURS OF IN-HOME AND COMMUNITY SUPPORT DELIVERED

124, 780 HOURS OF IN-HOME CARE FOR THE ELDERLY AND PEOPLE LIVING WITH DISABILITY

55,146 HOURS OF SOCIAL SUPPORT GROUP AND RESPITE SERVICE KEEPING PEOPLE WHO ARE AGEING FROM MIGRANT BACKGROUNDS **CONNECTED AND EMBRACING THEIR CULTURE**

401 PEOPLE FROM REFUGEE AND MIGRANT BACKGROUNDS WERE SUPPORTED ON THEIR PATHWAY TO EMPLOYMENT. CLIENTS RECEIVED A RANGE OF SERVICES INCLUDING EMPLOYMENT COACHING, EMPLOYER CHATS, EMPLOYMENT READINESS TRAINING, LINKEDIN AND INDUSTRY-BASED TRAINING, LANGUAGE DEVELOPMENT, ASSESSMENT AND REFERRAL, PRE AND POST PLACEMENT SUPPORT

95% OF AGED AND DISABILITY CLIENTS SURVEYED WOULD RECOMMEND SPECTRUM TO FRIENDS AND FAMILY

30% GROWTH IN CLIENT REACH IN AGED AND DISABILITY SERVICES WITH 3248 CLIENTS.

SPECTRUM IS REACHING AND SUPPORTING REFUGEES FROM AFGHANISTAN, IRAQ, IRAN, SYRIA, MYANMAR, SOMALIA AND ETHIOPIA.

THE HUMANITARIAN SUPPORT PROGRAM CLIENT CASE LOAD INCREASED DRAMATICALLY IN AUGUST AS THE REFUGEE CRISIS IN AFGHANISTAN UNFOLDED, AND THE SUBSEQUENT RE-OPENING OF INTERNATIONAL BORDERS IN EARLY 2022.

287 CARERS SUPPORTED TO FULFILL AND SUSTAIN THEIR CARING ROLE, UP 173% FROM PREVIOUS YEAR

FEEDBACK AND DATA ON THE CLIENT EXPERIENCE WAS CONSISTENTLY POSITIVE

OUR SERVICE FOOTPRINT EXTENDED INTO THE WESTERN AND SOUTHEASTERN PARTS OF MELBOURNE TO SUPPORT AFGHAN REFUGEES.

MULTICULTURAL HOME SUPPORT SERVICE RECOGNISED AS STATE FINALIST IN 2021 ACSA AGED CARE AWARDS

1415 REFUGEES WHO RECEIVED SUPPORT THROUGH SETS PROGRAM

367 GROUP SESSIONS DELIVERED ACROSS **SETTLEMENT AND FAMILY SERVICES**

4997 ATTENDANCES TO GROUP AND INDIVIDUAL SESSIONS (SETS)

124 CONVERSATIONAL ENGLISH SESSIONS DELIVERED

191 FAMILIES RECEIVED SUPPORT THROUGH FARS

OUR AGED CARE PROGRAMS CLIENT SATISFACTION SURVEY 2022

CONSUMER DIGNITY & CHOICE

4.62



Most clients feel respected, involved in the decision-making process and feel that their cultural background and identity is valued.

CONSUMER SERVICING & SUPPORT

4.55



Most clients feel involved in choosing services. Clients acknowledged by valued and respected in the planning and goal-setting process.

WELLNESS & CONSUMER ENGAGEMENT

4.47



Most clients feel encouraged to be independent and are satisfied of timely provision of care.

CONSUMER FEEDBACK

4.53



Over 84% of clients feel they can easily contact a staff member at Spectrum to resolve service-related problems if dissatisfied. Clients feel respected and listen to when they provide feedback, and they are confident that actions will be taken if a complaint is made.

PERFORMANCE & RESULTS BALANCED SCORECARD RESULTS

CLIENT & COMMUNITY PERSPECTIVE

FY22 SAW SPECTRUM GROW ITS FOOTPRINT, CLIENT REACH AND EXTEND ITS COMMUNITY ENGAGEMENT AND ADVOCACY. FEEDBACK AND DATA ON THE CLIENT EXPERIENCE WAS CONSISTENTLY POSITIVE.

- Emergency humanitarian response (during COVID lockdown) for 336 refugees fleeing Afghanistan
- 192% increase in sponsored refugees under CSP
- 401 clients supported on their employment pathway in the first year of the Employment / Careers service
- 30% growth in client reach in aged and disability services
- 95% of aged and disability clients surveyed would recommend Spectrum to friends and family
- Raised the voice of refugee and migrant communities in co-design and advocacy to influence policy and service design
- Forged relationships with new and emerging communities and new strategic partnerships

FINANCIAL PERSPECTIVE

FY22 CONTINUED THE CONSISTENT YOY GROWTH TREND AND THE BUILDING OF THE STRENGTH OF THE BALANCE SHEET.

- Revenue was up 6% on the previous year bringing total growth since 2018 to 38%
- Gross and net surplus margins were in line with budget projections at 30% and 3% respectfully
- Revenue diversification (revenue from controlled sources) was below target but within the acceptable range at 48%.
- Growth in revenue from B2B channels down on PY at 3.3%
- Balance sheet remains strong, net assets of \$4.4m, \$0.56m higher than the end of FY22

OUR BALANCED SCORECARD COMMUNICATES OUR PROGRESS.

IT HELPS US ALIGN OUR DAY-TO-DAY WORK WITH OUR STRATEGY, ENABLING US TO PRIORITISE OUR EFFORTS, PROJECTS, PRODUCTS & SERVICES, AS WELL AS MEASURE AND MONITOR PROGRESS TOWARDS OUR IMPACT GOALS AND VISION.

SERVICE INNOVATION PERSPECTIVE

IN FY22 OUR PRODUCT DEVELOPMENT TEAM (INC) WAS ESTABLISHED AND BEGAN CO-DESIGNING NEW PRODUCTS WITH CLIENTS AND TEAMS.

- Service diversification saw the launch of Spectrum's employment / careers program
- Our foray into digital service delivery gathered pace
- Established on-site studio to enable multimedia content production
- iPad project pilot rolled out to support digital inclusion in aged car.

WORKFORCE & SYSTEMS PERSPECTIVE

MAINTAINED A STABLE WORKFORCE WHILE GROWING BY 17%. SIGNIFICANT FIRST STEPS TAKEN IN THE ICT /IM TRANSFORMATION.

- Full / Part time workforce grew from 93 to 109
- Staff retention rate of 80% (82% in FY21) (Industry benchmark post COVID 71.4%). Retained 96% community-based support workers post COVID vaccination mandate requirements
- 91% of staff identify their ethnicity other than Australian
- 83% staff actively engaged in T&D; Foundations established for sustainable L&D Plan in FY23
- Secured workforce agreement to cease EBA thus standardising employment conditions for all staff under one Award
- Transitioned ICT infrastructure to the new cloud-based platform and MSP. Data transition to MS Teams.
- Business case planning for IM Roadmap and assessment of platforms (future business need) underway.

OUR BOARD



Sherman Young
Chair

“AS A MIGRANT MYSELF, I’M PASSIONATE ABOUT ENSURING THAT NEW ARRIVALS HAVE EVERY OPPORTUNITY TO SUCCEED. SPECTRUM CAN HELP BUILD A TRULY WELCOMING AUSTRALIA THAT CELEBRATES DIVERSITY”.

Sherman has over 20 years of experience in higher education, holding academic leadership, research, teaching and governance roles at both RMIT and Macquarie Universities.

He is currently Deputy Vice-Chancellor Education and Vice-President at RMIT, and he joined the Spectrum Board in 2021. Prior to becoming an academic, he ran a multimedia production company, building interactive media for corporate and publishing clients. Sherman has a deep understanding of what is required to lead organisation transformation projects, and embraces the concepts of diversity and inclusion in all of his work. Sherman has a BSc (UNSW), Masters in Media Technology and Law (Macquarie University) and a PhD in Media and Cultural Studies (UQ).



Rebecca Power
Board Member

Rebecca joined the Board in 2019. Currently the Acting Chief Executive Officer at Victorian Collaborative Centre for Mental Health and Wellbeing, Rebecca has had a passion for innovation and improvement throughout her career, with a particular interest in system redesign, reducing fragmentation and supporting vulnerable communities.

Rebecca has senior leadership experience encompassing strategy development and deployment, design and delivery of new models of care and supporting operational performance. With a keen interest in the patient experience, Rebecca has published on topics including workforce redesign (using co-design), and health and homelessness. Rebecca has a Masters of Health Administration, and eclectic training and experience in lean/six sigma, IHI breakthrough collaborative model, executive coaching, co-design and design thinking.



Martina Rienzner
Exiting Board Member

As a Senior Advisor to the Department of Education and Training, Martina is an engagement and education expert with strong industry and regional networks. Martina’s passion and insight has guided workforce development and organisational innovation, with a focus on diversity and stakeholder voices.

Martina started her career in Australia as a skilled migrant, establishing a high-quality cabinetmaking business and training many young people in her craft. Martina’s entrepreneurial acumen and passion for workforce development led to business success, evidenced by multiple awards and induction into the Business Women’s Hall of Fame.

Martina has built on her business success to become a trusted board director and governance expert in the public and NFP sector. She is chair of the board of Startup Shakeup and was a director with the Spectrum Migrant Resource Centre. Martina brings industry and policy insight, constructive advice, lived experience and appreciation of diversity and a passion for contemporary governance.

Martina lives in regional Victoria with a strong connection into the local community and landscape.



Nesan Naidoo
Board Member

“SPECTRUM ALLOWS ME THE OPPORTUNITY TO SUPPORT NEW MIGRANTS AND REFUGEES TO FEEL WELCOMED AND RESPECTED IN A DIVERSE AUSTRALIA WHERE EVERYONE IS APPRECIATED FOR WHO THEY ARE, IRRESPECTIVE OF RACE, COLOUR OR CREED.”

Nesan joined the Board in 2015. He has 28 years of experience in leadership and executive management. Nesan joined the Board in 2015. He has 28 years of experience in leadership and executive management.

He is currently CEO of an international Consulting company, and serves on the board of three not-for-profit organisations in the health, education and financial services sectors. Nesan brings to the board; specialist skills in business improvement, change management, strategic leadership and human resources. He has an MBA from MBS, BA and qualifications in strategic leadership, business, marketing and General Manager Program through AGSM.



Sherif Abada
Exiting Board Member

“MY FATHER, A MIGRANT FROM EGYPT HIMSELF, DEDICATED MUCH OF HIS TIME TO ASSISTING OTHER MIGRANTS TO SETTLE INTO AUSTRALIA AND SO I CAN APPRECIATE FROM PERSONAL EXPERIENCE THE NEED FOR THE WORK THAT SPECTRUM PERFORMS.”

Sherif joined the Board in 2020. He has over 25 years of extensive experience in strategic planning and decision making, leading digital transformation, information technology, merchandise planning and supply Chain operations in the retail and consumer goods industries across a number of geographies and cultures.

He brings to Spectrum a high-level of skills as an effective ‘bridge’ between the strategic and the operational as well as a more holistic view of the customer needs.

Sherif currently holds both a Bachelor’s Degree in Chemical Engineering and Post-Graduate Diploma in Business Administration and Management.



Chris Baring Gould
Board Member

Chris is a people and values-driven finance professional, with over 30 years’ experience in the community welfare services, investment, funds management, stockbroking, money market, banking and heavy equipment leasing sectors. Chris is a Principal with the CFO Centre in Victoria, and has a portfolio of clients in a variety of industries. Prior to this, he was CFO for 18 years at Anglicare Victoria, one of the Victoria’s largest child and family welfare organisations.

He is also experienced in managing non-financial functions such as Property and Vehicle infrastructure, Human Resources, and Information Technology.



SPECTRUM MIGRANT RESOURCE CENTRE LTD
ABN 38 080 845 787

FINANCIAL STATEMENTS

-

30 JUNE 2022

SPECTRUM MIGRANT RESOURCE CENTRE LTD

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Spectrum Migrant Resource Centre Ltd
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2022

	Note	2022	2021
		\$	\$
Revenue and income	4	18,628,225	16,302,710
Expenses			
Employee benefits expense		(13,543,745)	(11,852,405)
Depreciation and amortisation	5	(538,141)	(558,481)
Occupancy expense		(85,820)	(113,530)
Administration expense		(2,717,849)	(1,330,851)
Communications expense		(92,948)	(63,450)
Software write-off		-	(105,313)
Allowances for expected credit losses		(52,181)	(55,602)
Other expenses		(1,050,368)	(933,877)
Finance costs	5	(11,467)	(27,273)
Surplus before income tax expense		535,706	1,261,928
Income tax expense		-	-
Surplus after income tax expense for the year		535,706	1,261,928
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		535,706	1,261,928

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Spectrum Migrant Resource Centre Ltd
Statement of financial position
As at 30 June 2022

	Note	2022	2021
		\$	\$
Assets			
Current Assets			
Cash and cash equivalents	6	6,759,669	7,201,646
Trade and other receivables	7	1,178,055	883,291
Other assets	8	170,716	242,098
Total current assets		8,108,440	8,327,035
Non-current assets			
Property, plant and equipment	9	621,893	402,023
Right-of-use assets	10	184,739	540,126
Total non-current assets		806,632	942,149
Total assets		8,915,072	9,269,184
Liabilities			
Current liabilities			
Trade and other payables	11	1,704,517	1,012,750
Contract liabilities	12	831,494	2,396,302
Lease liabilities	13	196,460	338,561
Provisions	14	1,353,916	1,276,084
Refund liabilities	15	293,096	-
Total current liabilities		4,379,483	5,023,697
Non-current liabilities			
Lease liabilities	13	-	228,583
Provisions	14	136,712	153,733
Total non-current liabilities		136,712	382,316
Net assets		4,398,877	3,863,171
Equity			
Reserves		175,000	175,000
Retained earnings		4,223,877	3,688,171
Total equity		4,398,877	3,863,171

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

Spectrum Migrant Resource Centre Ltd
Statement of changes in equity
For the year ended 30 June 2022

	Reserves	Retained surplus	Total equity
	\$	\$	\$
Balance at 1 July 2020	175,000	2,426,243	2,601,243
Surplus after income tax expense for the year	-	1,261,928	1,261,928
Other comprehensive income for the year, net of tax	-	-	-
Total comprehensive income for the year	-	1,261,928	1,261,928
Balance at 30 June 2021	175,000	3,688,171	3,863,171

	Reserves	Retained surplus	Total equity
	\$	\$	\$
Balance at 1 July 2021	175,000	3,688,171	3,863,171
Surplus after income tax expense for the year	-	535,706	535,706
Other comprehensive income for the year, net of tax	-	-	-
Total comprehensive income for the year	-	535,706	535,706
Balance at 30 June 2022	175,000	4,223,877	4,398,877

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

Spectrum Migrant Resource Centre Ltd
Statement of cash flows
For the year ended 30 June 2022

	Note	2022	2021
		\$	\$
Cash flows from operating activities			
Receipts from fee for service, government grants and other income		20,495,975	19,789,505
Payments to clients, suppliers and employees		(20,153,822)	(17,331,086)
		342,153	2,458,419
Interest received		658	2,809
Finance costs		(11,467)	21,174
Net cash from operating activities		331,344	2,440,054
Cash flows from investing activities			
Payments for property, plant and equipment		(402,637)	(7,609)
Net cash from investing activities		(402,637)	(7,609)
Cash flows from financing activities			
Repayments of principal and interest portion of lease liabilities		(370,684)	(396,012)
Net cash used in financing activities		(370,684)	(396,012)
Net increase/(decrease) in cash and cash equivalents		(441,977)	2,036,433
Cash and cash equivalents at the beginning of the financial year		7,201,646	5,165,213
Cash and cash equivalents at the end of the financial year	6	6,759,669	7,201,646

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

Spectrum Migrant Resource Centre Ltd
Notes to the financial statements
30 June 2022

1. General information

The financial statements cover Spectrum Migrant Resource Centre Ltd (the “Company”) as an individual entity. The financial statements are presented in Australian dollars, which is Spectrum Migrant Resource Centre Ltd’s functional and presentation currency.

The Company’s operations and its principal activities included delivery of services to newly arrived and established people with migrant and refugee backgrounds.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 12 January 2023. The directors have the power to amend and reissue the financial statements.

2. Significant accounting policies

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

New or amended Accounting Standards and Interpretations adopted

Conceptual Framework for Financial Reporting (Conceptual Framework)

The Company has adopted the revised Conceptual Framework from 1 July 2021. The Conceptual Framework contains new definition and recognition criteria as well as new guidance on measurement that affects several Accounting Standards. Adopting the Conceptual Framework did not have a material impact on the Company’s financial statements.

AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities and AASB 2020-2 Amendments to Australian Accounting Standards – Removal of Special Purpose Financial Statements for Certain For-Profit Private Sector Entities. These are the Company’s first general purpose financial statements prepared in accordance with AASB 1060. Adopting AASB 1060 did not have a material impact on the Company’s financial statements.

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

Basis of preparation

These general purpose financial statements have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures issued by the Australian Accounting Standards Board (‘AASB’) and the Australian Charities and Not-for-profits Commission Act 2012, as appropriate for not-for-profit oriented entities.

Historical cost convention

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

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Company’s accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 3.

Revenue and income recognition

The Company recognises revenue and income as follows:

Revenue from contracts with customers

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

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the ‘expected value’ or ‘most likely amount’ method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Fee for service revenue

Fees charged for care or services provided to clients are recognised when the performance obligation is satisfied, that is, when the service is provided.

Government grants

A number of the company’s programs are supported by grants received from the federal, state or local governments.

The Company assesses whether a contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the Company recognises revenue in accordance with AASB 15 as follows:

- identifies each performance obligation and recognises a contract liability for its obligations under the contract; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Company recognises income in accordance with AASB 1058 Income of Not-for-Profit Entities:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (e.g. AASB 9, AASB 16, AASB 116 and AASB 138);

- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer); and recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

Interest income

Interest revenue is recognised as interest accrues using the effective interest method.

Other income

Other income is recognised when it is received or when the right to receive payment is established, where a performance obligation does not exist.

Current and non-current classification

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

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

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

Cash and cash equivalents

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

Trade and other receivables

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

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

Property, plant and equipment

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

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

Plant and equipment	2 to 6 years
Furniture and fittings	3 to 6 years
Motor vehicles	3 years
Leasehold improvements	6 years

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

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the Company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Right-of-use assets

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

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

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

Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Recoverable amount is the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

Where the future economic benefits of an asset are not primarily dependent on the asset's ability to generate net cash inflows and where the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the current replacement cost of the asset.

Trade and other payables

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

Contract liabilities

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

Refund liabilities

Where the Company has a contractual obligation to repay any unspent grant income to the funding organisation a refund liability is recognised, which reflects the amount of grant funding received not yet spent as at reporting date.

Lease liabilities

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

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

Finance costs

Finance costs attributable to qualifying assets are capitalised as part of the asset. All other finance costs are expensed in the period in which they are incurred.

Employee benefits*Short-term employee benefits*

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

Other long-term employee benefits

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

Portable long service leave scheme

From 1 July 2019 the company commenced making contributions for certain eligible employees to Victoria's new portable long service leave scheme, pursuant to the Long Service Benefits Portability Act 2018. A levy of 1.65% of eligible salaries is paid to the Portable Long Service Leave Authority. Any amounts payable to eligible employees in relation to long service leave post 1 July 2019 will be funded by the Authority as and when they arise. However, the existence of the scheme does not discharge the company's obligation to pay long service leave to employees in the event that the Authority cannot meet its obligations. At balance date the Directors have no reason to believe that the Authority will not meet its obligations under the agreements with the company as employer. As information on the long service leave provisions as they pertain to the company's eligible employees is not readily available, the gross receivable from the Authority and provision for long service leave payable to eligible employees (which are equal and offsetting) have not been recognised in these financial statements.

Fair value measurement

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

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

Goods and Services Tax (GST) and other similar taxes

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

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

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

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

Income taxes

No provision for income tax has been raised as the company is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

3. Critical accounting judgements, estimates and assumptions

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

Coronavirus (COVID-19) pandemic

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the Company based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the Company operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the Company unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

Performance obligations under AASB 15 Revenue from Contracts with Customers

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. The company exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the services.

Allowance for expected credit losses

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

Estimation of useful lives of assets

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

Employee benefits provision

As discussed in Note 2, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

4. Revenue and income

	2022	2021
	\$	\$
<i>Revenue per AASB 15</i>		
Fee for service revenue	8,707,734	8,893,137
Grant revenue	7,466,917	6,935,844
Home care package reimbursement revenue	880,946	245,814
	<u>17,055,597</u>	<u>16,074,795</u>
<i>Income per AASB 1058</i>		
Interest income	658	2,809
Other income	275,066	225,106
Grant income	1,296,904	-
	<u>17,055,597</u>	<u>16,074,795</u>
Revenue and income	<u>18,628,225</u>	<u>16,302,710</u>

Disaggregation of revenue

The disaggregation of revenue under AASB 15 is as follows:

	2022	2021
	\$	\$
<i>Timing of revenue recognition</i>		
Services transferred at a point in time	9,588,680	9,138,951
Services transferred over time	7,466,917	6,935,844
	<u>17,055,597</u>	<u>16,074,795</u>

Spectrum Migrant Resource Centre Ltd
Notes and financial statements
30 June 2022
5. Expenses

	2022	2021
	\$	\$
Surplus before income tax includes the following specific expenses:		
<i>Depreciation and amortisation</i>		
Depreciation of property, plant and equipment	197,059	111,255
Depreciation of right-of-use assets	341,082	402,091
Amortisation of intangibles	-	45,135
Total depreciation and amortisation	<u>538,141</u>	<u>558,481</u>
<i>Finance costs</i>		
Finance charges incurred on lease liabilities	<u>11,467</u>	<u>27,273</u>

6. Cash and cash equivalents

	2022	2021
	\$	\$
<i>Current assets</i>		
Cash on hand	2,750	2,750
Cash at bank*	5,168,174	5,610,151
Short term deposits	1,588,745	1,588,745
	<u>6,759,669</u>	<u>7,201,646</u>

* Included in cash at bank is a restricted client holding accounting for CSP for \$335,270 at 30 June 2022 (2021: \$nil).

7. Trade and other receivables

	2022	2021
	\$	\$
<i>Current assets</i>		
Program receivables	1,528,055	1,181,110
Less: Allowance for expected credit losses	(350,000)	(297,819)
	<u>1,178,055</u>	<u>883,291</u>

Spectrum Migrant Resource Centre Ltd
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30 June 2022

8. Other assets

	2022	2021
	\$	\$
<i>Current assets</i>		
Prepayments	170,716	242,098

9. Property, plant and equipment

	2022	2021
	\$	\$
<i>Non-current assets</i>		
Plant and equipment	588,885	238,340
Less: Accumulated depreciation	(295,881)	(179,248)
	293,004	59,092
Furniture and fittings	798,352	746,259
Less: Accumulated depreciation	(484,656)	(422,932)
	313,696	323,327
Motor vehicles	344,627	344,627
Less: Accumulated depreciation	(329,434)	(325,023)
	15,193	19,604
	621,893	402,023

Reconciliations

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

	Motor Vehicles	Furniture & Fittings	Plant & Equipment	Total
	\$	\$	\$	\$
Balance at 1 July 2021	19,604	323,327	59,092	402,023
Additions	-	51,820	365,109	416,929
Depreciation expense	(4,411)	(61,451)	(131,197)	(197,059)
Balance at 30 June 2022	15,193	313,696	293,004	621,893

Spectrum Migrant Resource Centre Ltd
Notes and financial statements
30 June 2022

10. Right-of-use assets

	2022	2021
	\$	\$
<i>Non-current assets</i>		
Land and buildings - right-of-use	1,356,839	1,356,839
Less: Accumulated depreciation	(1,172,100)	(816,713)
	184,739	540,126

The company leases land and buildings for its offices under agreements of between one to four years with, in some cases, options to extend. On renewal, the terms of the leases are renegotiated.

11. Trade and other payables

	2022	2021
	\$	\$
<i>Current liabilities</i>		
Trade and other payables	1,367,517	1,012,750
Funds held on behalf of clients	337,000	-
	1,704,517	1,012,750

12. Contract liabilities

	2022	2021
	\$	\$
<i>Current liabilities</i>		
Contract liabilities	831,494	2,396,302

Spectrum Migrant Resource Centre Ltd
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13. Lease liabilities

	2022	2021
	\$	\$
<i>Current liabilities</i>		
Lease liability	196,460	338,561
<i>Non-current liabilities</i>		
Lease liability	-	228,583
<i>Future lease payments</i>		
Future lease payments are due as follows:		
Within one year	196,460	338,561
One to five years	196,460	228,583
	196,460	567,144

14. Provisions

	2022	2021
	\$	\$
<i>Current liabilities</i>		
Annual leave	807,067	659,572
Long service leave	546,849	616,512
	1,353,916	1,276,084
<i>Non-current liabilities</i>		
Long service leave	136,712	153,733

15. Refund liabilities

	2022	2021
	\$	\$
<i>Current liabilities</i>		
Refund liabilities	293,096	-

Spectrum Migrant Resource Centre Ltd
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30 June 2022

16. Related party transactions

Parent entity

Spectrum Migrant Resource Centre Ltd is the parent entity.

Key management personnel

Disclosures relating to key management personnel are set out in note 17.

Transactions with related parties

There were no transactions with related parties during the current and previous financial year.

Receivable from and payable to related parties

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

Loans to/from related parties

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

17. Key management personnel disclosures

Compensation

The aggregate compensation made to directors and other members of key management personnel of the Company is set out below:

	2022	2021
	\$	\$
Aggregate compensation	905,065	870,647

18. Contingent assets and liabilities

The company has a transaction negotiation authority limit totalling \$400,000 (2021: \$400,000). This authority enables the outsourced payroll company to access the salary packaging account to make employee benefits payments.

At the date of signing of these accounts, the company is not aware of any contingent assets.

19. Events after the reporting period

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

Spectrum Migrant Resource Centre Ltd
Notes and financial statements
30 June 2022

20. Funds received as agent

The company received the following funds as an agent during the year:

	2022	2021
	\$	\$
Funds received	272,910	2,051,190

21. Members' guarantee

The Company is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If Spectrum is wound up either while the Member is a Member or within one year after the Member ceases to be a Member, each Member undertakes to contribute a maximum of \$10 for the payment of:

- (a) the debts and liabilities of the Company;
- (b) the costs, charges and expenses of any winding up; and
- (c) the adjustment of the rights of Members among themselves.

At 30 June 2022, the number of Members is eight and the maximum liability of Members on winding up is \$80.

22. Company details

The registered office and principal place of business of the company is:

Spectrum Migrant Resource Centre Limited
 Level 5, 61 Riggall Street
 Dallas VIC 3047

Spectrum Migrant Resource Centre Ltd
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30 June 2022

23. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by Grant Thornton Audit Pty Ltd, the auditor of the Company:

	2022	2021
	\$	\$
<i>Audit services -</i>		
Audit of the financial statements	38,000	33,000
	196,460	228,583
<i>Other services -</i>		
Compilation of the financial statements	5,000	4,000
Grant acquittals audits	1,000	3,000
	6,000	7,000
	44,000	40,000

In the directors' opinion:

- the attached financial statements and notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, and comply with Australian Accounting Standards - Simplified Disclosures (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013;
- the attached financial statements and notes give a true and fair view of the Company's financial position as at 30 June 2022 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors.



Professor Sherman Young
 Board Chair



Chris Baring-Gould
 Board Director

12 January 2023



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 Collins Square
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 GPO Box 4736
 Melbourne VIC 3001
 T +61 3 8320 2222

Auditor's Independence Declaration

To the Directors of Spectrum Migrant Resource Centre Ltd

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor for the audit of Spectrum Migrant Resource Centre for the year ended 30 June 2022, I declare that, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

GRANT THORNTON AUDIT PTY LTD
 Chartered Accountants

E W Passaris
 Partner - Audit & Assurance
 Melbourne, 12 January 2023

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Independent Auditor's Report

To the Members of Spectrum Migrant Resource Centre Ltd

Report on the audit of the financial report

Opinion

We have audited the financial report of Spectrum Migrant Resource Centre Ltd (the "Registered Entity"), which comprises the statement of financial position as at 30 June 2022, and the statement of profit and loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Directors' declaration.

In our opinion, the financial report of Spectrum Migrant Resource Centre Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a giving a true and fair view of the Registered Entity's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- b complying with Australian Accounting Standards AASB 1060 *General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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Responsibilities of the Directors for the financial report

The Directors of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – AASB 1060 *General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the ACNC Act, and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the Registered Entity's financial reporting process.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Grant Thornton Audit Pty Ltd
Chartered Accountants



E W Passaris
Partner – Audit & Assurance
Melbourne, 12 January 2023

ACKNOWLEDGEMENTS

Federal Government

Australian Federal Police
Department of Health
Department of Home Affairs
Department of Human Services
Department of Social Services

State Government

Ambulance Victoria
Department of Education and Training
Department of Environment, Land, Water and Planning
Department of Families, Fairness and Housing
Department of Health and Human Services
Department of Jobs, Precincts and Regions
Department of Justice and Community Safety (Victoria)
Department of Premier and Cabinet
Metropolitan Fire and Emergency Services Board
Office of Multicultural Affairs and Citizenship
Victorian Multicultural Commission
Victoria Police

Local Government

Banyule City Council
Brimbank City Council
Darebin City Council
Hume City Council
Maribyrnong City Council
Melton City Council
Moonee Valley City Council
Moreland City Council
Nillumbik City Council
Whittlesea City Council
Wyndham City Council
Yarra City Council

Philanthropy and Corporate

All Graduates Translating and Interpreting Services
Corporate Video Productions
Blue Apache
Blue Vapours
Dawtek
Gandel
Infoxchange
Kru Consulting
Local People's
LOTE Marketing

Minuteman Press
Neale Mar
Saunders Legal
Scanlon Foundation
Ven Creative
Vicki Bell Photography

Community and Partnerships

Action on Disability within Ethnic Communities Incorporated (ADEC)
Access Care Southern
Africause
Alzheimer's Australia Vic
Annecto
AMES Australia
AMES HSS Consortium
Arabic Welfare
Arcare
Arts Centre Melbourne
Associazione Pensionati
Laziali Australia Incorporated
Asylum Seeker Resource Centre
Austin Health
Australian Community Logistics
Australian Computer Society
Australian Football League
Australian Homecare Services
Australian Institute of Family Studies
Australian Multicultural Services
Australasian Unity
Australian Vietnamese Women's Association
Aurecon
Ballarat Regional Multicultural Services
Banksia Gardens
Community Services
Baptcare
Bendigo Kangan Institute
Benetas
Berry Street
Better Living Home Care
Birth for Humankind
Bolton Clarke (RDNS)
Brimbank Proactive Unit
Broadmeadows Family Relationship Centre
Brotherhood of St Laurence
Budget Net NDIS Plan Managers
Bukjeh
Bunnings Warehouse Epping and Preston
Cancer Council Victoria

Care Connect
Care with quality
Carers Victoria
Carinya Society Disability Services
Centre for Cultural Diversity in Ageing
Centre for Culture, Ethnicity and Health
Centre for Multicultural Youth
Chinese Community Social Services
Choice Support Management
Claro Next
CO.AS.IT
Co-Health
Collective Spark
Community Refugee Sponsorship Australia
COTA Australia
Creeds Farm Living and Learning Centre
Cultural Infusion
Darebin Community Health
Dallas Brooks Community Primary School
Darebin Libraries
Dementia Australia
Disability Care Connect
Distinctability Services
DPV Health
East Preston Islamic College
Eastern Melbourne Primary Health Network
Edmund Rice Centre for Justice and Community Education
Eicare
ELK ethical fashion
Emaan Boost (Welcome Notebooks)
Encompass Community Services
Engineers Australia
Ethnic Communities Council of Victoria
Ethnic Council of Shepparton and District
Extended Families
Green Pie
Diversitat Training (Geelong)
Football Federation Victoria
Foundation House
Fronthitha
Grameen Australia
Greek Orthodox
Community of Melbourne and Victoria
Headspace
Health Ability
Healthcare Australia
Hammondcare

Happy Living
Helping Hoops
HDAA
Home Caring Pty Ltd
Host International
Hume Afghan Association
Hume Central Secondary College
Hume Interfaith Network
Hume
Moreland Services Connect
Hume Whittlesea Local Learning and Employment Network
Ideal Plan Management
IndianCare
Inner Melbourne Post Acute Care
Inner Northern Local Learning and Employment Network
IPC Health
Instacare
Integra
InTouch
I ServeU cleaning
Kildonan UnitingCare
Kincare
Leading Age Services Australia
Leisure Networks
Lentara UnitingCare
Let's Get Care
Level Crossing Corporation
La Trobe University
Lifeline
Life Saving Victoria
Loddon Campaspe Multicultural Services
Macedonian Community Welfare Association
Mackillop Family Services
Macleod College
Meadows Primary School
Maple NDIS
Mecwacare
Melbourne City Mission
Melbourne Fire Brigade
Melbourne Polytechnic
Melbourne University
Melbourne Victory
Mercy Health
Merri Community Health Services - Carerlinks North
Metro Trains
MiCare

Migration Council of Australia
Mind Australia
Moir
NDIS
Monash University
Moore's
Mount Ridley College
Multicultural Arts Victoria
Multicultural Centre for Women's Health
Muslim Women's Centre for Human Rights
My Autonomy
My Plan Manager
National Seniors
National Zakat Foundation
NCO Transitional Care Program
NDSP Plan Managers
Neami National
New Hope Foundation
Northern AMEP Consortium
Northern Community Legal Centre
Northern Community Options
Northern Federation of Ethnic Senior Citizens Clubs
Northern Post Acute Care
North City Accounts
North Link
North West Area Mental Health Service
North West Metro Police
North West Migrant Resource Centre
Omicare
OPAN
Orygen Youth Health
Parkglenn Home Services
Partners in Culturally Appropriate Care (PICAC Alliance)
Plan Partners NDIS
Pearl Home Care
Polokala
PRACE
Pro Bono Neuropsych Network
Pronia
Refugee Talent
Refugee and Asylum Seeker Toy Drive
Relationships Australia Victoria
Reservoir High School
RMIT University
Ross Management NDIS
Royal Freemasons
Royal Melbourne Hospital
Salvation Army

Samaritan Foundation
Serene Care
Settlement Council of Australia
Settlement Services International
Southern Migrant Resource Centre
Spark Consortium North East Link
St Kilda Mums
St Vincent
Sunbury Community Health Centre
Sunraysia Mallee Ethnic Communities Council
Swinburne University
Tank — Strategy, Culture & Innovation
The Care List (VIC)
Telstra
Thornbury High School
Thrive Refugee
TSC Home and Community Care
Uniting VICSEG New Futures
Victorian Arabic Services
Victoria Legal Aid
Victoria University
Victorian Aboriginal Community Controlled Health Organisation Incorporated
Victorian Foundation for the Survivors of Torture (Foundation House)
Vic Tas Uniting — Communities for Children Victorian Managed Insurance Authority
Villa Maria
Vincent Care
Viva Energy
Western English Language School
Whittlesea Community Connections
Whittlesea Community Leadership Network
Willowview Day Centre
Western Community Legal Centre
Women's Health in the North
Women's Health West
YACVIC
Youthworx Media



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**Multicultural Home
Support Services**

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