



2021

Annual Report

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MESSAGE FROM THE CHAIRPERSON

After a year of worldwide uncertainty in 2020, we started 2021 with hope and optimism of a return to normality and the continuation of our services to our valued consumers. However, the challenges in operating with Government imposed restrictions due to the COVID-19 pandemic continued to make it difficult to deliver services requiring human contact.

Despite the challenges, we remained a cohesive and resilient organisation and achieved some significant feats which put us in a great position to face the challenges and uncertainties of a brave new world.

Over the last 12 months, the SMRC management team has undergone significant change. As a Board, we agreed to appoint Brian Oates (previous Chairperson) as Acting CEO while we worked towards securing a permanent CEO for SMRC. The rigorous process was fruitful and led to the appointment of Cam Battaglia as the CEO of SMRC. Cam brings significant experience and knowledge from his previous roles in various not-for-profit organisations, and we look forward to his contributions to SMRC in the coming months and years.

SMRC also bid farewell to three Board members. Nichole Hayes and Baryalai Rahimi resigned from their roles on the Board of SMRC on 12th and 19th of September respectively and Brian Oates resigned on 30th September, wanting a break after his demanding role as Acting CEO. We thank Nichole, Baryalai and Brian for their contribution to SMRC and the role they played in achieving its objectives.

Another key initiative the Board and management undertook was to develop SMRC's Strategic Plan for 2022-2025 due to our previous plan coming to an end. Our Strategic Plan is ambitious and aims to drive SMRC to achieve:

- Greater positive impact in the lives of our clients through evidence-based service delivery
- More robust internal systems and processes
- Better transparency and accountability to our funders and stakeholders
- Stronger cultural alignment between Board, staff, and volunteers
- Sustainable financial growth
- Strengthened governance and management systems and processes

We are excited for the Board and management to start implementing the Strategic Plan in the next few months.

I would like to thank my fellow Board members collectively for their incredible efforts during the year, volunteering their time and expertise to SMRC. We have accomplished a lot as a team and will, no doubt, achieve more working with management in the next 12 months.

I would also like to extend gratitude to our funders and stakeholders who have supported SMRC.

Lastly, I thank the most important people at SMRC: The staff and volunteers! Your resilience through a challenging period has been exceptional. With your continued support, SMRC will achieve greater heights and continue to positively change the lives of our clients.

Ahmad Samadi, SMRC CHAIRPERSON

THE BOARD



Mr Ahmad Samadi
B.Bus, Chartered Accountant
(CAANZ), Cert (Governance
& Risk Management)
CHAIRPERSON



Ms Helen Horvath
TREASURER



Mr Wicki Wickiramasingham
JP, CMC
DEPUTY CHAIR



Mr Abdullahi (Aden) Ibrahim
B.Sc. (Civil Eng.), G.Dip (Comp.), MBA,
Grad. Dip (Edu) Systems Engineer (USA),
BOARD MEMBER



Mr Malik Atif Mahmood
MPA, Dip HR, MAICD
SECRETARY



Ms Wudad Salim
B.H SC
BOARD MEMBER



Mr Abhishek Sharma
Grad Dip (Palliative Care), M.H. SC
(Gerontology) Dip (Mgt), Cert IV
(Training & Assessment)
APPOINTED MEMBER



Ms Binita Hada Maskey
Exec. MBA (Finance), B.Sc
(Chemistry), Dip Acct (Account)
APPOINTED MEMBER

OUTGOING BOARD MEMBERS



Mr Brian Oates
BOARD MEMBER



Ms Alice Tan
APPOINTED MEMBER
22/10/2020 – 25/3/2021



Ms Nicole Hayes
ASSISTANT SECRETARY



Mr Baryalai Rahimi
ASSISTANT TREASURER

ABOUT SMRC

SMRC is a for purpose community-based agency, in operation since 1993. We provide services to migrants and refugees living in the southern region of Melbourne, covering the local government areas of City of Greater Dandenong, City of Casey and Shire of Cardinia and surrounding areas.

Known for our understanding of diverse cultural groups and our advocacy to protect their human rights in Australia, SMRC has been an instrumental player in the settlement of newly arrived refugees and continued integration services to migrants through social and economic participation and health and wellbeing programs.

Our vision is to empower our diverse communities to ensure inclusion in a unified Australian Society and we are committed to ensuring that all our services, programs, and activities incorporate the values of empowerment, resilience, respect, diversity, integrity, and inclusion. We work with clients using a strengths-based approach incorporating their knowledge, skills, and experience to help them establish a new life in a new environment.

OUR VALUES

Empowerment

We work towards the empowerment of individuals and communities to realise their full potential and achieve their own aspirations.

Respect

We respect the individuals and communities with whom we work, valuing their rights, strengths, opinions and experience.

Resilience

We aim to achieve sustained ability to use our human, physical and financial resources to ensure that the organisation is responsive, adaptable and sustainable.

Integrity

We will act with integrity, honesty, and be thoughtful and compassionate, in everything we do.

Diversity

We recognise and promote diversity to enrich and strengthen communities towards eliminating discrimination.

Inclusion

We will create an inclusive environment that fosters creativity and innovation and promotes participation for all.



A REFLECTION FROM OUR CEO

It's a great privilege to provide this annual reflection as I step into the role of SMRC CEO and commence working with an organization that demonstrates daily its commitment to empowering diverse communities to achieve their goals and aspirations.

It hasn't been an easy year, with uncertainty and disruption becoming the norm as COVID-19 continued to be an ever-present health threat for us all. The pandemic and associated restrictions have impacted us as individuals, as communities, and across the sector. We've seen significant impacts on people's physical health, financial security, and mental health and wellbeing, and we anticipate that the need for health and wellbeing support will only grow over the coming years as recovery commences.

While it has been a challenging year, we've also seen amazing examples of humanity and community connection that are worth reflecting upon and celebrating. It's for this reason that we identified our theme of "Together We Can" for this year's annual report. Together We Can captures beautifully how SMRC people have worked in partnership with our clients and stakeholders over the last year to ensure a seamless delivery of important services and supports that address the ever-changing needs of refugees and migrants in the South-East of Melbourne.

With online service provision replacing face-to-face interactions with our consumers, SMRC staff and volunteers found ever more creative ways to adapt and deliver their programs online, and we saw the introduction of new programs designed to cater for our new socially distanced reality. Over the course of the year our committed teams delivered more than 81,000 hours of service across more than 34 funded programs and conducted 1,200 Zoom sessions reaching more than 11,000 participants.

Partnerships featured heavily throughout the year, with SMRC joining and coordinating a number of new networks designed to further extend the reach and impact of our work. Our skilled and experienced teams continued to share our insights and learning to build the knowledge and capability of service providers across the region, and we continued to learn and grow through feedback from our consumers and stakeholders.

Our people are our most important asset and we worked tirelessly to protect them throughout the year with the implementation of processes, protocols and training designed to keep them safe and healthy in the workplace.

We continued to invest in improvements to our IT environment, transitioned the organization to a new Enterprise Resource Planning (ERP) platform and commenced work on upgrading our internal technological infrastructure and client databases so that we can continue to improve how we collect data and monitor our performance.

Since my commencement with SMRC in July, I have witnessed an extraordinary resilience across the organisation and an impressive determination and commitment to maintaining the quality and integrity of our service delivery, despite the disruptions that continued to come our way. I would like to thank the staff, partners, stakeholders, and associates for their dedication and support for the work that we do.

I look forward to continuing to grow our positive impact, alongside the Board, management team and our staff and volunteers. Together, we can, and will, achieve great things.

Cam Battaglia, SMRC CEO

2020/2021 MANAGEMENT PROFILE



Mr Brian Oates
ACTING CEO



Mr Cory Haugh
GENERAL MANAGER
Client Services



Mrs Soula Konstantopoulos
GENERAL MANAGER
Corporate Services

Economic Participation

Driver Education
ACFE
Employment Services
Diverse Care Social Enterprise
Cultural Insight Social Enterprise
Interpreters Collective
Bicultural workers Social Enterprise
Strategic Partnerships and
Social Cohesion

Social Participation

HIPPY
Dance Up! Australia
Suicide Prevention Initiative
Youth Participation, Opportunities
and Development Project
Child FIRST
Settlement Engagement Transition
Support (SETS)
SMRC Youth Engagement
STAR Club: Homework Support
Learning Space
Access Point
Peace Circles

Health and Wellbeing

Support for Carers Program
Centre-based Respite
Community Visitors Scheme
Allied Health and Therapy Services
Access and Support
Positive Ageing Program
Friendly Visitors Scheme
Specialised Support Services and
Client Advocacy
Social Support Groups
The Hive Community Garden
Domestic Assistance
Life Program
Palliative Care

Our Services

SMRC TOGETHER WE CAN

The 20/21 financial year proved to be critical in expanding on SMRC's technological foundations while evolving the delivery of programs across the board. In transitioning our programs to close to 100% online service delivery, SMRC staff and volunteers rose to the challenges brought about by intermittent lockdowns across Victoria, continuing to provide a strong community response despite the uncertainty and disruptions we faced.

A number of sector developments both impacted and influenced our work throughout the year. Paused international travel disrupted the country's humanitarian intake, leaving many people indefinitely separated from loved ones. This impacted SMRC's scope of work through our SETS Programs. We also saw and welcomed delivery of Royal Commission findings into both the Aged Care and Mental Health sectors, with recommendations set to change how we work now and into the future.

Despite the ever-changing environment we have found ourselves in throughout the year, SMRC is proud of its ability to continue providing quality services across the southeast, but we couldn't have done it on our own.

Key to our success has been our deep connections with our consumers, our strong community networks, great partnerships and a commitment to working collaboratively across agencies to strengthen existing capabilities and provide the supports needed by our diverse communities.



SMRC at a Glance

SMRC

184

SMRC Staff

155

Volunteers

35

Funded Programs

4300+

Program participants

81000+

Service hours

HIPPY

65+

Families Supported

9

Tutors



SOCIAL SUPPORT

55474.50

Hours Delivered

527

Total Clients



ACCESS AND SUPPORT SERVICES

20622

Hours Delivered

1026

Clients

105

Total Volunteers



CLIENT SERVICES

Support for Carers

5222

Hours Delivered

205

Total Carers

195

Current and New Care Recipients



YOUTH SUPPORT

300+

Youth Participants



DIVERSE CARE

45000+

Hours of Care

37000+

Km's Traveled



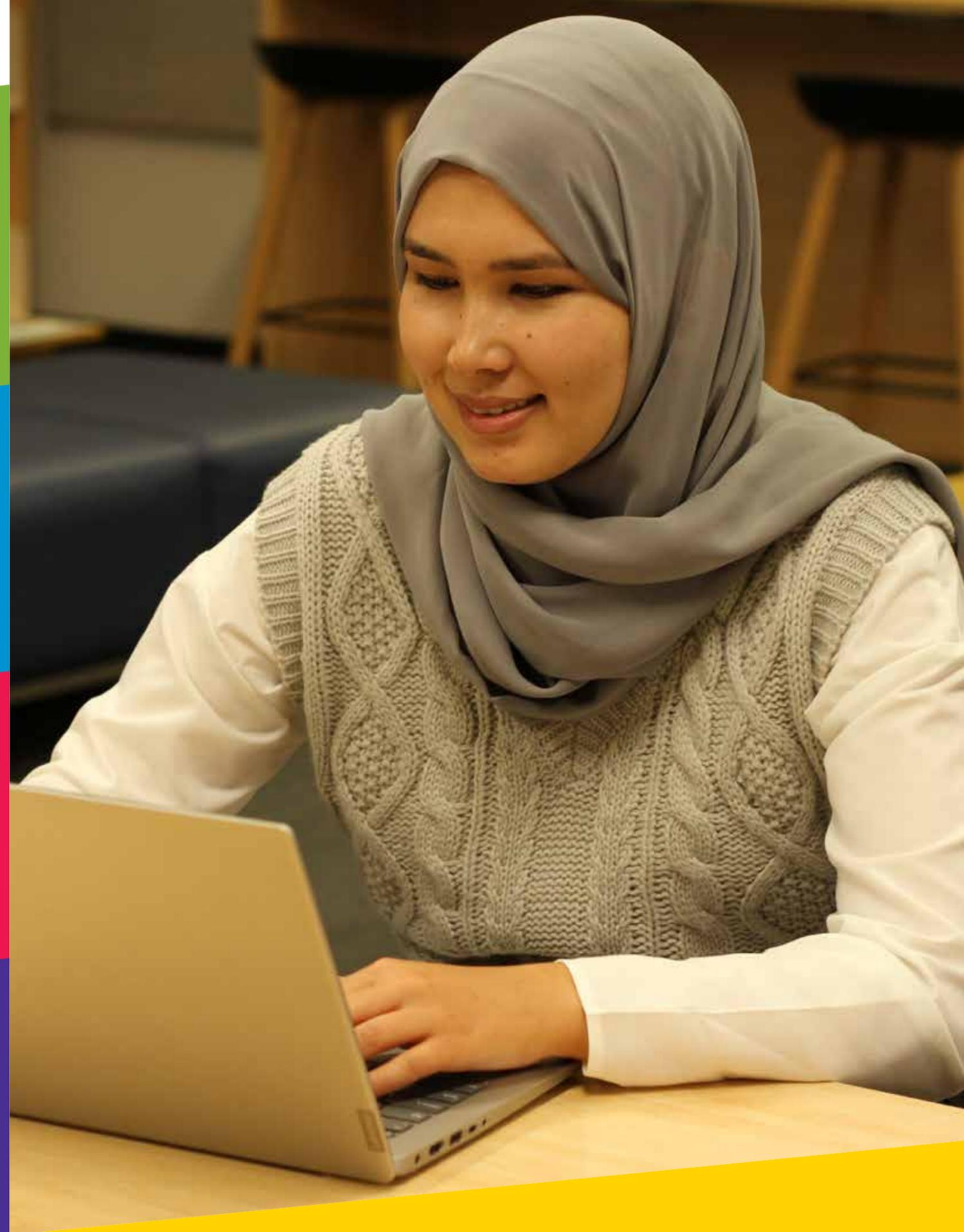
Strategy at a Glance

ENSURE OUR SERVICES MEET THE
HOLISTIC NEEDS OF OUR CLIENTS AND COMMUNITY

DEVELOP PROGRESSIVE PROGRAMS
BUILDING ON EXISTING SKILLS AND KNOWLEDGE

DEVELOP A SUSTAINABLE ORGANISATION
THAT IS EFFECTIVE AND EFFICIENT

UNDERTAKE CONTINUOUS INNOVATION
AND QUALITY IMPROVEMENT



ENSURE OUR SERVICES MEET THE HOLISTIC NEEDS OF OUR CLIENTS AND COMMUNITY

SMRC is committed to developing and delivering relevant and impactful services that reflect and address the needs of our communities. Ensuring we continued to do this despite ongoing COVID-19 restrictions and lockdowns was a critical focus for SMRC throughout 2020/21.

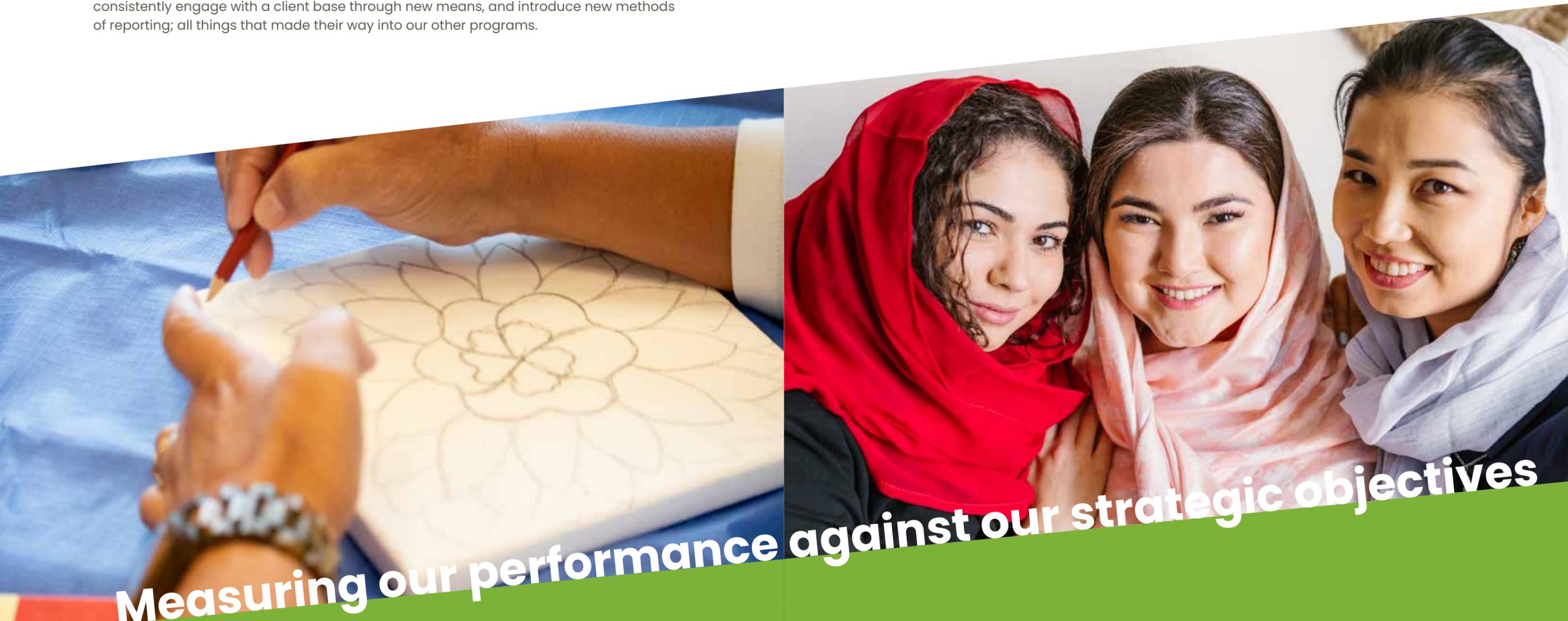
This meant quickly developing our digital environment in order to move our services online and ensuring we had the capacity and capability to continue to virtually meet the needs of our consumers. To do this we adapted all programs so they could be delivered in a virtual environment. We provided iPads where they were needed, and we built the technical capability of our consumers to ensure that they could continue to engage with us and each other via Zoom, Microsoft Teams and WhatsApp. Alongside this, and with a staff increase thanks to the Working for Victoria initiative, SMRC refined digital literacy workbooks, assisting clients in understanding the fundamentals of digital communication.

Program adaptability was key. If it wasn't currently accessible online, how could SMRC make it so it was? Programs such as Dance Up! proved key. Developed as an online program, it laid the foundations for what other programs at SMRC could accomplish. It showed us how we could communicate with our client base, achieve deliverables, consistently engage with a client base through new means, and introduce new methods of reporting; all things that made their way into our other programs.

DEVELOP PROGRESSIVE PROGRAMS BUILDING ON EXISTING SKILLS AND KNOWLEDGE

Collaboration with others is critical to the success of our work at SMRC, and partnerships featured heavily throughout 2020/21. While we continued to engage with and nurture existing relationships, we also sought out and connected with new partners in order to respond to the uncertainty and complexity that the year brought with it.

A key focus for SMRC in 2020/21 was supporting the health and wellbeing of our staff, volunteers and community members as COVID-19 became an ever-present health threat for us all. Being well-connected to our consumers and partners across the region meant SMRC was able to quickly understand, address, and advocate for changing consumer needs. This included stepping up our contribution to, and dissemination of relevant and accessible COVID-19 community health information, which we did in partnership with local agencies.



DEVELOP A SUSTAINABLE ORGANISATION THAT IS EFFECTIVE AND EFFICIENT

Protecting our most important asset – our people – was a priority throughout the year, with much activity focused on maintaining positive health and wellbeing of SMRC staff and volunteers and ensuring that our people were effectively supported to undertake their work. SMRC refined procedures on office movement and work from home initiatives. Improving the initial accessibility of SMRC tools, such as a unified server for documents and files, travel permits and PPE for critical staff, such as Diverse Care workers, and a staff rostering system for those needing to come into the office. These activities allowed SMRC to continue to function with minimal interruption.

Constant communication between the SMRC People and Culture team made the transition to remote working a straightforward process. A staff self-assessment tool, centralised policy management tool, staff rostering and COVID officers on-site allowed SMRC to transition back to office work quickly and efficiently when required. As this was aided by restructured workspaces, social distancing guidelines and ultimately, the buy-in and adherence to instructions by staff, it allowed SMRC staff to remain COVID-free, and continue their work. SMRC continued to invest in improving its information and technological infrastructure, including a major transition to a new Enterprise Resource Planning (ERP) platform. By April 2021, the operational systems of SMRC's new financial management tool, Netsuite, were finalised. This included modifications to the financial reporting process. All departments were transitioned to a set of terminologies that allowed for simpler staff reporting, and streamlined financial acquittals, having been built on a technological foundation more suited to the way SMRC operates.

UNDERTAKE CONTINUOUS INNOVATION AND QUALITY IMPROVEMENT

SMRC is continually seeking to improve our own work and the work of others across the region. We do this by seeking feedback and input from our staff, clients, and partners, through advice from our Board sub-committees, ongoing participation in sector networks and provision of advice and advocacy on behalf of our clients. In addition to these ongoing activities, SMRC commenced work to upgrade the organisation's client database, CareLink, with work continuing over the coming year to ensure ongoing improvement to data management and monitoring of our activities and their overall impacts.

Additionally, Working for Victoria staff designed assessment tools for ongoing SMRC use. The tools designed by WFV employees have assisted staff in creating career plans for clients to enable them to work towards employment. Many tools included instructions and lesson plans that assisted clients in building a knowledge base around important communication tools, such as Gmail and Zoom, in addition to methods of working from home, providing necessary understanding of new processes that clients may not be familiar with.

A key program, run and developed by WFV was the dedication to the identification of the root cause of family violence in the Hazara/Dari speaking community. This review identified 12 primary drivers of family violence in the Hazara community and was achieved by in-depth consultation with the wider community. Outcomes found a lack of programs and services catering to men within the Hazara community, identifying a potential to grow programs to service this part of the community.





Our work in the community

Launching Innovative New Online Programs: Dance Up! Australia

In June 2020, SMRC launched Dance Up! Australia, an online program designed to introduce locked-down participants to new cultures through dance. Six 10-week programs were held during the reporting period across five different dance styles: Vietnamese, Bollywood, Samoan, Filipino, and Hip-Hop.

The Dance Up! Program was deemed an excellent program by participants, keeping them motivated be active while connecting with others.

With many of the attendees undertaking a carer role in their home life, the online dance classes gave them the opportunity to be at home and close to those they were caring for, without compromising their own needs for social and recreational health. Being supported by SMRC staff to use online platforms also helped in building participants' confidence within the digital space, with many going on to explore other online programs at SMRC that they may not have been aware of beforehand.

Dance Up! Australia flourished when a break in lockdowns provided an opportunity to run in-person classes. The participants welcomed the opportunity for social interaction and in some cases were able to participate in end-of-term cultural events relating to the theme of the dance classes, which gave them insight into culture beyond music and dance.

Whilst a successful program in its own right, it is hoped that a return to face-to-face engagement will give the Dance Up! program opportunity to grow beyond its initial online scope, allowing SMRC to engage more broadly with the community and further strengthen community connections.



Collaborating for Deeper Community Impact: Local Partnership Taskforce

In November 2020, SMRC commenced working in partnership with Enliven, the City of Greater Dandenong and the City of Casey, as part of the South-East Region CALD Communities Local Partnership Taskforce. The Taskforce is a collaboration of agencies designed to support diverse communities in the South-East Region of Melbourne in their response to and prevention of COVID-19 outbreaks, and their involvement in the state's vaccine program rollout. Established with funding from the Department of Families, Fairness, and Housing, the Taskforce brought together a strong network of bicultural workers from local community-based agencies to deliver critical public health messages and to support the community through the pandemic.

Since early 2021, SMRC's community development worker and Enliven's project lead have been jointly leading partnership involvement, building communication channels between communities and local and state government bodies, and utilising community-based approaches and co-design practices to ensure COVID-19 health messaging is accessible and culturally sensitive. Several state government resources and initiatives have been developed as a direct result of the advocacy of the Taskforce's bicultural workers and community champions, including translated and culturally appropriate resources, pop-up vaccination clinics, and community information sessions.

These culturally sensitive engagements will continue to be a critical part of our broader community's COVID-19 response and recovery in the months to come.

The Taskforce has grown from a group of 56 bicultural workers and community champions representing 18 community-based agencies, to a network with close to 120 members, representing 45 language groups, connected to 28 community-based agencies and community groups across the region. With the support of Monash Health and the Department of Families, Fairness, and Housing, the Taskforce's network of bicultural workers and community champions has been nominated for the Victorian Multicultural Award for Excellence in Community Response and Recovery.

Celebrating Strength and Connection: Together Knox

In November 2020, SMRC developed the Together Knox campaign, a pilot program delivered in partnership with Knox City Council with funding from the Community Development Fund. This strengths-based campaign focused on the use of digital and social media as a way for community members to tell their own personal stories of why they came to feel like valued members of the City of Knox.

The campaign was heavily informed by a community advisory committee made up of a broad range of representatives from diverse cultural and religious groups, and representatives of community services. The campaign included development of a website, three social media platforms and 18 videos, some of which were translated into multiple languages.

The Together Knox campaign provided the perfect opportunity to involve long serving community members and institutions such as the Shree Swaminarayan Temple, Eastern Health, and the Country Fire Authority and Fire Rescue Victoria, who used their vast social networks to allow the message of Together Knox to reach people across the municipality, as well as the eastern and southern suburbs of Victoria. While up-take started slowly, the weekly growth and reach of the videos that were created allowed the social media network to grow, in turn being viewed by more people, and continuously growing the subscriber count for the social channels.



Delivered under the banner of “Connected, Everybody, Everyday”, and at its core an anti-racism project, the Together Knox campaign arose with a purpose to highlight the commonalities that exist across different backgrounds while encouraging the community to take collective action towards strengthening community cohesion.

Adapting to COVID normal: HIPPY

Children are learning all the time, long before they get to school, so parents are their child's first and most important teachers. HIPPY Dandenong has helped parents become more involved in their child's learning, preparing them for a confident start at school. Over two years, HIPPY children work through weekly or fortnightly packs of play-based, educational activities with their parents and family. They are encouraged to ask questions and try new things, developing their confidence and passion for learning, which enables school-readiness.

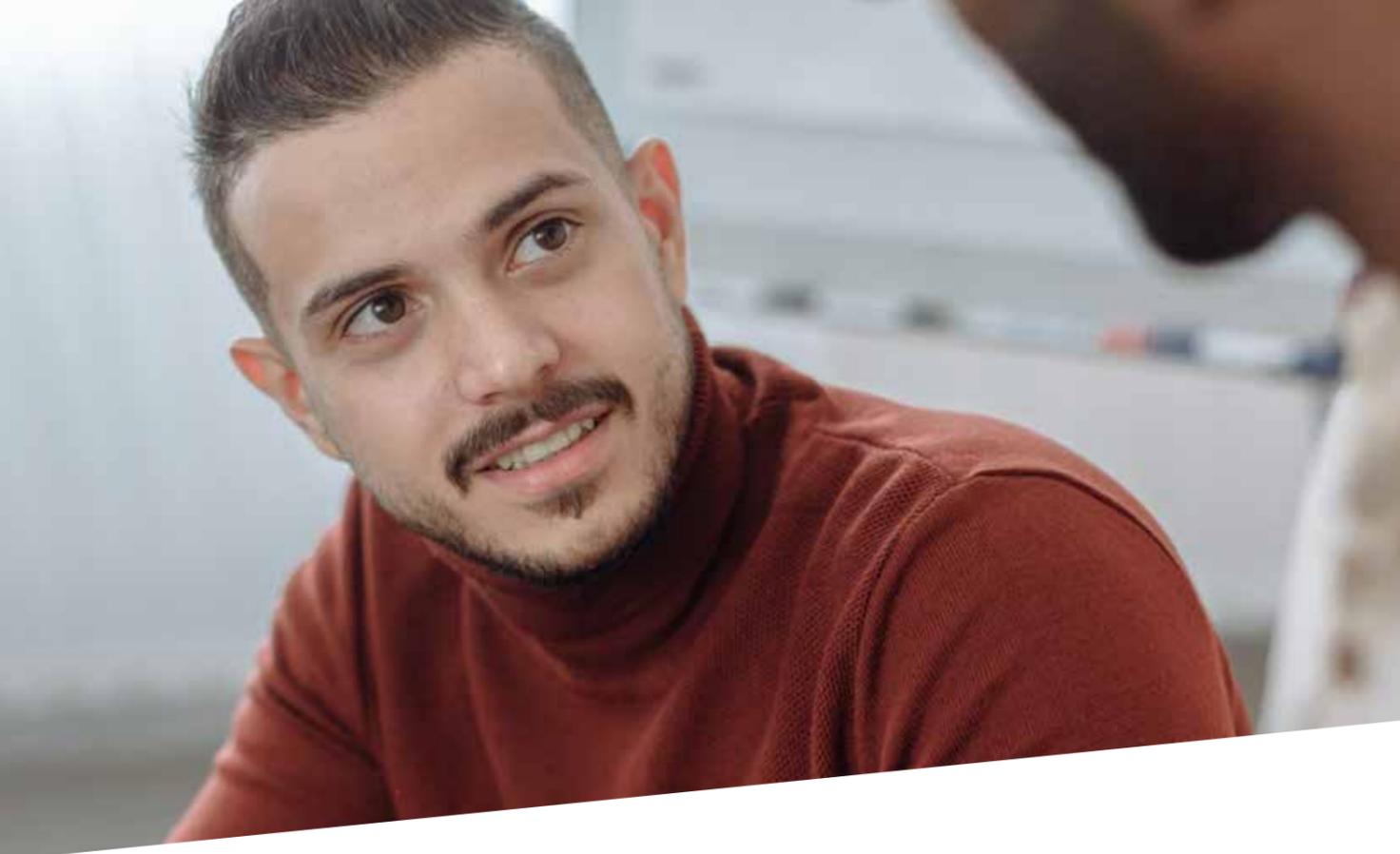
COVID-19 restrictions in 2020 impacted the traditional HIPPY learning model, with multiple months' worth of learning resources needing to be delivered to families at once, rather than throughout the course of the program, and the loss of face-to-face learning requiring new methods of teaching delivery to parents and families.

HIPPY made the transition to an online model quickly and efficiently. This transition centred around group interaction where many parents collaborated to guide each other in the appropriate methods of learning delivery. HIPPY staff delivered close to three months' worth of learning packs and storybooks to participating families, and then connected weekly with the tutor through a digital medium. Parents attended fortnightly virtual group meetings where they were invited to provide feedback and contribute to the development of learning modules and practice activities.



A HIPPY Fun Book, Five Days of Kindness booklet, and Mindfulness Calendar were developed and distributed to further engage parents during lockdowns and provide a reminder about when digital learning is required. These resources included ideas for activities for parents and children to complete together during lockdowns, while the Mindfulness Calendar was developed to encourage relaxation and self-care habits and help to reduce stress and anxiety.





Building Capacity During COVID-19: Working for Victoria

In December 2020, SMRC took part in the Victorian Government's Working for Victoria Initiative (WFV). Funding from this program enabled SMRC to employ 16 new staff, all of whom had lost their previous employment due to the COVID-19 pandemic.

Employees recruited through the program supported staff, volunteer, and client adherence to COVID-safe practices upon return to offices during the year, helped with the transition of SMRC programs to an online environment, and disseminated health information to clients via various platforms including social media, emails and the SMRC website.

WFV employees also assisted in the development of specialised support programs, including digital literacy and functional English as part of SMRC's Economic Participation activities. As a result of these efforts, clients were better able to seek assistance and guidance, particularly on employment pathways and preparation for employment and SMRC was able to increase the numbers of clients attending pre-employment training.

The experience gained by the WFV participants enabled them to build on their skills and experience, with five participants employed by SMRC beyond the program's completion, while another five were successful in immediately obtaining employment outside of SMRC at the conclusion of the program based on the skills and experience gained.

Influencing Organisation-Wide Cultural Competence: Cultural Insight

In early 2020, Casey City Council invited SMRC to assist them in addressing how they might improve services to the CALD community and in doing so, strengthen their service delivery. The aim of the project was to ensure their services are accessible, inclusive, and culturally sensitive to their CALD community; a population that accounts for nearly a third of their total residents.

Using an evidence-based approach, SMRC focused on enhancing the Council's organisational and cultural competence to increase their ability to design and deliver services to their CALD communities. In doing so, SMRC worked with various teams and departments to explore their level of cultural competence. This included identifying the current strengths and gaps within the associated organisations, while simultaneously tapping into new opportunities to bridge communication and service delivery barriers.

The project resulted in the development of a Cultural Diversity Toolkit, made available in an online format to all Casey officers and staff to ensure cultural diversity and inclusion is threaded into every interaction with Casey residents.

Succeeding in this initiative and positively impacting services organisation-wide, the City of Casey now plans to develop a community toolkit in collaboration with various organisations, service providers and communities, and in doing so, ensure cultural diversity and inclusion is lived through all parts of Casey.

Supporting Connection Through Healthy Eating and Living: The Hive

The Hive, funded by the Department of Health, is into its second year of operation and has blossomed to be a thriving garden of vegetables, flowers, fruit, and herbs. The garden provides a wonderful space to learn, exercise, share knowledge, socialize, connect, and strengthen the community.

The addition of a hothouse has allowed The Hive to expand its seed sowing capabilities, growing seedlings that are planting-ready allowing knowledge to be shared live year-round. Many saplings were sewn from the seeds that had been collected from previous crops. A pergola has also been built, which, allows, and will allow more going forward, a community space that shelters rest areas where meal-sharing, recipe sharing, and gatherings often occur.

As stay at home restrictions were often in effect, regular weekly Zoom calls from the garden allowed program coordinators to teach weekly workshops and share the progress of the garden while allowing clients the ability to interact in group settings. This has often been followed by delivery of gardening kits, seed, and seedlings to clients to empower them to grow at home and maintain their horticultural knowledge. This included a partnership with Enliven to distribute 200 live gardening kits to regular Hive attendees.



The program has attracted nearly 100 clients that have inspired the program to grow more culturally diverse crops such as Fenugreek, Okra, and Holy Basil. As a community space, the sharing of knowledge is central to running the program, with community members providing advice and traditional methods of growing crops.





The event successfully demonstrated how easy it can be to develop healthy living alternatives and habits. It also showcased the wealth of experience offered by SMRC to teach and guide the community to foster these habits in a group or peer-to-peer environment.

Celebrating Good Health: Healthy Life Expo

In April 2021, SMRC held the Healthy Life! Expo, a two-day community event aimed at raising awareness about physical and mental health risk factors facing the community and the positive lifestyle interventions that minimize these risk factors. SMRC staff facilitated programs across both days of the event with community participants also assisting specific programs. The Expo incorporated a range of activities that were developed via local partnerships, and which showcased SMRC programs. These included Dance Up, SMRC Art Therapy, and the Hive's gardening exhibition, showcasing a range of tools and best practice for growing fresh produce.

The Expo was delivered in two parts; a virtual platform via Zoom, and a live experience, run at the Drum Theatre in Dandenong. The virtual platform was delivered on World Health Day. Due to COVID-19 restrictions being in place, both platforms ran the same program, allowing attendees to experience the same learnings regardless of how they accessed the Expo. The capability of SMRC to organise and run the Healthy Life Expo during COVID-19 lockdown was not lost on attendees, who praised the accessibility of both events. The programs on offer were enjoyable and entertaining while also being in an environment that made information simple to digest.



Providing Dignity Through Care: Palliative Care Program

SMRC wrapped up its three-year Palliative Care Program at the end of 2020/21. By the end of FY21, 53 clients speaking 24 different languages had received culturally appropriate care services under the program. To assist clients who were unable to see their families due to COVID-19 restrictions, SMRC provided taxi vouchers to help with medical appointments, health packs containing information relating to healthy eating and exercise, gardening toolkits, and entertainment such as board games and puzzles to help stay physically and mentally active in lieu of being able to leave their homes. SMRC volunteers also stayed in touch virtually through Zoom sessions and regular phone calls.

To acknowledge the program and its clients, SMRC staff archived ten client stories from which "Life Beyond the Sea" was born, a book that celebrates the lives of these participants of the Palliative Care and Social Support for Individuals Program. The book highlights the strengths shown by each individual as they built their new life with their families in Australia, as well as their ability to remain connected to both their country of origin and their new country of settlement.



As well as being a celebration of the program and its participants, this book strived to inspire younger generations of people with a CALD background living in Australia to share the parts of themselves that they most closely associate with their cultural homes.

To provide ongoing support past the life of the program, SMRC established and chaired the Southern Metro Region Community Palliative Care Network (SMRCPCN) for organisations providing palliative care services to CALD communities. The aim of these meetings was to provide a forum for networking, capacity building and professional development opportunities among providers of community palliative care to culturally and linguistically diverse communities, as well as to support community leaders to work towards best practice in the sector.

Connecting Culture with Care: Diverse Care

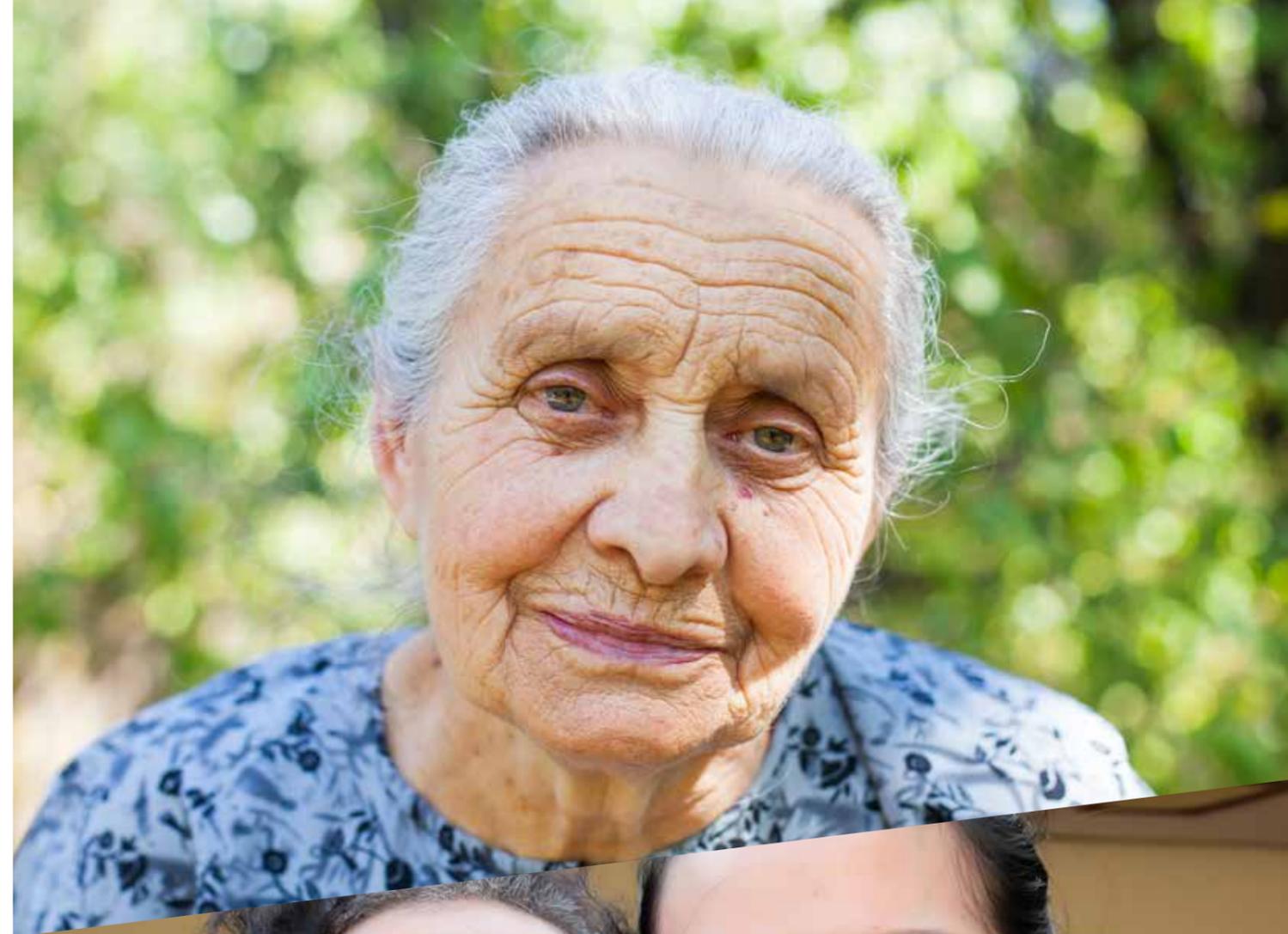
SMRC has worked with migrant and refugee communities since 1993 and understands that language and culture are just two of the many attributes that define a person.

In 1997, based on an identified gap in culturally appropriate aged care services the Diverse Care business was formed. Diverse Care works with more than 70 Home Care Package (HCP) providers, and services more than 400 HCP clients and clients of the National Disability Insurance Scheme (NDIS). Diverse Care recruits its workers from the community, utilizing formal and informal contacts to ensure the right fit for the role. Direct Care staff are matched, both linguistically and culturally where possible, and speak more than 30 languages. Ninety-five per cent of our staff do not list English as their first language.

On top of recognizing the qualifications and formal experience of our staff, SMRC places strong emphasis and respect on the lived experience that our people bring to the role. They are aware and understand the significant issues that the elderly with culturally and linguistically diverse (CALD) backgrounds face, which include family attitudes and dynamics, a fear of loss of one's culture, intergenerational culture change, difficulty in expressing their needs, inadvertent isolation, beliefs, behaviours, gender preferences and concerns about privacy.

To tackle these issues on a wider scale, SMRC has provided complimentary Cultural Insight training to several Service Providers to build their knowledge and practice in engaging and supporting their CALD workforce. SMRC also provided training to service providers, to ensure that their staff met requirements set by the Department of Health in battling COVID-19, ensuring all staff understand and are applying best practice in maintaining both their own and their clients' safety.

For SMRC Diverse Care clients, it has been evident that the provision of culturally and linguistically diverse care staff has provided them social connection, consistency in provision of service, and a familiar face throughout a difficult period. With an increasing demand for culturally competent aged care workers, increased collaboration between mainstream, multicultural and ethno-specific organisations working together will ensure the needs of clients are met.



OUR LOCATIONS

SMRC, Dandenong

39 Clow St, Dandenong VIC 3175

Selandra Rise Community Hub

7/9 Selandra Blvd, Clyde North VIC 3978

Lynbrook Community Centre

2 Harris St, Lynbrook VIC 3975

Living & Learning Pakenham Inc.

6B Henry Street, Pakenham 3810

Springvale Community Aid & Advice Bureau

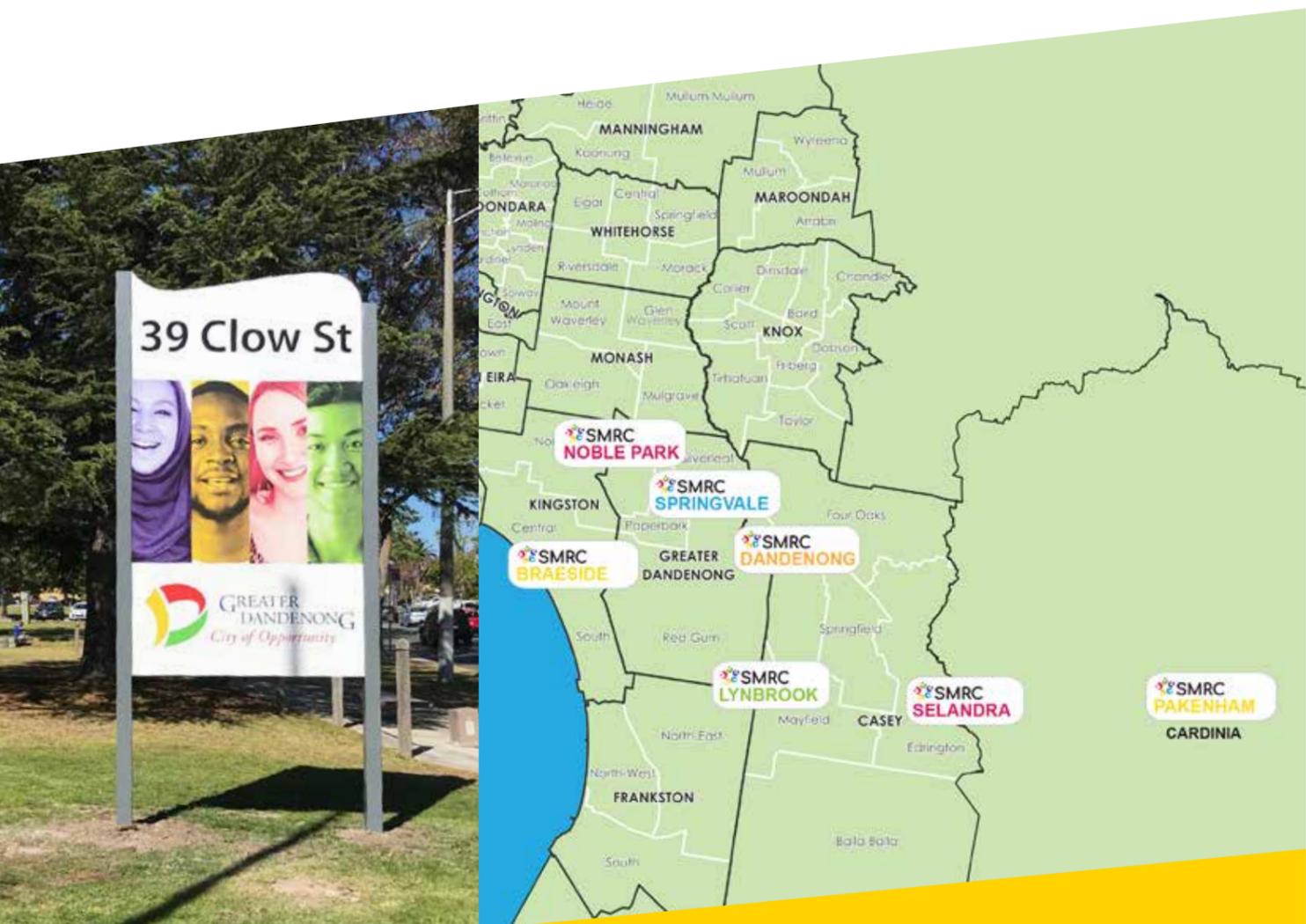
5 Osborne Ave, Springvale VIC 3171

AMES Australia

60 Douglas St, Noble Park VIC 3174

The HIVE

Braeside Park, Lower Dandenong Rd,
Braeside VIC 3195



ACKNOWLEDGMENTS

FEDERAL

Department of Education,
Skills and Employment
Department of Health
Department of Home Affairs
Department of Social Services

STATE

Ambulance Victoria
Australian Communities Foundation
Country Fire Authority
Department of Education and Training
Department of Families Fairness and Housing
Department of Health & Human Services
Department of Jobs, Precincts and Regions
Department of Justice and Community Safety
Department of Premier and Cabinet
Department of Transport
Fairness Fund
Intercare
Metropolitan Fire Brigade
Multicultural Affairs and Citizenship
Parks Victoria
Reid Malley Foundation
Services Australia
Sunning Hill Fund
VicRoads
Victoria Police
Victorian Multicultural Commission

LOCAL

City of Cardinia
City of Casey
City of Frankston
City of Greater Dandenong
City of Kingston
City of Knox
City of Monash

SUPPORTERS

Australian Centre of Further Education (ACFE)
Afghan Australian Initiative Incorporation
African Women's & Families Network (AWAFN)
Aged Care Assessment Services Kingston
Alfred Health
Aligned Leisure Cardinia
Alkira Secondary College
AMES Australia
Anglicare Parentzone
APM Employment Services
Association of Hazaras in Victoria
AtWork Employment Services
Australian Filipino Community Services
Australian Red Cross
Australian Vietnamese Women's Association
Bachtar Cultural Association
Baptcare Home Help Southern Metro
Beata Home Care
Benetas Home Care
Berwick Calvary Community Care
Berwick District Woodworkers Club Inc.
Berwick Fields Primary School
Berwick Secondary College
Better Living Home Care
Better Places Australia
Bodewell Community Care
Bolton Clarke at Home Support
South Melbourne

Brotherhood of St Laurence
Bupa Aged Care
Cambodian Association of Victoria
Cambodian Community Welfare Centre
Campbell Page
Careers Industry Council of Australia
Carers of Africa
Carers Victoria
Casey North Community Information
Centre for Cultural Diversity & Ageing
Centre for Multicultural Youth
Chestnut Gardens Aged Care Home -
Monash Health
Child Wise
Chisholm Institute
Connections Art Space
Council of the Ageing Vic (COTA)
Cranbourne Carlisle Primary School
Cranbourne East Secondary College
Cranbourne Primary School
Dandenong High School
Dandenong Interfaith Network
Dandenong Neighbourhood House
Dandenong Netball Courts
Dandenong Primary School
Dandenong South Kindergarten
Dandenong South Primary School
Dandenong West Primary School
Doveton Neighbourhood Learning Centre
Doveton Secondary College
Drum Theatre
EACH
ElCare
Enliven
ERMHA Eastern Region
Estia Health Aged Care
Ethnic Communities Council of Victoria
Family Life
Fatemiya Cultural Centre
Federation of South Sudanese in Victoria
Foundation House
Fronitha Care
Gamblers Help Southern
Genesis Fitness Dandenong
Greater Dandenong Volunteer
Resource Service
Haisey Home Care
Hallam Aged Care
Hallam Senior College
Hampton Park Community House
Hampton Park Secondary College
Headspace
HIPPIY Australia
Huong Que Dance
Indonesian Women's Friendship Network
Initiatives of Change Australia
Isomer Residential Aged Care
Japara Care
Jesuit Community College
Joey and Monina Santos
John Pandazopolous Hall
Jstep Dance
Kingston Aged Care Service (KACAS)
Koo Wee Rup Regional Health
Let Teine Polynesian Dance

Like Our Own Mornington
Link Health
Living & Learning Pakenham
Lynbrook Community Centre
Lynbrook Family and Childrens Centre
Lyndhurst Secondary College
Maya Dance Group
McKenzie Aged Care
MCWA Macedonian Community
Welfare Association
Mecwacare Home Care Packages
Mental Health Association
Migrant Information Centre
Monash Health
Monash Refugee Health Clinic
Mount Eliza Aged Care Service (MEACAS)
Multicultural Centre for Womens Health
Muslim Women's Centre
Myuna Farm
Narre Warren Baptist Church
NB Dance
Noble Park English Language School
Noble Park Primary School
Noble Park Secondary College
Omid Cultural Association
Outlook Gardens Aged Care Outlook (Vic) Inc.
Palliative Care Victoria
Parks Victoria
Payam Dari Community School
Polish 7th day Adventist Church
Prahran Mission
Prestige InHome Care
Rangebank Primary school
Reclink
Refugee Council of Australia
Regional Assessment Team - Cities of
Dandenong, Casey, and Kingston
Rowan Park House
Selandra Community Centre
Settlement Council of Australia (SCOA)
South-East Community Links (SECL)
South-East Local Learning &
Employment Network (SELLEN)
South-East Melbourne Primary Health Network
South-East Palliative Care
Springvale Learning Activities Centre
Springvale Neighbourhood Centre
Springvale Rise Primary School
St Anthony's Primary
St Francis Xavier College, Noble Park
TLC Aged Care
Uniting Ltd
University of the Third Age (U3A)
Victorian Afghan Association Network
Victorian Arabic Social Services
Villa Maria Catholic Homes
WAYSS
Wellsprings
Willandra Primary school
Windermere
Wintringham Specialist Aged Care
Women's Health in the South East (WHISE)
World Baba Mazari Charity
Yarram Oaks Primary School
YMCA

FINANCIAL STATEMENTS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
Revenue		
Revenue and other revenue	11,223,331	7,699,116
	11,223,331	7,699,116
Expenses		
Program related expense	819,382	443,803
Occupancy expense	18,749	36,057
Travel and vehicle expense	93,903	131,371
Employee benefit expense	8,051,892	6,117,463
Depreciation / Amortisation	238,523	185,379
Administration expense	755,499	333,770
	9,977,948	7,247,843
Surplus for the year attributed to the members of Southern Migrant and Refugee Centre Inc.	1,245,383	451,273
Other comprehensive income for the year	-	-
Total comprehensive income for the year attributable to the members of Southern Migrant and Refugee Centre Inc.	1,245,383	451,273

STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
Assets	\$	\$
Current Assets		
Cash and cash equivalents	5,202,268	1,427,232
Trade and other receivables	731,548	643,059
Financial assets	-	2,080,961
Inventories	1,747	1,750
Other assets	55,078	214,424
Total Current Assets	5,990,641	4,367,426
Non-Current Assets		
Right - of - use asset	175,582	298,294
Plant and equipment	226,511	265,673
Intangible assets	14,347	20,517
Total Non-Current Assets	416,440	584,484
Total Assets	6,407,081	4,951,910
Liabilities		
Current Liabilities		
Trade and other payables	546,294	352,966
Employee benefits	983,750	662,429
Lease liabilities	127,188	121,485
Other liabilities	1,483,011	1,625,822
Total Current Liabilities	3,140,243	2,762,702
Non-Current Liabilities		
Employee benefits	31,080	76,643
Lease liabilities	63,594	185,784
Total Non-Current Liabilities	94,674	262,427
Total Liabilities	3,234,917	3,025,129
Net Assets	3,172,164	1,926,781
Equity		
Retained surpluses	3,172,164	1,926,781
Total Equity	3,172,164	1,926,781

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2021

	RETAINED SURPLUSES	TOTAL EQUITY
	\$	\$
Balance at 1 July 2019	1,475,508	1,475,508
Surplus for the year	451,273	451,273
Other comprehensive income for the year	-	-
Total comprehensive income for the year	451,273	451,273
Balance at 30 June 2020	1,926,781	1,926,781
Balance at 1 July 2020	1,926,781	1,926,781
Surplus for the year	1,245,383	1,245,383
Other comprehensive income for the year	-	-
Total comprehensive income for the year	1,245,383	1,245,383
Balance at 30 June 2021	3,172,164	3,172,164

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
Cash Flows From Operating Activities		
Grants received	9,306,856	7,075,986
Payments to suppliers and employees (inclusive of GST)	(9,980,400)	(6,148,398)
Interest received	20,934	44,501
Interest paid	(16,062)	(22,604)
Donations received	15,812	12,603
Government subsidy received	2,483,900	142,500
Cash boost stimulus received	50,000	50,000
Net cash from operating activities	1,881,040	1,154,588
Cash Flows From Investing Activities		
Payments for plant and equipment	(70,479)	(244,337)
Payment for term deposits	-	(2,080,961)
Proceeds from release of term deposits	2,080,961	2,038,875
Net cash from/(used in) investing activities	2,010,482	(286,423)
Cash Flows From Financing Activities		
Repayment of lease liabilities	(116,486)	(110,514)
Net cash used in financing activities	(116,486)	(110,514)
Net increase in cash and cash equivalents	3,775,036	757,651
Cash and cash equivalents at beginning of the year	1,427,232	669,581
Cash and cash equivalents at the end of the year	5,202,268	1,427,232

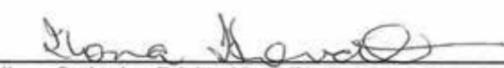
Southern Migrant and Refugee Centre Inc. Officers' Declaration For the year ended 30 June 2021.

In the officers' opinion:

- the attached financial statements and notes comply with the Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and Victorian legislation the Associations Incorporation Reform Act 2012;
- the attached financial statements and notes give a true and fair view of the Incorporated Association's financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the Incorporated Association will be able to pay its debts as and when they become due and payable.

On behalf of the officers


 Ahmad Samadi
 Chairperson


 Ilona Catherine Brigitte Horvath
 Treasurer

Date: 26th October 2021

Dandenong, Victoria



Southern Migrant & Refugee Centre,
39 Clow St, Dandenong VIC 3175

ph: **(03) 9767 1900**

email: **smrc@smrc.org.au**

www.smrc.org.au

The Southern Migrant and Refugee Centre acknowledges the Traditional Owners of the land on which we meet, and pay our respects to their Elders past, present and emerging.