



Southern  
Migrant & Refugee Centre

Diversity Respect Empowerment Integrity Inclusion Resilience

# Annual Report 2018-19

## Making stronger communities



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"Migration is the expression of the human aspiration for dignity, safety and a better future. It is part of the social fabric, part of the very make-up as a human family."

*Ban Ki-Moon*

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SMRC wishes to thank those who contributed to the publication of this report especially;  
*Rosina Lazzaro - Designer*  
*Alice Watson - Editor*  
**SMRC Staff** for their valued content

## MESSAGE FROM THE CHAIRPERSON

**Providing settlement and transition support is key to empowering newly arrived communities and to ensure their inclusion into a welcoming society; such is the strategic vision for SMRC.**

SMRC's Board and management strategic organisational focus includes:

1. Ensuring our services meet the holistic needs of our clients and community.
2. Developing progressive programs, building on the existing skills and knowledge.
3. Developing a sustainable organisation that is effective and efficient.
4. Undertaking continuous innovation and quality improvement.

### **Community**

SMRC delivers services that provide support for people at every stage in life. In total there were over 140,000 service hours delivered by our four teams: Social Participation, Economic Participation, Health and Wellbeing and Diverse Care®.

This achievement could not have been possible without support from Federal, State and local governments authorities of Greater Dandenong, Casey and Cardinia: their recognition of and financial assistance towards

the important work we do in making stronger communities. It has been a busy year with SMRC engaging with over 7,500 people who have benefited from our 36 programs. Our reach into the community grew by a further 8,000 people who participated in our 10 public events held during the year. SMRC's connection with the community includes our contribution to 31 community sector networks plus 4 convened by SMRC and our work with over 41 ethnic groups.

### **Membership**

Membership plays an important role for our organisation and signifies our community connectedness. Our new-look membership program was launched with a membership card linked to community benefits and value. We look forward to growing this program so our members can engage with SMRC activities and exclusive events, as well as developing more meaningful links with the community.

### **Organisational Development**

As we are committed to improving our operations and impact in the community, we restructured our Executive Management team to include the appointment of a General Manager (GM) for



Mr Pravin Ramdany  
CHAIRPERSON

Service Delivery, GM for Shared Services and a GM for Strategy and Communications, reporting to our CEO. This structure provides SMRC with the skilled personnel to lead the organisational strategic focus.

### **SMRC Board**

This year we restructured the Board to align with the continuous improvement of our governance model. We have recruited members with key talents to ensure we have the expertise to meet the changing sector needs and welcomed Timothy Lo Surdo, Barmak Amini and Shilpa Smith to the Board. Helping us to make informed decisions, we also have robust sub-committees, including Finance Audit and Risk Management (FARM), Policy, Building, Membership and ICT committees.

I take this opportunity to thank the SMRC staff and the Board for their consistent hard work, and all the volunteers for hours spent making such a difference in the lives of so many migrants and refugees.

I would also like to pay tribute to Ms Jing Jing Wang, Ms Lynette Keleher and Mr Brian Oates, our outgoing Board members, for their leadership and commitment over so many years.





## ABOUT SMRC

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

Empowering our diverse communities to ensure inclusion in a unified Australian society.

## 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, 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.





International Women's Day 2019

## OUR APPROACH

### **Ensure our services meet the holistic needs of our clients and community.**

Codesign services with our clients and community to meet their needs and expectations.  
Increase access and reach of services for our clients and community.  
Ensure empowerment and protection of human rights of our clients.

### **Develop progressive programs building on the existing skills and knowledge.**

Enhance the quality and extent of the services through partnership.  
Share our expertise with other services to increase their understanding of the needs of our clients.

Progress Diverse Care® to meet emerging needs in the community.

### **Develop a sustainable organisation that is effective and efficient.**

Ensure all the services delivered are researched, planned, implemented and evaluated.  
Develop appropriate infrastructure to support the organisation.  
Develop a comprehensive funding and financial sustainability framework.

### **Undertake continuous innovation and quality improvement.**

Develop skills, knowledge and resources to build on the capacity of SMRC and its people.

Develop evidence based practice focusing on the community needs.

Ensure robust organisational structure and progressive operational processes.

## OUR FRAMEWORK

Our service delivery takes on a life course approach, specifically ensuring the inclusion of vulnerable people and groups such as people with different abilities and the elderly. We aim to provide services for people at every stage in life. Our framework derives its inspiration from the ecological model of social determinants of health.

## THE BOARD



Mr Pravin Ramdany  
MA Commerce (Professional Accounting),  
BA (Admin (Acct)), MIPA,  
LCC (UK), IAB (UK), IFA (UK),  
Grad Dip Theological Studies, MAICD  
CHAIRPERSON



Mr Hafez Abdul Wahab  
DEPUTY CHAIR



Ms Helen Horvath  
TREASURER



Mr Malik Atif Mahmood  
BA (Admin),  
Grad Dip Human Resources (MAICD)  
SECRETARY



Mr Wicki Wickiramasingham  
JP, CMC  
ASSISTANT SECRETARY



Ms Lynette Keleher  
G.Dip (Management) (GAICD)  
ELECTED BOARD MEMBER



Ms Jing Jing Wang  
B Comm/Arts, MBA  
ELECTED BOARD MEMBER



Mr Ismail Demiri (JP)  
ELECTED BOARD MEMBER



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



Mr Timothy Lo Surdo  
APPOINTED  
BOARD MEMBER



Mr Barmak Amini  
B Comm/Eco, Master Law (Tax),  
Grad Dip (Finance) GAICD  
APPOINTED BOARD MEMBER



Ms Shilpa Smith  
G.Cert (Gerontology), Cert IV (Training &  
Assessment, Aged Care), BA (Dental Surgery)  
APPOINTED BOARD MEMBER



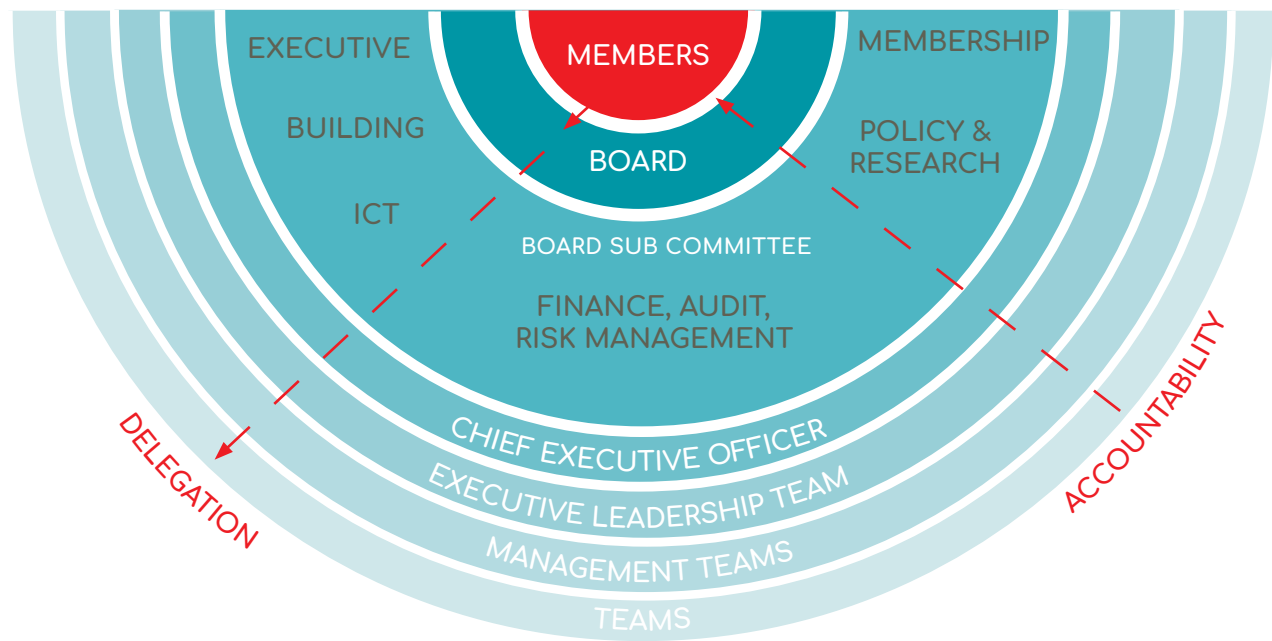
Ms Alice Lau  
LLB, BA, MAICD  
APPOINTED BOARD MEMBER  
(on leave)



Mr Brian Oates  
JP, AIST, IAP2, GAICD, MAICD  
FORMER CHAIRPERSON  
(retired from office November 2018)



# GOVERNANCE FRAMEWORK



## GOVERNANCE PROFILED

During the 2019 financial year, 11 board meetings were held. The number of meetings attended by each Director during the year is shown below.

Mr Pravin Ramdany	10/11
Mr Hafez Abdul Wahab	8/11
Mr Malik Atif Mahmood	8/11
Mr Ismail Demiri	8/8
Mr Wicki Wickiramasingham	7/11
Mr Abdullaji (Aden) Ibrahim	7/11
Ms Shilpa Smith	7/7
Mr Timothy Lo Surdo	7/7
Ms Helen Horvath	6/8
Mr Barmak Amini	6/7
Ms Lynette Keleher	6/11
Ms Jing Jing Wang	5/10
Ms Alice Lau	2/2
Mr Brian Oates	3/4

### Sub Committees

Executive Committee
Finance Audit Risk Management
Policy Committee
Membership Committee
Building Committee

### Chairperson

Pravin Ramdany
Helen Horvath
Malik Atif Mahmood
Pravin Ramdany
Barmak Amini

The above committees met several times during the financial year.





**Ramesh Kumar, CEO**

## A REFLECTION FROM OUR CEO

**This reflection makes me incredibly proud to work alongside exceptionally dedicated staff driven to making stronger communities.**

More than ever, our vision to empower our diverse communities to ensure inclusion in a unified Australian society has been the driving force to deliver positive outcomes across the 36 programs run by our teams.

It's been a momentous year. SMRC was acknowledged for the Employment Award by the Dandenong Chamber of Commerce Business Awards. As an employer of 205 staff and 195 volunteers, this accolade was testament to our diverse workforce and empowerment initiatives. They include our staff Wisdom & Wellness Program and progressive social enterprise initiatives that sprang from our consultative and empowerment approach in alignment with our 3-year strategic plan.

To get insight into our staff engagement and increase their enthusiasm in the work, we conducted a staff engagement survey. We received important feedback and developed an action plan to respond to the findings of the survey. I am thrilled to report that staff feedback was overwhelmingly positive about our organisation and resonated with our strategic plan. Staff understood our values and felt proud to be a valued team member.

Our Silver Jubilee celebrations continued with activities such as Unity in Diversity Festival (Oct), followed by White Ribbon Day (Nov), and HIPPY Graduation (Nov). We deliberately used events to continue to connect with our community.

**"We are all different,  
which is great  
because we are all  
unique. Without  
diversity life would  
be very boring."**

*Catherine Pulsifer*

We began the New Year by Open Day (Feb) in Dandenong and other sites, International Women's Day (Mar), Healthy LIFE Expo (April), National Youth Week (Apr), National Volunteer Day (May), Refugee Week (June) and our wonderful youth sport and cultural event, One World Festival (June). These significant events were well supported by our staff, community, volunteers and stakeholders.

To ensure we stay connected and deliver appropriate services within the community our Youth Advisory Group (YAG), Consumer Advisory Group (CAG), the Seniors Leadership Forum and the South East Regional Settlement Planning Committee

continued to feed us invaluable information that allowed us to advocate as well as develop relevant services including the evolution of our LIFE! Program and Allied Health services.

Our programs endeavour to facilitate social connections thus assisting newly arrived people within their community. Since aligning our teams into Social Participation, Economic Participation, Health and Wellbeing and Diverse Care®, we have exceeded all growth expectations, having amassed over 140,000 service hours to over 7,500 clients. These numbers whilst significant are in fact made more relevant when the outcomes of these connections are considered. Throughout this report, you will be able to read stories from our clients, volunteers, staff and stakeholders, about how their lives have been enriched through the connections with SMRC. I would like to pay tribute to our staff, volunteers, work placement students and interns who have gone beyond their call of duty to make significant difference in the services we provide to welcome and assist our clients and communities. I would also thank our funders, stakeholders and partners for believing in our organisation and placing trust in us to do the important work we do every day.



## MANAGEMENT PROFILE



Mrs Sue Brown  
GENERAL MANAGER  
Strategy and Communications



Mr Cory Haugh  
GENERAL MANAGER  
Service Delivery



Mrs Soula Konstantopoulos  
GENERAL MANAGER  
Shared Services



Ms Wendy Fox  
MANAGER,  
Social Participation



Ms Sylvia Wan  
MANAGER  
Health and Wellbeing



Mrs Sharon Smith  
MANAGER  
Economic Participation



Ms Janine Galvin  
HUMAN RESOURCES  
MANAGER



Mr Bill Collopy  
MANAGER  
Diverse Care



Mr Shree Vijayan  
FINANCIAL CONTROLLER



Mr Dermot Gleeson  
MANAGER  
ICT, Infrastructure  
and Facilities





### Health & Wellbeing

Support for Carers Program  
Life! Program  
Centre Based Respite & Outing Program  
Friendly Visiting Program  
Access & Support  
Community Visitors Scheme  
Social Support & Seniors Access  
Equality Groups  
Seniors Clubs & Ethno-specific aged care organisational support  
Podiatry & Diabetes Educators - Allied Health  
Positive Aging Programs  
Domestic Assistance  
Palliative Care Support

### Economic Participation

The Learning Space  
Driver Education  
Education & Employment Assistance (Learn Local/ACFE )  
Micro Enterprise Training - Get Market Ready  
Community Volunteer Scheme  
Volunteer Program

### Social Participation

Settlement Engagement Transition Support (SETS)  
School Holiday Program  
Family Support (VT Uniting, formerly 'Connections')  
Student Homework Support Program  
Co-location for Ethno-specific Organisations  
Home Interaction Program for Parents & Youngsters (HIPPY) Program  
Strategic Partnership Program  
Social Cohesion Projects

- Youth M.A.P. (Mentoring and Active Participation) Project
- Youth P.O.D (Participation, Opportunities and Development)
- Creators of Peace Program (CoP)
- Refugee Engagement and Social Support Program (RESP)

### Social Enterprises

Diverse Care®  
Dandy Makers Market  
Cultural Kitchen  
Cultural Insight  
Interpreters Collective  
Graphic Design



## STORIES TO INSPIRE



**My name is Shakila. I am 18 years of age and studying in year 12. I came to Australia from Afghanistan in 2014 with my family. In Afghanistan, I was not able to go to proper school and I didn't learn English.**

I have been coming to SMRC for four years. When we first arrived in Australia, I was helping my parents a lot at the start. It felt good but starting in Australia with new people and a new lifestyle, we had lots of issues. No one in my family could drive, we got lots of letters, fines and bills that we couldn't understand and didn't know what to do. We know we could always come to SMRC and they could help us. My mother, father and sister now all have their licence from the SMRC driving program!

I have been going to the STAR Club - Homework Support Program for three years and I still love to come. I also go to the school holiday program and participated in SMRC's Womens Leadership Program in 2016, My Mother My Friend program in 2017 and Creating Change in 2018, and I am a member of SMRC's Youth Advisory Group (YAG).

Being part of these programs has improved my confidence and my language. I feel involved, less isolated and I have made so many friends. I have found the HSP tutors and SMRC workers to be so supportive, especially when I started at a new school. I also love being part of the YAG. Before people used to provide information to me so I could learn, but now at the YAG I provide information to SMRC and they learn from me! After the first meeting, it made me think 'what do we actually need?' Nobody had asked us that before. I started taking notice more of my family, friends and community and our needs.

I want to be a social worker or work with the community and help others. I want to share the knowledge that I have gained from SMRC with the next generation.



## STORIES TO INSPIRE



**Fatima is an Afghan refugee who came to Australia in 2018.** Fatima always wanted to drive a car, but in her home country it is forbidden for women to drive. When she came to Australia she saw female friends and relatives driving a car. Fatima decided she would attempt to get her licence but was challenged by friends and family members especially her children who did not welcome the idea. The pressure to get her children to school, attend community gatherings, do the shopping and get a job, soon convinced her it was the right time. Fatima was advised by a friend to go to SMRC to register her interest to get a learner permit. After enrolling in the 7 week learner program, she was ready to take her test. Fatima was assisted to connect to VicRoads for her test with 13 classmates. Fatima passed with 94%. She was very proud and happy with her achievement and said to the program coordinator "This is one of the best moments of my life. When do you think I can start the other driving program to get my P!"







End of Year Excursion,  
Lysterfield Park, 2018



# 1. Ensure our services meet the holistic needs of our clients and community.



## Community Connectedness

During the reporting period, SMRC successfully connected with over 15,500 community members through its 35 service programs (7500) and the successful implementation of 10 public events (8000). This significant expansion has enabled the growth of SMRC service reach and its positive impact into the community. SMRC now operates from 6 sites in the South East and has a 400-person strong workforce made up of salaried staff, sessional workers and volunteers.

## Our service delivery framework

SMRC service delivery framework, adapted from the ecological model of social determinants, takes on a life course approach, specifically ensuring the inclusion of more vulnerable people and groups such as people with different abilities, and the elderly.

Our core outcomes focus on family and social support/ advocacy/ housing/justice/ transport/ settlement/ employment/ education and training/ English and civic participation.

## Membership and collaboration

Our work cannot be done alone, and we are very grateful for some exceptional collaborations that both reinforce our values and reassure our purpose. These include Harmony Alliance, White Ribbon Australia and Learn Local. To keep a close connection with the community our staff are actively involved in 35 industry networks and leads an additional 4 including:

- Cultural Diversity Network Meetings
- Casey Senior's Leadership Network and Forum
- South East Region Settlement Planning Committee
- Aged Care Consumer Advisory Group (ACC AG)

## Events with meaning

Our jubilee celebrations continued into the second half of the year with some incredible public events that aimed to provide additional connections to the community in a more relaxed way. In total, SMRC held 10 events and participated in a further 8 public events, reaching over 8,000 people and introducing

them to SMRC services. These events would not have been possible without the fantastic support and hard work of our staff, volunteers and supporters. SMRC hosted events:

- Seniors Week - Social Connections
- Carers Week Luncheon
- Unity in Diversity Festival
- Hippy Graduation
- Open Day
- International Women's Day
- Healthy LIFE! Festival
- Refugee Week /National Youth Week Art & Literacy Awards
- Refugee Week - Human Flow screening
- One World Festival

## Advocating with purpose

SMRC works with over 41 community groups. We are proud to take on the role and voice for many of these groups and represent important issues that require community focus and support including: family violence, youth suicide, gender equality, settlement and transition support, mental health and the impact of cuts to community services. We thank the many organisations whom we have worked with and advocate to never give up.



## STORIES TO INSPIRE



### **Mujeeb is just 12 years of age.**

He attends a local school with his 4 siblings and is excited to be finishing Grade 6 and starting high school next year. Mujeeb might be not yet be a teenager but he is wiser than most when it comes to acknowledging equality as a basic human right. Mujeeb has witnessed things no child should ever see. Rather than being bitter, Mujeeb acknowledges the behaviour of suppression of women and domestic abuse is something that should not be tolerated and instead freely offers his refreshing opinion of how society should look towards positive family relationships. Mujeeb lives with his mother, who married at 15 years and had five children by the time she was 20 years. It was tough, the emotional scars evident. But just like Mujeeb, she knows her life here in Australia is one of hope for her children. SMRC met Mujeeb and his family at a youth art exhibition that his aunty had entered. Her piece was a powerful reminder of a violent life, but Mujeeb's message was inspirational. Life does not need to be oppressed, it should be shared, supportive and celebrated. Mujeeb's dream is to grow up and be a good and helpful husband. Oh, and a banker too!



### **Our Ziba, a gentle quietly spoken staff member, whose journey to Australia in a creaky boat from Indonesia is immortalised in a tender story of hope and courage.**

Ziba was 15 years old when she arrived with her brother, sister and extended family after a journey across the seas that lasted a long 10 days. Ziba doesn't talk of how she arrived in Australia, she talks about how she has made Australia home for her and her family. Ziba, first lived in Western Australia where after 18 months in detention, studied in a Catholic School and attended intense English classes. Ziba moved to Melbourne in 2004 to finish her schooling and dreamed of becoming an accountant and working in a bank. Her passion led to her completing a Diploma of Accounting and Business Administration. While Ziba married and had two beautiful boys, she continued to work as a medical receptionist and financial planner. As luck would have it, Ziba was introduced to SMRC through our HIPPY program that helped her and her boys get ready for school. Her desire to excel shone and soon she was a HIPPY tutor. Ziba started working at SMRC as a receptionist in 2015. Our Ziba, now has aspirations to share her love of teaching and is finishing a Diploma of Human Resource Management and will soon commence a Bachelor of Teaching. Our Ziba, inspires us everyday.



## 2. Developing progressive programs building on existing skills and knowledge.

CLIENTS WHO  
USED SETS  
SERVICES IN FIRST  
6 MONTHS  
OF 2019:

2133

1756  
STAR CLUB  
HOMEWORK  
SUPPORT  
CONTACTS  
MADE DURING  
THE YEAR

SMRC HIPPY  
RECOGNISED  
AS ONE OF THE

TOP 10  
SITES IN  
AUSTRALIA.

### Social Participation

#### Settlement Engagement Transition Support (SETS)

SMRC were thrilled to begin the commencement of the Settlement Engagement Transition Support (SETS) - Client Services stream, early in 2019. As a sector leader in providing settlement services in the south east of Melbourne for the past 25 years, we were thrilled to be advised we would be continuing our work with humanitarian entrants and other vulnerable migrants in their first five years in Australia. SMRC delivers intake services and low-to-medium intensity casework across five sites from 39 Clow St Dandenong, Selandra, Pakenham, Springvale, and Noble Park. Using a strengths and goal directed approach, SMRC assists clients to develop sustainable relationships with others, and learn new skills that may lead to their economic independence through our existing and proposed microenterprises.

#### Family Support

Family Support is funded by Uniting Connections and provides parenting support for clients referred through Child First.

At SMRC we provide intensive support to migrant, refugee, asylum-seeker and CALD families experiencing challenges in the relationship between parents and children. We assist families in understanding issues around raising children in an Australian context, understanding issues related to the rapid blending of cultures of children, and pass on some practical tips to improve family communication.

#### The Learning Space

The Learning Space provides participants with a welcoming and safe space to develop their skills at their own pace. Participants meet new people, learn new skills and develop stronger links to the community.

The program also builds participants' capacity in a vibrant social environment. The Learning Space continues to grow in popularity and now operates from 39 Clow St Dandenong, Selandra and Pakenham.

#### Strategic Partnerships

Strategic Partnerships strengthens and empowers newly arrived

and asylum seeker communities by building Community leaders' own capacity to run programs for community. In partnership with South East Community Links, we work with the Rohingya, Burmese, Tamil, African and Afghan communities assisting and mentoring them to identify, plan and implement programs while building the capacity of their leadership.

#### Youth STAR Club and School Holiday Program

Our youth STAR Club provides homework support to secondary school students to remain engaged at school by providing assistance with their homework by volunteer tutors as well as encouraging students to maintain a healthy school/life balance.

#### Social Cohesion Projects

These projects are designed around capacity building and social connectedness. Partnering alongside some wonderful support from local schools and business, the projects provide improved transition of newly arrived (young people and women)



## STORIES TO INSPIRE



through learning techniques that are welcoming and create harmony.

- Youth M.A.P. (Mentoring and Active Participation) Project
- Youth P.O.D (Participation, Opportunities and Development)
- Initiative of Peace

### **Home interaction program for parents and youngsters (HIPPY)**

HIPPY is a two-year, home-based, early learning and parenting program for families with children (in the years before starting school) living in the City of Greater Dandenong. HIPPY provides children with a structured, education-focused program that lays the foundations for success at school. Parents learn how to teach their child literacy, numeracy and language skills as well as physical skills so they are school-ready and develop a love of learning that lasts throughout their lives.

### **Hassan's star is shining and his future is very bright.**

A year 10 student, Hassan has actively been involved with SMRC STAR Club for 2 years. It has become part of his study life and social life. It is a place to connect with friends, consult with mentors and get his homework completed. Students Taking Active Role (STAR) Club (aptly named by the students) is a weekly after school study class for students looking for some one on one subject support from mentors. It is also a place to gain some social support under the guidance of SMRC case workers. For Hassan, STAR Club has been a place of freedom and inspiration as he develops his art and literacy (and photography, music, dancing and philosophy) skills. At the age of 14, Hassan won both the SMRC Youth Art and Literacy prize for his exceptional reflection on the importance of cultural diversity in Australia. His love of art and design has further developed during the year and is often seen surrounded by friends admiring his latest drawings. Hassan eagerly participates in the many activities offered in the STAR Club including the holiday programs and empowerment programs such as the 'Know Your Rights' presented by DLA Piper. He is a shining light for the success of the program and has offered to run his own art workshops for the young people of SMRC. We are keen to watch Hassan take a place of prominence in the community.





## Economic Participation

### Driver Education

Being able to drive is an important part of the settlement journey, as it enables people to more fully participate in the community, assists in gaining employment and taking children to appointments, school and activities. Our 'Learning to Drive' assists participants to obtain their Learner Permit. After a number of classroom-based sessions, we take groups to Vic Roads to sit the test for the Learner's Permit. 'On to the Road' provides information on topics to participants from our program partners: Victoria Police, Sheriff's Office, Springvale Monash Legal Service, TAC, Maurice Blackburn and Vic Roads.

### Education and Employment Assistance

Our career development program supports our clients to gain sustainable education and employment outcomes by assisting them to research career options and appropriate education pathways, assistance to write

resumes and cover letters, develop interview skills, learn more about Australian workplace readiness and understand rights and responsibilities at work. SMRC is grateful for the support of Adult, Community and Further Education (ACFE) for supporting our Learn Local pre-accredited training programs.

### Micro Enterprises

An exciting new element to the SMRC economic participation team is the development of several new micro enterprises that are opening up employment pathways for our clients:

### Dandy Makers Market

Dandenong Market - is a 100% handmade craft and food artisan market. The Dandy Makers Market provides 'Get Market Ready' support to new and emerging micro business owners and community training organisations for our market trading on the 2nd Sunday of the month held at the Dandenong Market.

### Cooking Collective and Cultural Kitchen

- A training program to provide kitchen operations work experience, where participants gain their Food Handling Certificate. Trainees from 'The Cooking Collective' also have the opportunity for potential work experience/employment through SMRC's 'Cultural Kitchen', an exciting catering business that is culturally focused to meet the needs of our customers.

**Interpreters Collective** recognises the cultural and language strengths of our clients in community settings. It provides employment and training opportunities, generates an income stream for SMRC and ensures essential interpretative services are provided for marginalised clients to support their ability to settle and intergrate within Australian society.

**Cultural Insight** provides culturally sensitive customer service training and specialised training for business and community groups who work with clients from refugee backgrounds.









66,597  
HOURS  
DELIVERED

52  
VOLUNTEERS  
SPEAKING  
20 DIFFERENT  
LANGUAGES.

DELIVERING  
27  
SOCIAL  
SUPPORT  
PROGRAMS

## Health & Wellbeing

At SMRC we work to enable our clients to stay living at home, active and connected in the community and linked to the appropriate services. We work together to maximise the well-being of older people and those living with a disability through a variety of services:

- Access and Support Services
- Social Support Programs
- Social Support Groups
- Outing Programs
- Positive Aging Programs
- Community Visitors Scheme
- Friendly Visiting Program
- Carers Support Program
- Access Equity & Diversity Program
- Saturday Centre-Based Respite Program
- Domestic Assistance
- Allied Health - Podiatry and Diabetes Education
- LIFE! Program
- Allied Health
- Palliative Care Support

### LIFE! Program

Since 2008, SMRC has been on a journey to create a culture of wellness. This has focused mainly on the Aged Care Program of SMRC, with the introduction of Strength training, Warm Water Exercises, Tai Chi and various nutrition programs. This shift from social support to supporting the overall wellbeing of clients came about through the Active Service Model and our awareness that refugees and migrants settling in Australia often adopt a lifestyle resulting in increased risk of heart attack, stroke and type 2 diabetes.

Life! is an educational program focusing on behaviour change principles that improves diet, physical activity and weight loss. As a Life! program provider SMRC has made a commitment to raising community awareness of type 2 diabetes, heart disease, stroke and prevention, as well as delivering Life! group courses.

It is a free group program which is funded by the Victorian Government and managed by Diabetes Victoria.

Key achievements include:

- Over 300 participants have commenced the Life! Program.
- 28 Life! Programs delivered plus 18 Life! Prevention sessions were delivered to over 30 CALD community groups in 2018.

### Healthy LIFE Expo

Healthy Life! Expo was held in April 2019 which promoted healthy eating, healthy lifestyle in the City of Greater Dandenong. Many of our CHSP clientele attended the expo that showcased cooking demo, laughing yoga, physical activity - Zumba and line dancing, breast screen and bowel screen by the Cancer Council. There were health booths which provided health awareness to individuals as they proceeded through a set of health screens - BMI, blood glucose and blood pressure.





Healthy Life Expo,  
Cooking Demonstration  
April 2019







## STORIES TO INSPIRE



TOTAL NUMBER  
OF SERVICE HOURS  
OF PERSONAL  
CARE, HOME CARE  
AND RESPITE CARE  
DELIVERED

55,472

TOTAL  
NUMBER OF  
BILINGUAL  
CARE WORKERS  
EMPLOYED

119

TOTAL  
NUMBER OF  
LANGUAGES  
SPOKEN BY  
OUR WORKERS

67

### SOCIAL ENTERPRISE DIVERSE CARE®

Care workers  
who speak your  
language



#### Diverse Care®

Diverse Care® is a specialist labour hire social enterprise that provides employment pathways to cultural and linguistically diverse workers who are trained in Cert IV in aged care or disability. Our care workers, are dedicated to ensuring our aged community can live happily in their home for longer. Diverse Care® is dedicated to being a provider of choice with well supported, helpful and happy and trained staff.

**Nafiza first began her journey with Southern Migrant and Refugee Centre (SMRC), shortly after her arrival from overseas in March 2018.** Nafiza and her son, were referred to the Casey office of SMRC by local Centrelink staff. Due to her son's complex needs, Nafiza and her son received both general and intensive settlement support from SMRC staff, including referral to a special development school and assistance with NDIS. Once her son was regularly attending school, Nafiza attended English classes and completed a Certificate 3 in Community Services. Whilst a Community Service student Nafiza did her placement with SMRC and following that placement she continued to contribute to SMRC by volunteering in The Learning Space English, Sewing and Computer program. Nafiza is also keen to find employment. She has attended a couple of sessions with the Employment Pathways coordinator and was referred to SMRC's Cooking Skills Program, which she is currently thoroughly enjoying. Nafiza hopes to be employed in SMRC's new initiative Cultural Kitchen after her training.





## STORIES TO INSPIRE



### SMRC VOLUNTEERS

SMRC is rich with wonderful volunteers who are matched with the skills, language and cultural needs to provide a variety of support including mentoring our youth homework program, companionship and friendship to clients of our Community Support, Friendly Visitors and Palliative Care Program/s.

**"We make a living  
by what we get.  
We make a life by  
what we give."**

*Winston Churchill*

Nearly 50% of the SMRC workforce are volunteers. The significance and scale of this workforce is why SMRC can deliver such a varied and impactful service programs. We are grateful for their generous contribution and the impact they have made on the lives of our clients.

- 195 volunteers across SMRC
- Involved in 10 programs
- Contributing: 11 591 hours
- Speak 44 languages

### STUDENT VOLUNTEERS

**Student Placement Volunteers  
Ellie and Madi worked with the  
Economic Participation team  
on a broad range of projects  
from program evaluation and  
development, teaching English  
as second language to conducting  
a social research project.**

Completing my placement at the Southern Migrant and Refugee Centre allowed me to strengthen my research skills and gain valuable work experience in the not-for-profit sector. I am extremely thankful for the experience that I had and I will use the knowledge and skills learnt at SMRC in my future studies and work trajectories. *Ellie*

Undertaking an internship with the Economic Participation team at the Southern Migrant and Refugee Centre provided me with a wealth of experiences. Coming from an International Studies background, my work at SMRC presented an opportunity to utilise my theoretical knowledge and develop my professional skills. It has certainly been a wonderful and insightful place to commence my career.

*Madison*

### Giving back and moving forward.

Souna migrated to Melbourne from Iraq in 2016 with her family. She was introduced to SMRC from her case manager at AMES. On her first day meeting staff, she loved what she saw SMRC was doing for the community and immediately put her hand up to volunteer in our aged care Friendly Visiting Program. Souna's friendly nature and warm smile was a reflection of her generous nature and willingness to help others. She soon blossomed as she took up a second volunteer opportunity to concierge at reception. Souna took up the challenge with such gusto she has now become a casual worker for reception and event crew member! Volunteering for Souna has been such a positive journey for her. She has learnt new skills, become familiar with working in an office environment, gained confidence to communicate, enjoyed the chance to help others and made some great friends along the way.

"I am thankful to SMRC for encouraging me to further my skills so I can establish my dream career as a medical receptionist."



### 3. Develop a sustainable organisation that is effective and efficient.



#### Investing in our workforce.

##### Why Happiness Matters at Work

With a strong focus on people and culture, our key focus is to evolve SMRC's culture, build our employment brand and engage our wonderful staff. What makes SMRC different? How can our culture positively influence our work habits, motivate our teams and improve our communication? Happiness at work first starts with the people. Within SMRC we have a wealth of knowledge and experience that allow our staff to incorporate their own life experiences into their jobs and give back to the community. "Empowering our staff to believe in themselves and step out of their comfort zone to adapt to change, is imperative," said Janine Galvin, SMRC HR Manager, "A lot of us get stuck in a repetitive mode of work and forget our happiness matters too." Organisations that have happy staff, outperform their competitors by 20%. SMRC is embracing change to ensure our staff live fulfilled, meaningful and professional work lives.

##### Employer of Choice

At SMRC our staff are pivotal to what we do and how our services are delivered. It is their experience, passion and drive to provide the best outcomes for our clients that makes SMRC an employer of choice (and winner of Dandenong Chambers - Employment Award). SMRC recognises the importance of a healthy workforce and is proud of the opportunity to invest in developing their wisdom through our assurance ticks (page 26) and wellness program (page 25).



##### Value Houses

SMRC introduced Values House Teams to the workplace as an initiative to strengthen staff relationships and peer support. The result has been illuminating as staff are empowered to collaborate and contribute to management meetings, initiate change and create new friendships outside their teams.







### Wisdom & Wellness Program

**The SMRC Wisdom and Wellness Program (WW Program) commenced in May 2018. The WW Program is aimed to empower our staff with capacity to improve their performance, practice wisdom and an opportunity to focus on their wellbeing.**

The premise was to establish monthly sessions that would provide health-related information as well as to empower staff to re-assess their health and take positive steps to improvement. It was decided that the topic for each session would align with a State or National Health event.

In conjunction with the monthly sessions, a 'Health Club' was also proposed. As part of the Health Club program, staff had the opportunity to partake in a 10-week block of classes or activities. Since May 2018, 17 monthly sessions have been delivered to staff as part of the WW program and one Tai Chi program as part of Health Club program. The presenters for the monthly and Health Club sessions have been both internal and external health and wellness professionals. These health professionals have included Psychologist, Chiropractor, Tai Chi instructor, Dietitian, Dentist and a Health Promotion officer from Breastscreen.

In June 2019, SMRC committed to working its way to gain accreditation via the Cancer Council Achievement Program. It is envisaged that the Wisdom and Wellness health initiatives will begin to move towards the requirements as per the Achievement program.



**"Empowering our staff to believe in themselves and step out of their comfort zone to adapt to change, is imperative."**

*Janine Galvin,  
SMRC HR Manger*



## 4. Undertake continuous innovation and quality improvement

**AT SMRC we are continually looking toward the future and reassessing our abilities to develop and deliver innovative programs that meet the needs of our communities.**

**We are receptive to sector movements and environmental changes occurring around us and eagerly adapting to change promptly and efficiently.**

SMRC keeps a finger on the pulse of the community through connecting with like-minded community and sector networks and think-tanks. We seek input from our staff, clients and research teams and receive advice from our Board sub-committees.

Remaining relevant in the sector requires continual review of the latest innovative developments across service delivery trends, quality and risk management, operations, marketing, finance and human resources.

SMRC has had a busy year consolidating for our future security and sustainability by focusing on:

- integrating the latest ICT and risk management systems
- building on monitoring our performance
- investing in developing our brand as one to be admired
- strengthening staff relationships and peer support
- focusing on our impact on the environment
- ensuring we are employer and provider of choice by initiating several workplace accreditations and the introduction of our own assurance ticks.

These ticks hope to give both SMRC staff and our stakeholders the assurance that we are working to the latest standards of training, compliance and workplace safety that is culturally appropriate and respectful.

**"If you are always trying to be normal, you will never know how amazing you can be."**

*Maya Angetou*







Unity in Diversity Festival, Oct 2018



## 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** 45 Osborne Ave, Springvale VIC 3171

**AMES Australia** 60 Douglas St, Noble Park VIC 3174



# FUNDERS AND SUPPORTERS

## We thank the following government funding bodies for their continued support of the SMRC:

Department of Health Department of Health & Human Services Department of Premier and Cabinet Department of Premier and Cabinet	Department of Social Services CSO funding for Selandra Community Hub - City of Greater Dandenong Casey City Council	Department of Home Affairs Department of Education and Training - ACFE Adult Community and Further Education
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## We thank the following organisations and individuals who generously contributed to the SMRC:

Amazon Australia Badminton Victoria Berwick District Woodworkers Club Inc. Bunnings Dandenong Bunzl Outsourcing Services Cansons Centre for Multicultural Youth Dandenong Market	DLA Piper Australia Jenny McGrath Hesta Super Initiative of Change Australia Julian Hill MP (Member for Bruce) Glen Eagles Secondary College Pauline Bonaddio	Officeworks Dandenong South. Precision Light & Air Pty Ltd United Nations Assoc. Of Australia (Victoria) Uniting Connections Victorian Women's Benevolent Trust MCNT Victorian Multicultural Commission
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## We thank the following organisations and individuals who have partnered and supported the SMRC:

Advocacy for Oromia Afri Auscare Inc African Women's and Friendship Network Ali Rahimi's Taekwondo Centre Aligned Leisure Cardinia Alkira Secondary College Allianz Amazon Australia AMES Anglicare Arcare Association of Hazaras in Victoria Australian Filipino Community Services Australian Hazara Women's Friendship Network Australian International Foods Australian Red Cross Australian Tax Office Bachtar Cultural Association Baladi Bakery Baptist Church Dandenong Barat Ali Batoor Benetas Home Care Berwick Calvary Community Care Berwick Fields Primary School Berwick Secondary College Better Living Homecare Brotherhood of St Laurence Bunnings Dandenong South Bupa Aged Care Cambodian Association of Victoria Cambodian Australian Christian Church Cambodian Community Welfare Centre Campeyn Group Cardinia U3A Catholic Care Cardinia-Casey Community Health Carers of Africa Casey Cardinia Libraries Casey Cardinia Libraries Casey Multi-Faith Network Casey North Community Information and Support Service Centre for Multicultural Youth Centrelink CGD Child & Family Services Child Wise Chisholm Institute Chobani City of Cardinia City of Casey City of Greater Dandenong City of Kingston CN Design & Print Community Support Options - Monash Health Consumer Affairs Victoria Coptic Village Hostel Council of the Ageing Vic (COTA) Cranbourne Carlisle Primary School Cranbourne Primary Dandenong High School Dandenong Library Dandenong Neighbourhood House Dandenong Polish-Australian Seventh-day Adventist Church Dandenong Primary School Dandenong South Kindergarten Dandenong South Primary School Dandenong West Primary School Daughters of Jerusalem Department of Health Department of Health & Human Services Department of Justice	Department of Social Services DHS/Child Protection Diabetes Victoria Doveton High Doveton Neighbourhood Learning Centre EACH Economic Development Jobs Transport & Resources Enliven ERMHA Eastern Region Estia Health Aged Care - Keysborough Ethnic Communities Council of Victoria Faith Christian Church Family Life Fatemiya Cultural Centre Federation of South Sudanese in Victoria Fitness Worx Fitzroy Legal Services Football Federation Victoria - Futsal referees Foundation House Frankston City Council Gamblers Help Southern Genesis Dandenong Girl Guides Victoria Gleneagles Secondary College Good Shepherd Hampton Park Community House Hampton Park Secondary College Hepatitis Vic Hesta Super Holmesglen Indian Care Indian Seniors Group Indonesian Womens Friendship Network Jesusit Community College Julian Hill (Member for Bruce) Kingston Aged Care Service (KACAS) Knox City Council Koo Wee Rup Regional Health KPMG Leader Community Newspapers Group Life Saving Victoria Lions Club Mulgrave Living & Learning Pakenham Lyndhurst Secondary College MACHID.Inc (Music, Arts & Culture of Haraza Identity in Dandenong Inc) Maurice Blackburn Solicitors Maya Dance Group Mayibuye MCNT mecwacare Melbourne Artists for Asylum Seekers Melbourne City Football Club Melbourne University Melbourne Victory Melbourne Zoo Mental Health Association Mesag Association Migrant Information Centre Mitlassan Photography Monash Health Monash Refugee Health Clinic Mount Eliza Aged Care Service (MEACAS) Mount Eliza Centre MS Australia Myuna Farm Narre Warren Baptist Church Nasir Community Association Nirodah Noble Park English Language School	Noble Park Primary School Noble Park Secondary College OASIS Office Works Dandenong South Omid Cultural Association OROMO community in Melbourne Outlook Gardens Aged Care Outlook (Vic) Inc. Palliative Care South East Parks Victoria Payam Dari Community School Planett Pty Ltd. Pahran Mission Precision Light & Air Pty Ltd. Qurban Ali - Graphic Design RACV Insurance Rangebank Primary school Refugee Council of Australia RMIT Ruscare Ltd SCOA SEEK Limited Company SELLEN Sheriff's Office Victoria Shifting the Game Shire of Cardinia Soccer World Social Sports South East Badminton Association South East Community Links South East Melbourne Primary Health Network South East Volunteers South Eastern Region Melbourne Oromo Community Association in Victoria, Australia (SERMOCABA) South Sudanese Equatorian Association Spanish Window Sports Staff One Springers Leisure Centre, Keysborough Springvale Indo-Chinese Mutual Assistance Association Springvale Rise Primary School St Anthony's Primary, St Francis Xavier College, Noble Park Star Community - Star News Group Teams 11 The 4C's TLC Aged Care Tzuchi Melbourne UNHCR Union of Greater Upper Nile States Uniting Age Well Uniting (Komac program) Uniting Connections VicRoads VAAN (Victorian Afghan Associations Network) VicRoads Victoria Police Victorian Afghan Association Network Victorian Arabic Social Services Victorian Government Victorian Sherriff's Office Villa Maria Catholic Homes Volleyball Victoria WAYSS White Ribbon Australia Willandra Primary school Windermere Wintringham Specialist Aged Care Women's Health in the South East (WHISE) Workplace Assured Yarram Oaks Primary School Youthlinks YMCA
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# FINANCIAL STATEMENTS

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	2019	(restated) 2018
Revenue and other revenue	7,553,680	6,654,532
Profit on Sale of Non-Current Assets	-	30,500
Administration expense	(288,360)	(270,115)
Bad and doubtful debt expense	(3,613)	(18,925)
Communication expense	(19,958)	(21,701)
Depreciation expense	(34,565)	(21,797)
Employee benefit expense	(6,155,374)	(5,493,436)
Occupancy expense	(185,708)	(173,150)
Program related expense	(578,680)	(519,447)
Travel and vehicle expense	(156,549)	(144,858)
Surplus before income tax expense	130,873	21,603
Income tax expense	-	-
Surplus after income tax expense for the year attributable to the members of Southern Migrant and Refugee Centre	130,873	21,603
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive income for the year attributable to the members of Southern Migrant and Refugee Centre</b>	<b>130,873</b>	<b>21,603</b>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	2019 \$	2018 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	669,581	519,143
Trade and other receivables	465,390	429,956
Financial assets	2,038,874	2,158,278
Inventories	2621	411
Other Current Assets	66,662	41,063
<b>TOTAL CURRENT ASSETS</b>	<b>3,243,078</b>	<b>3,148,851</b>
<b>NON-CURRENT ASSETS</b>		
Plant and equipment	107,743	99,060
<b>TOTAL NON-CURRENT ASSETS</b>	<b>107,743</b>	<b>99,060</b>
<b>TOTAL ASSETS</b>	<b>3,350,821</b>	<b>3,247,911</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	294,644	282,915
Employee benefits	576,708	570,483
Other	691,742	566,908
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,563,094</b>	<b>1,420,306</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	117,106	95,958
Other	195,113	387,012
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>312,219</b>	<b>482,970</b>
<b>TOTAL LIABILITIES</b>	<b>1,875,313</b>	<b>1,903,276</b>
<b>NET ASSETS</b>	<b>1,475,508</b>	<b>1,344,635</b>
<b>EQUITY</b>		
Retained surpluses	1,475,508	1,344,635
<b>TOTAL EQUITY</b>	<b>1,475,508</b>	<b>1,344,635</b>

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2019

	RETAINED SURPLUS \$	TOTAL \$
<b>Balance at 1 July 2017</b>	<b>1,323.032</b>	<b>1,323.032</b>
Surplus after income tax expenses for the year	602,362	602,362
Other comprehensive income for the year	-	-
Total comprehensive income for the year	602,362	602,362
<b>Balance at 30 June 2018</b>	<b>1,925,394</b>	<b>1,925,394</b>
Adjustment for change in accounting policy	(580,759)	(580,759)
<b>Balance at 30 June 2018 (restated)</b>	<b>1,344,635</b>	<b>1,344,635</b>
<b>Balance at 1 July 2017</b>	<b>1,344,635</b>	<b>1,344,635</b>
Surplus after income tax expenses for the year	130,873	130,873
Other comprehensive income for the year	-	-
Total comprehensive loss for the year	130,873	130,873
<b>Balance at 30 June 2019</b>	<b>1,475,508</b>	<b>1,475,508</b>

## CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Grants received	8,127,9046	7,827,955
Payments to suppliers and employees (inclusive of GST)	(8,132,400)	(7,262,711)
Interest received	74,225	35,756
Other income received	-	-
Donations received	5,828	3,050
<b>Net cash from operating activities</b>	<b>74,699</b>	<b>654,430</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of plant and equipment	-	30,500
Payments for plant and equipment	(43,664)	(68,986)
Payments for term deposits	(2,038,875)	(542,850)
Proceeds from release of term deposits	2,158,278	-
<b>Net cash used in investing activities</b>	<b>75,739</b>	<b>(581,336)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Net increase/(decrease) in cash and cash equivalents	150,488	22,714
Cash and cash equivalents at the beginning of the financial year	519,143	496,429
<b>Cash and cash equivalents at the end of the financial year</b>	<b>669,581</b>	<b>519,143</b>




**SOUTHERN MIGRANT AND REFUGEE CENTRE INC.**  
**A.B.N. 44 877 224 580**

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 New South Wales legislation the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and associated regulations;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2019 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



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Pravin Ramdany  
Chair

31 October 2019  
Dandenong



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Ilona Horvath  
Treasurer



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**INDEPENDENT AUDITOR'S REPORT**

To the Members of Southern Migrant and Refugee Centre Inc.

**Opinion**

We have audited the financial report of Southern Migrant and Refugee Centre Inc., which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the financial report of Southern Migrant and Refugee Centre Inc. 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 2019 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements 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 entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Regulation 2013* and 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.

**Other Information**

Those charged with governance are responsible for the other information. The other information comprises the information included in Southern Migrant and Refugee Centre Inc.'s annual report for the year ended 30 June 2019, but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

**THE POWER OF BEING UNDERSTOOD**  
**AUDIT | TAX | CONSULTING**

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RSM Australia Partners ABN 36 965 185 036

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### **Other Information (cont.)**

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Responsibilities of Management and Those Charged with Governance for the Financial Report**

The Directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, Directors are responsible for assessing Southern Migrant and Refugee Centre Inc.'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 management either intends to liquidate Southern Migrant and Refugee Centre Inc. or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the entity's financial reporting process.

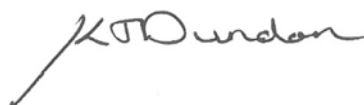
### **Auditor's Responsibilities for the Audit of the Financial Report**

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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.



**RSM AUSTRALIA PARTNERS**



**K J DUNDON**

Partner

Dated: 31 October 2019  
Melbourne, Victoria













## Southern Migrant & Refugee Centre

Diversity Respect Empowerment Integrity Inclusion Resilience

[www.smrc.org.au](http://www.smrc.org.au)

SMRC, Dandenong, 39 Clow St, Dandenong VIC, 3175

P: 9767 1900 F: 9706 8830



SMRC acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land and acknowledges and pays respect to their Elders, past and present.