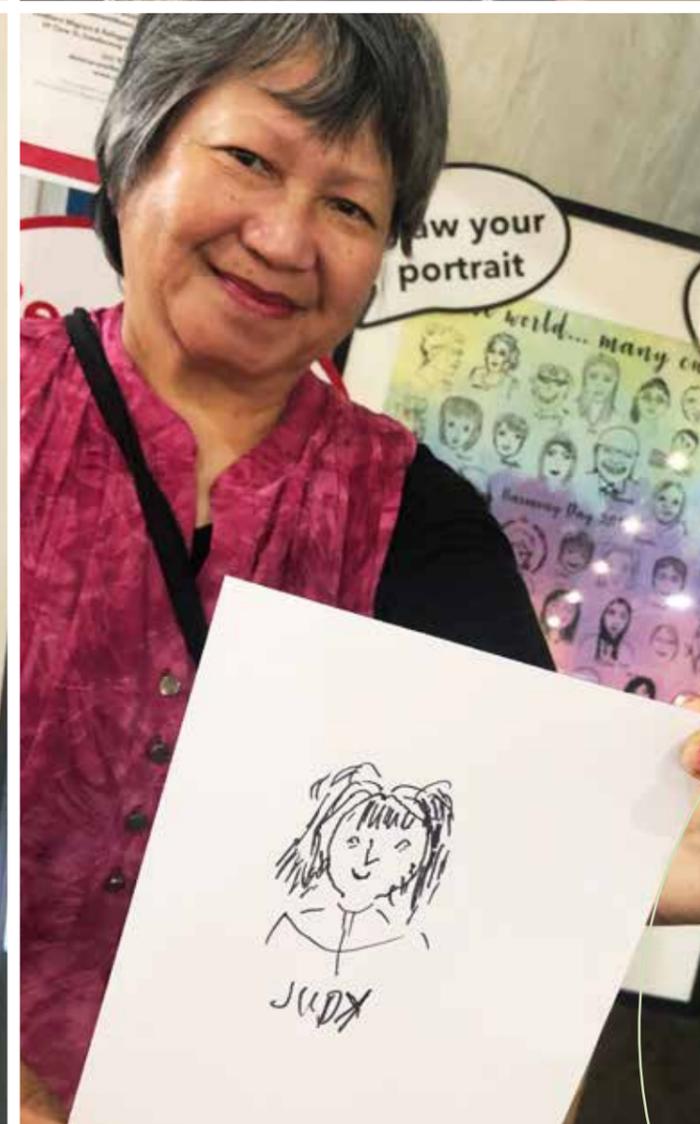




Annual Report 19-20



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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

Cover image painting by Shegofa Rahimi (Almas) entitled "Working Woman".

MESSAGE FROM THE CHAIRPERSON



Mr Brian Oates
CHAIRPERSON

I must say how pleased and proud I am to be able to report to you once again as Chairperson of the SMRC. You may recall I stood down at the 2018 AGM but was asked by several people to return in 2019. I was honoured to be elected with some other very valuable new Board members, Wudad Salim, Nichole Hayes and Baryalai Rahimi and I was then elected Chairperson again by the Board.

The team became very active from the start and it was hectic from the first meeting. Subcommittees were formalised, considerable policy review and development were undertaken, a lot of events were planned but unexpectedly they didn't happen. Necessary improvements to the IT system were started. There was a proposal to become paperless and a decision was made to revisit establishing a presence in Casey. SMRC achieved ISO 9001 quality certification and undertook emergency management training. And then along came Corona virus!

We decided we must remain in operation, providing services, engaging with clients and avoiding staff layoffs. The Board and sub committees transitioned to paperless online meetings, with the CEO and me catching up weekly.

The Board began undertaking self-appraisals, seeking an external appraisal soon. We reviewed the last year of the strategic plan in preparation for a new 4-year strategic plan to be developed in 2021.

Culture is accepted as an important matter here. We reviewed and updated the delegations and have determined to support the empowerment and wellbeing of staff, volunteers and clients. Our clients are the most important people and our committed and passionate staff and volunteers are our greatest assets. Understanding their needs and those of our clients is a prominent matter, along with improved communication on all levels.

As you will read in the Treasurer's report, financially we have done well. IT changes have reduced SMRC debts and all things considered we are in a strong position to move into a post-COVID-19 environment and meet the challenges.

On behalf of the board I'd like to thank our stakeholders, clients, our CEO Ramesh, management and staff, all our great volunteers, local MPs, Councillors and the SMRC members, all of whom give us, my fellow Board and sub-committee members and me, direction, support and advice.

"OUR CLIENTS ARE THE MOST IMPORTANT PEOPLE AND OUR COMMITTED AND PASSIONATE STAFF AND VOLUNTEERS ARE OUR GREATEST ASSETS."

THE BOARD

INCOMING BOARD MEMBERS



Mr Wicki Wickiramasingham
JP, CMC
DEPUTY CHAIR



Ms Helen Horvath
TREASURER



Mr Baryalai Rahimi
ASSISTANT TREASURER



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



Nicole Hayes
B Nursing
Dip (Community Development)
ASSISTANT SECRETARY



Wudad Salim
B.H SC
BOARD MEMBER



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



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



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

OUTGOING BOARD MEMBERS



Mr Pravin Ramdany



Mr Hafez Abdul Wahab



Ms Lynette Keleher



Ms Jing Jing Wang



Mr Ismail Demiri



Mr Timothy Lo Surdo



Mr Barmak Amini



Ms Shilpa Smith



"STRONG PEOPLE STAND UP FOR THEMSELVES, BUT STRONGER PEOPLE STAND UP FOR OTHERS."

Unknown

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, 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.

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.

A REFLECTION FROM OUR CEO

It gives me great pleasure to provide this reflection on a year that has been a turbulent one, as the global impact of Coronavirus hit Australia and the State of Victoria.

I could not be more proud of the way our clients and staff not only faced these challenges but adapted to a new normal. Their resilience must be acknowledged as we witnessed the community rally together and face this unprecedented challenge to our society, economy and way of life.

2019 began with renewed purpose and a new Board keen to move forward with strategic priorities focused on:

- Continuance to lead the sector in the region through programs, advocacy and policy
- Research and evidence
- Enabling strategic partnerships and effective stakeholder engagement
- Operating as a financial sustainable and resilient entity
- Strengthening SMRC systems to future proof the organisation.

We could not have achieved all our successes on our efforts alone. We acknowledge the positive working relationships with our funders, stakeholders and partners and thank them for believing in our organisation and placing trust in us to do the important work we do every day.

SMRC has continued to strengthen our networking within the sector, leading four networks on Cultural Diversity Network Meetings,

Casey Senior's Leadership Network and Forum, South East Region Settlement Planning Committee (SERSPC) and the Aged Care Consumer Advisory Group (ACCAG). This has provided invaluable insight and strengthened our evidence-based service delivery of our 33 diverse programs focused on the social and economic participation and health and wellbeing of our clients.

Our work within the community provided some wonderful community gatherings including the Unity in Diversity Festival (attracting over 7,000 attendees), Seniors Festival, Harmony Square screening of *The Staging Post*, Dandenong Market Night Market and SMRC Open Day. Of course we couldn't let the global health pandemic get in the way of our annual youth One World Festival, which involved a full week of virtual engagements consisting of exciting sport and culture, including showcasing our first virtual art exhibition by the talented Shegofa Rahimi.

SMRC made a commitment to improving our integrated management systems, using enterprise resource planning technology mediated by NETSUITE software and other technology.



Ramesh Kumar, CEO

This significant investment will enable SMRC's continued financial sustainability and resilience for our future growth expectations and building on monitoring our performance.

SMRC continued our focus to strengthen our systems by successfully achieving our ISO 9001 accreditation, the implementation of Aged Care Quality Standards into our practice, building our staff capacity through our Assurance Tick program and developing our quality and risk management systems.

In a year that saw our service delivery go from face to face to 100% using digital technology, we have exceeded growth expectations, having amassed over 105 000 service hours to over 6000 clients. The outcomes of these connections will be presented throughout this report from our clients, volunteers, staff and stakeholders, about how their lives have been enriched through their association with SMRC.

I would like to pay tribute to our staff, volunteers, work placement students and interns. They have gone beyond their call of duty to make a significant difference in the services we provide to welcome and assist our clients and communities. My sincere gratitude and heartfelt thanks to all of them and to the partners, stakeholders, funders and supporters.

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 Janine Galvin
SENIOR MANAGER
Human Resources



Ms Sylvia Wan
SENIOR MANAGER
Health and Wellbeing
Social Participation



Mrs Sharon Smith
SENIOR MANAGER
Economic Participation
Diverse Care

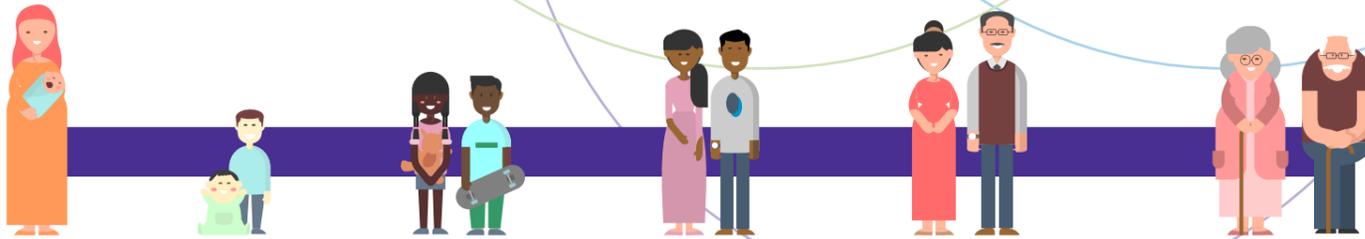
"ONE BOOK, ONE PEN,
ONE CHILD, AND ONE
TEACHER CAN CHANGE
THE WORLD"

Malala Yousafzai

OUR SERVICES

ECONOMIC INDEPENDENCE • EMPOWERMENT
SOCIAL COHESION • COMMUNITY CONNECTEDNESS

FAMILY & SOCIAL SUPPORT • ADVOCACY • HEALTH & WELLBEING
HOUSING • JUSTICE • TRANSPORT • EMPLOYMENT
EDUCATION & TRAINING • ENGLISH • CIVIL PARTICIPATION



HEALTH AND 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
Positive Aging Programs
Domestic Assistance
Community Volunteer Scheme
The HIVE
Palliative Care Support

SOCIAL PARTICIPATION

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

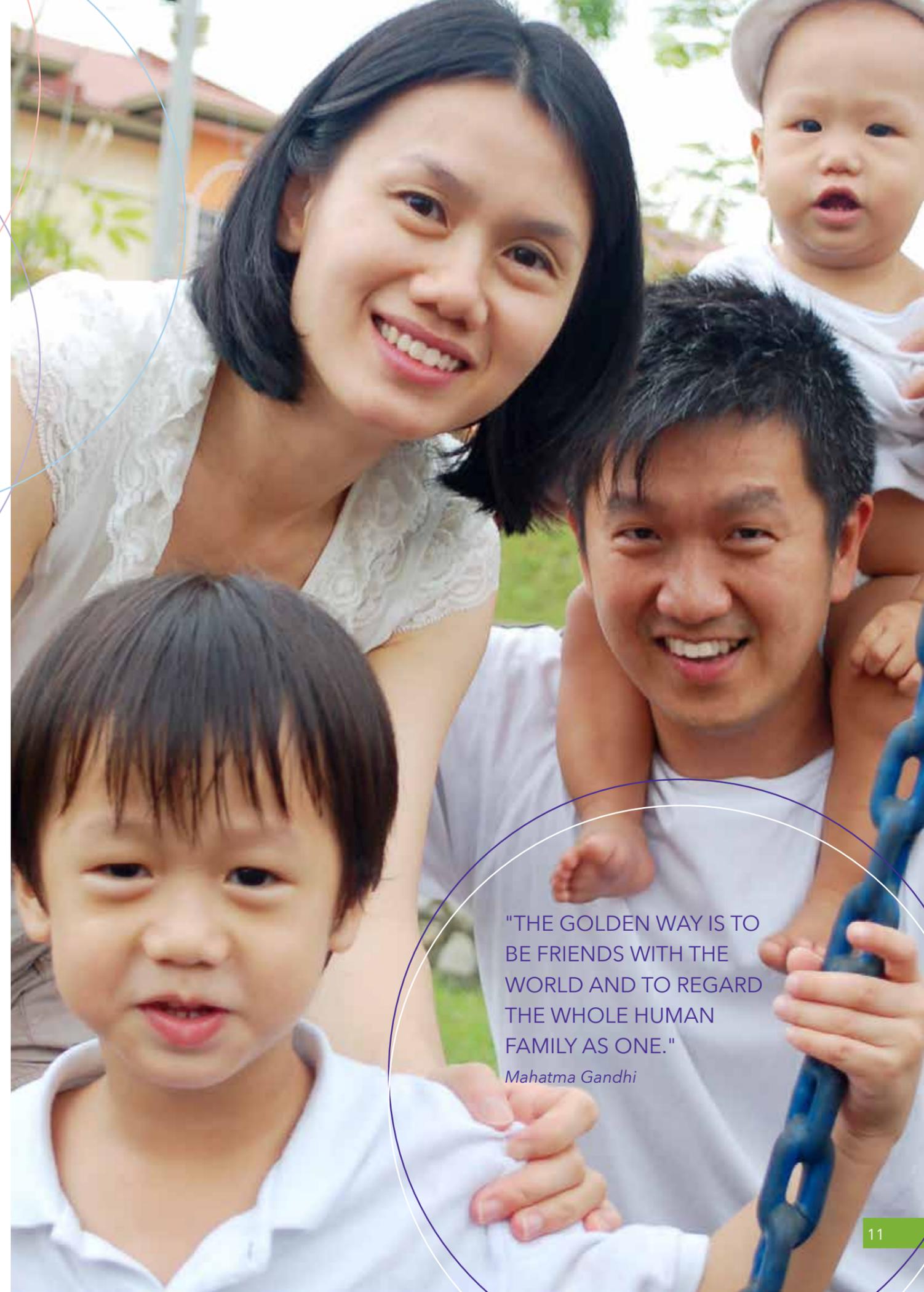
- Youth M.A.P. (Mentoring and Active Participation) Project
- Youth P.O.D. (Participation, Opportunities and Development)
- Creators of Peace Program (CoP)

ECONOMIC PARTICIPATION

The Learning Space
Learner to Licence Program
Employment/Training and Skills
Vocational training (ACFE)
Volunteer Program

SOCIAL ENTERPRISES

Diverse Care®
Cultural Insight
Interpreters Collective
Graphic Design
Cooking Collective



"THE GOLDEN WAY IS TO
BE FRIENDS WITH THE
WORLD AND TO REGARD
THE WHOLE HUMAN
FAMILY AS ONE."

Mahatma Gandhi



SHEGOFA ARTIST

Shegofa joined SMRC in 2019 as a work experience student in community services. During our International Women's Day event, Shegofa's artistic talent was spotted and she was invited to showcase her artwork in an exhibition during International Women's Day.

Shegofa's stunning collection was hung throughout the ground level of SMRC HQ, where visitors could enjoy her exhibition. It was displayed in three stories:

1. *Infinity* - an unbounded endeavour and a never-ending pursuit fuelled by curiosity, heavily inspired by her cultural belief, Sufism.
2. *Women* - inspired by the condition of women all over the world.
3. *Still Life and Nature* - exploring the experiences of daily life, responding to nature as inspiration.

Due to COVID-19 the opportunity to view the paintings was restricted so SMRC launched a virtual exhibition during Refugee Week. Shegofa now proudly showcases her art on our website where her paintings are for sale.

SMRC recognises Shegofa's continued support of SMRC and is honoured to showcase Working Woman - from her Woman series - as our front cover to this Annual Report.

SMRC AT A GLANCE

EMPLOYMENT PATHWAYS

DIVERSE CARE



IN THE COMMUNITY

VOLUNTEERS

SMRC STILL DELIVERING SERVICES DURING COVID-19

The COVID-19 pandemic impacted our community dramatically and instantly. Staff responded by converting service delivery from 100% face to face to remote digital delivery within weeks to ensure clients remained supported and connected. It has been challenging for all involved, but the resilience and engagement in the community has been exceptional. Here are our stories:

HEALTHY AT HOME

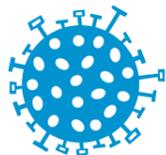
Healthy at Home project delivers packs to our elderly clients in the CHSP program (Social Support groups, Positive Ageing programs and Carers Support Program). The packs contain information on three topics: Mental and Social Wellbeing, Physical Wellbeing and Nutrition Wellbeing. Participants also received iPads to assist them to access support sessions during the pandemic.

HR SUPPORT

HR stepped up to provide additional support to staff through mental health management initiatives including daily lunchtime kitchen, walking group and a daily SMRC Sanctuary for a peaceful time out.

ART THERAPY

Our social support team enabled art classes to continue using short video productions to illustrate how to construct Vision Boards. These were produced in various lengths to support the different digital technologies such as WhatsApp, Youtube and Facebook.



ABOVE AND BEYOND

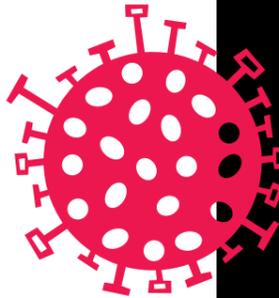
Our CEO Ramesh Kumar was kept busy writing letters acknowledging so many wonderful people and organisations that have gone above and beyond to assist, support and participate in initiatives that enabled SMRC to stay connected and deliver services.

YOUTH STAR CLUB ON ZOOM

SMRC Star Club has introduced and implemented innovative online contact to support students. Using ZOOM, students could continue to engage with their Tutors and studies using virtual rooms, connect to the Youth worker for some social and emotional support and stay connected with their friends.

SETS FAMILY SUPPORT

A large family of 7 from Iran struggling with isolation in regional Victoria, was not able to find enough food and support. SMRC Social Participation Team mobilised their local knowledge, networks and existing resources to support the family with meals, daily shopping deliveries and daily phone calls so as to ensure that they knew they were not alone.



AGELESS FRIENDSHIPS

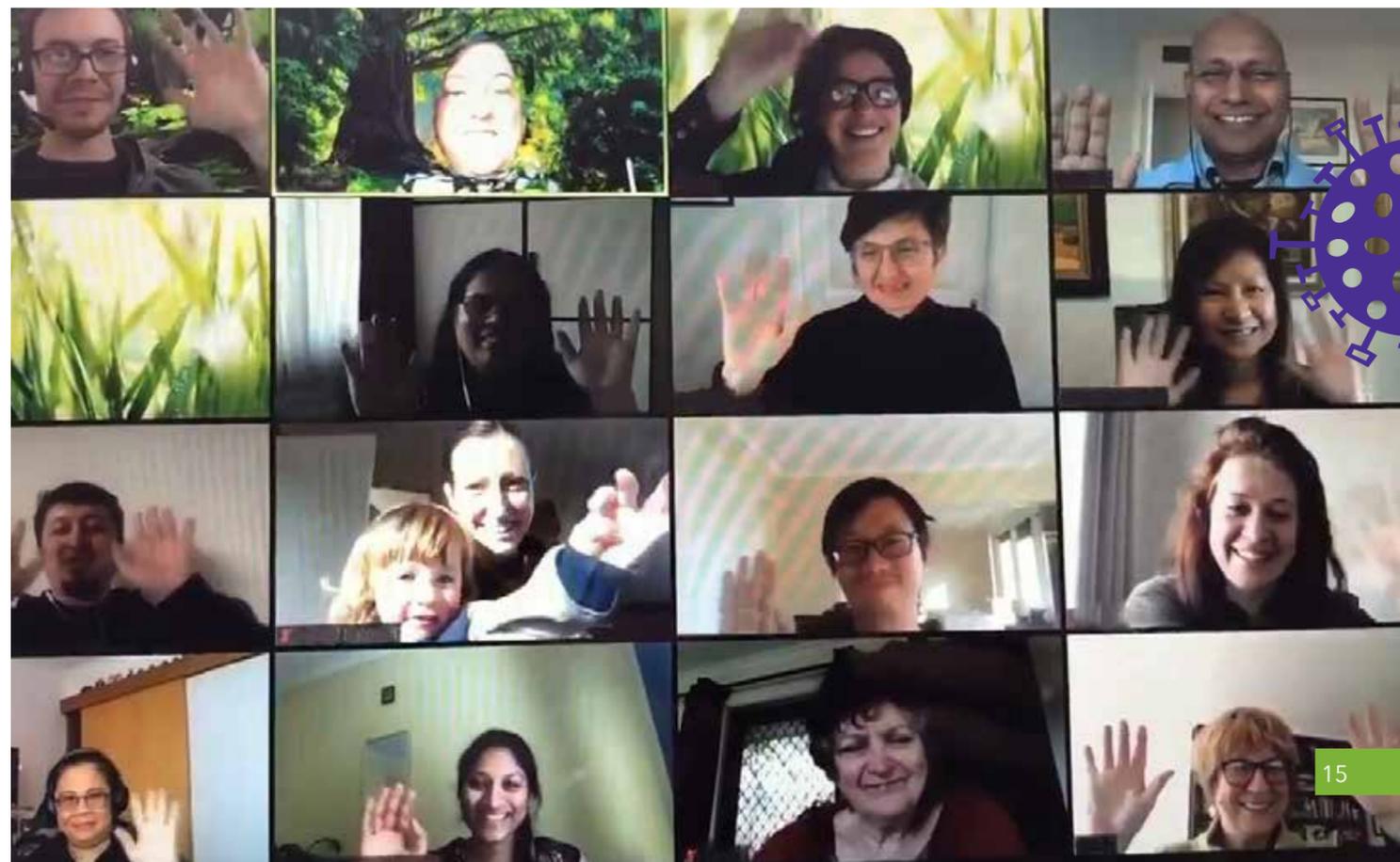
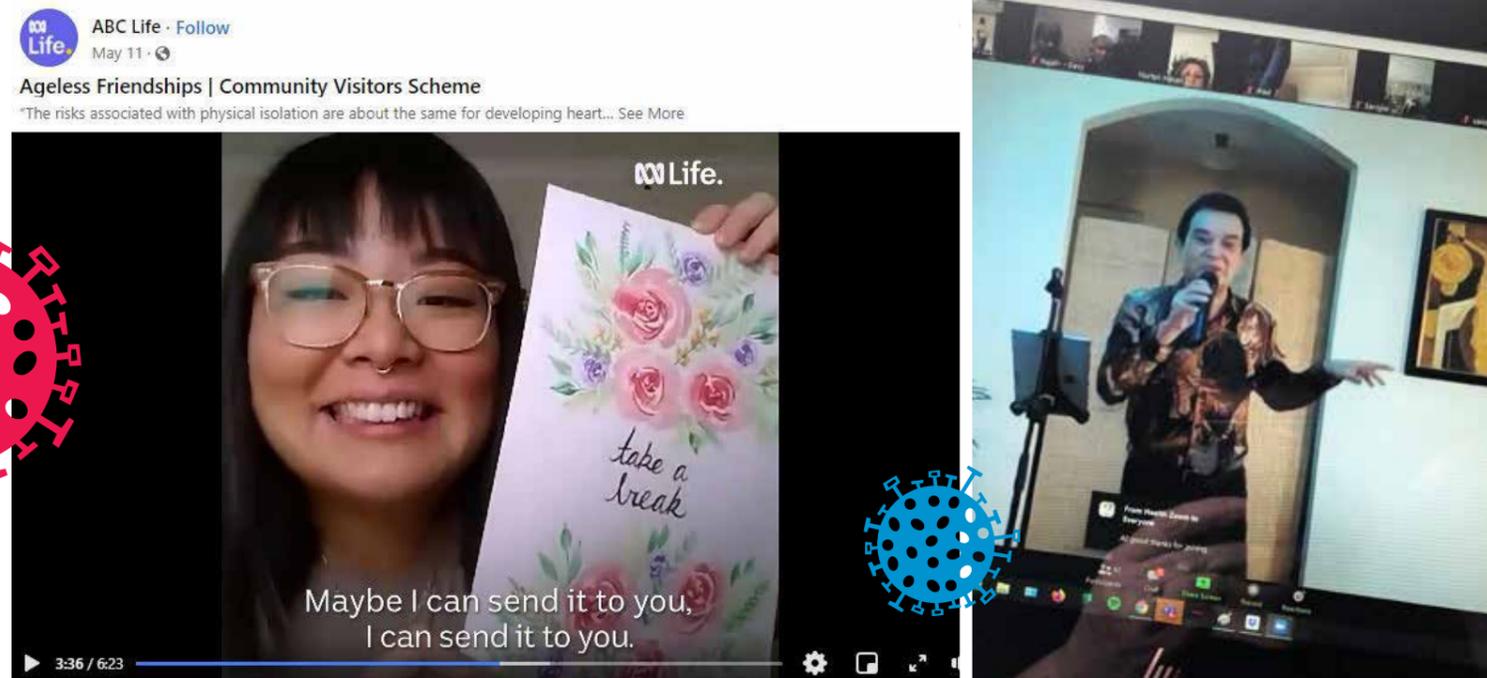
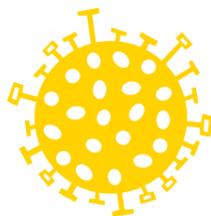
SMRC Friendly Visiting Scheme was showcased on an ABC series about how our community visitors continue to bring happiness to seniors isolated at home during the COVID-19 crisis.

MUSIC HOUR WITH JOEY

Joey has been a favourite entertainer at SMRC over the years. Joey came to the rescue for our senior groups, hosting monthly music hours where participants could dance and sing along with him. A huge hit, sessions attracted over 50 participants.

LEADERS LAB

eLearning was a big priority for SMRC to ensure the community could continue to be empowered with knowledge. 2020 Series Leaders LAB continued the online program enabling attendance for wider audiences.



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

Our service delivery framework

SMRC service delivery framework has been adapted from the ecological model of social determinants of health.

The framework encourages us to take on a life course approach, building on our impact to achieve better outcomes for the more vulnerable people and groups such as people with different abilities, and the elderly.

Community Connectedness

During the reporting period, SMRC successfully connected with over 6000 community members through its 33 service programs and the successful implementation of 5 public events (prior to COVID-19), reaching an estimated 12,000 people. This significant expansion has enabled the growth of SMRC's service reach and its positive impact into the community.

SMRC now operates in 6 local government areas in the South East and has a 413-person strong workforce made up of salaried staff, sessional workers and volunteers.

Powerful collaborations and industry networks

Our work is not possible without some exceptional collaborations that both reinforce our values and bolster our commitment to making stronger communities. These include Harmony Alliance, Mental Health Victoria, and Learn Local. To keep a close connection with the community our staff are actively involved in 39 industry networks including 5 led by SMRC:

- Cultural Advisory Network
- Casey Senior's Leadership Network and Forum
- South East Region Settlement Planning Committee (SERSPC)

- Aged Care Consumer Advisory Group (ACCAG)
- SETS Providers Meeting

Advocating with purpose

We are proud to take on the role and voice for many groups in the community and represent important issues that require community focus and support including: family violence, youth suicide, community safety, gender equality, settlement and transition support, mental health, and the impact of COVID-19 to the future sustainability of the community.

"GREAT THOUGHTS SPEAK ONLY TO THE THOUGHTFUL MIND, BUT GREAT ACTIONS SPEAK TO ALL MANKIND."

Theodore Roosevelt



2. DEVELOP PROGRESSIVE PROGRAMS BUILDING ON EXISTING SKILLS AND KNOWLEDGE.

SOCIAL PARTICIPATION

Settlement Engagement Transition Support (SETS)

SMRC has been very busy delivering the Settlement Engagement Transition Support (SETS) - Client Services program. SETS provides humanitarian entrants, and other vulnerable migrants in their first five years in Australia, support in transitioning into the community. We do this 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. SMRC delivers intake services and low-to-medium intensity casework across five sites: 39 Clow St Dandenong, Selandra, Pakenham, Springvale, and Noble Park.

The Learning Space

The Learning Space provides our newly arrived SETS participants with a welcoming and safe space to develop their skills at their own pace. It is a space where participants can build capacity in a vibrant social environment, learn new skills and develop connections within the community. The Learning Space continues to grow in popularity and operates from 39 Clow Street Dandenong, Selandra and Pakenham.

Family Support

At SMRC we provide intensive support to newly arrived 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. Family Support program is funded by VT Uniting and provides parenting support for clients referred through Child First.

Strategic Partnerships

Strategic Partnerships strengthens and empowers newly arrived and asylum seeker communities by building community leader 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 increasing 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. Youth STAR club is more than homework - it is a place where friendships grow and opportunities open.

Social Cohesion Projects

Designed around capacity building and social connectedness these programs partner alongside some wonderful support from local schools and business. The projects provide improved transition of newly arrived (young people and women) through learning techniques that are welcoming and create harmony. Current projects include:

- 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 preschool children (aged 4 and 5) living in the City of Greater Dandenong. 2019 saw the successful trial of an aged 3 early learning program for 10 families. HIPPY provides children with a structured, education-focused approach that lays the foundations for success at school. Parents learn how to teach their child literacy, numeracy and English language skills as well as physical skills so they are school ready and develop a love of learning that lasts throughout their lives.

"EACH OF US MUST WORK FOR HIS OWN IMPROVEMENT, AND AT THE SAME TIME SHARE A GENERAL RESPONSIBILITY FOR ALL HUMANITY."

Marie Curie



HEALTH AND 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 wellbeing 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
- LIFE! Program
- Allied Health
- Palliative Care Support
- The HIVE
- Support for Carers

Carers Support Program

Carer support program (CSP) aims to support and equip Carers to carry out their caring role.

CSP services are designed to give our carers the time they need for their own wellbeing, along with the support they need in the role of a carer.

During the year SMRC assisted 250 clients with 2200 hours of support including:

- Visit to the National Gallery of Victoria to enjoy a day of art and culture.

• During Carers Week our carers were acknowledged and pampered through massage therapies, art therapy and performances with multicultural lunch to share and enjoy.

• During COVID-19 SMRC continued with weekly welfare checks, home counselling, flexible respite, life coaching and emotional support. A variety of activities to support our clients to remain positive during this time was conducted, including virtual exercise classes like Tai Chi and Expressive Arts Therapy. Activity packs were delivered to carers' homes.

"Wherever I go with my husband, the focus is on him, no one asks me how I'm going. When I attend carers' activities I feel connected and valued!"
Angela (carer)

"Thank you for calling each week; it really means a lot. Thank you for referring me to SMRC Carers counselling sessions. I really enjoyed talking as it helped me to think logically."
Rosetta (carer)

The HIVE

The HIVE - Grow Well Eat Well Be Well program, is situated in the grounds of Braeside Park in partnership with Parks Victoria and is proudly funded by the Department of Health.

The HIVE aims to provide seniors from CALD communities with the opportunity to be more physically active, healthy, independent and connected to the larger community.

It is a space where people can gather together to garden, share their knowledge of plants and food, and enjoy workshops: horticulture, healthy eating, cooking using the fresh produce grown at the Hive, exercise classes such as Tai Chi, and environmental health.

In just a few months, the Hive has become a buzz of activity:

- The Men's Shed participants have built a beautiful potting bench.
- Low garden beds have been constructed along the fence line for tall plants such as corn, and plants that love to climb.
- The perimeter has been rabbit proofed.
- Two new berry beds have been planted.
- A compost bay has been built using discarded pellets.
- The Turkish ladies' group planted a citrus fruit grove.
- A circular garden has been created and planted with a variety of flowers, vegetables and herbs.
- Apple and pear trees have been planted in a new espalier tree zone.
- Apricot and almond trees have been planted and will be flattened onto the fence in a fan shape, making the fruit easy to net and to pick.

During COVID-19 the HIVE continued connecting to the community by posting short videos on the SMRC Health Club Facebook, posted potting packs and seasonal gardening tips.



"CARERS MIGHT BE INVISIBLE TO SOME, BUT INVALUABLE TO MANY."





STORIES TO INSPIRE

"I feel very good because now I'm becoming independent; wherever I want to go, I can drive easily myself. It actually will make life very easy for me and for my family." *Adeela*

ECONOMIC PARTICIPATION

SMRC is proud we can provide support not only to be socially active but also economically active in the community. We do this by providing the following:

Learner to Licence Program

Being able to drive is an important part of the settlement journey. Our 'Road Safety for New Drivers' assists participants to obtain their Learner Permit. After a number of classroom-based sessions, we assist groups to go to Vic Roads where they sit their test for the Learner' Permit. 'On to the Road' provides valuable information on topics from our program partners: Victoria Police, Sheriff's Office, Springvale Monash Legal Service, TAC, Maurice Blackburn, Vic Roads, and driving lesson support.

VOCATIONAL COURSES (ACFE)

SMRC is a Learn Local and delivers a range of pre-accredited vocational courses, for disadvantaged learners. The learning outcomes of these courses provide pathways to further study or vocational outcomes.

Courses are flexible, inclusive and are designed to support the individual strengths, goals and aspirations of the participants.

Employment/Training and Skills

SMRC supports clients with careers advice and work experience opportunities. We assist with:

- Resume writing, cover letters and interview skills.
- Understanding rights and responsibilities at work
- Learning to communicate with confidence

- Information on accredited and pre-accredited courses that may lead to employment. Suitably qualified participants may also have the opportunity for employment within SMRC social enterprises (which include Aged Care, Cleaning and Garden maintenance), and we also work with and support a range of employers to ensure the right fit for both employer and employee.

MICRO ENTERPRISES

SMRC Economic Participation team has been kept very busy with our micro enterprises that open employment pathways for our clients and which include:

- Interpreters collective
- Cooking collective
- Cultural insights

Interpreters Collective

Recognises the cultural and language strengths of our clients in community settings by providing employment and training opportunities. Not only does it generate an income stream for SMRC, Interpreters Collective also ensures essential interpreting services are provided for marginalised clients to support their ability to settle and integrate within Australian society.

Cooking Collective

A training program to provide kitchen operations work experience, where participants gain their Food Handling Certificate. Cultural Kitchen catered for SMRC weekly Planned Activity Groups (PAG), Volunteer Christmas party, local car dealership event, Unity and Diversity Festival and Christmas party for PAG.

SMRC's Cultural Insight program provides culturally sensitive customer service training and specialised training for business and community groups which work with clients from refugee backgrounds.

At the start of the year, SMRC was approached by the City of Casey council with a question: 'How can Casey improve our services to the CALD communities?'

With well over a third of Casey residents speaking a language other than English at home or having been born overseas, Casey has been committed to ensure their services are accessible, inclusive and culturally-sensitive to their CALD residents.

As SMRC's Cultural Insight Coordinator, I started to work with the Council's Inclusion and Well-being team on a secondment to bring real innovative strategies with the aim of better embedding community knowledge and partnership, and assisting Casey to better design and deliver services to the CALD communities.

The work involved:

- Collaborating with various teams and departments to explore their level of cultural competence, including the current strengths and gaps in the organisation, whilst tapping into opportunities and enablers to bridge the gap.

- Holding a series of internal stakeholder engagement activities with 150 staff inputting into co-designing a Culturally Inclusive Service Guide for Casey.

The secondment showcases the innovative and collaborative approach taken to meet the needs of the CALD communities and highlights the expertise and strength of our cultural insight program in developing an organisation's capacity to enhance their culturally-inclusive practice.

Jennifer Kim Cultural Insight Trainer

3. DEVELOP A SUSTAINABLE ORGANISATION THAT IS EFFECTIVE AND EFFICIENT.

Our people, our culture

Within SMRC we have a wealth of knowledge and experience that allow our staff to incorporate their own life lessons into their jobs and give back to the community. 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 make SMRC an employer of choice.

We do this by:

- Workplace peer support - Value Houses initiative
- Mental Health initiatives with Worksafe
- Building staff capacity through our assurance ticks training program
- Vic Government and Cancer Council Achievement & Wellness program
- Employee Assistance Program with Relationship Matters

HR, a new look, new outlook, new way of doing business.

The impact of COVID on HR and our **New Normal** has been significant. Staff worked remotely from their homes while juggling home schooling and conducting various meetings at the same time: one for SMRC, one for our partners and another for school learning. This has been one of the greatest workplace transformations we have seen across the globe.

HR saw this as an opportunity to increase training and investment into professional development. SMRC staff absorbed this chance to learn new skills and advance their own skillsets. Wellbeing of staff became the forefront of HR, and everything evolved around keeping staff happy and healthy. Lots of initiatives were rolled out to keep our tight-knit workplace culture strong and positive, and it will remain so throughout this pandemic. SMRC staff have displayed courage and commitment and are all motivated and driven to continue offering the best possible outcomes for our communities.

Diverse Care

Diverse Care has been operating for 23 years. A labour hire provider, Diverse Care multicultural workforce is the reason we make the claim 'Our care workers speak your language'.

Our qualified care workers support the elderly or those with a disability to live independently with dignity and choice at home or within the community.

Diverse Care provides Personal Care, Respite Care and Home Care services, enabling independence, capacity building and the necessary support to our aging diverse community.

All our care workers regularly go through continuous learning and capacity building training. This provides assurance that our care workers are meeting the latest standards of training, compliance and workplace safety that are culturally appropriate and respectful.



"FIND THE SWEETNESS IN YOUR OWN HEART, THEN YOU MAY FIND THE SWEETNESS IN EVERY HEART."

Rumi

4. UNDERTAKE CONTINUOUS INNOVATION AND QUALITY IMPROVEMENT.



SMRC actively encourages collaboration using the expertise and experience of their skilled workforce.

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 understand we need to be receptive to sector movements and environmental changes such as the COVID-19 response and our ability to overcome the disadvantage and digital divide that became so apparent.

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

Our assurance of quality

SMRC continued to maintain our commitment to quality with the attainment of ISO 9001 accreditation, and the implementation of Aged Care Quality Standards into our business practices and quality management system, Gemba 360.

We have committed to the investment in improving our integrated management systems using enterprise resource planning technology mediated by NETSUITE software and technology.



Our focus continues on building our staff capacity through our Assurance Tick program and compliance and workplace safety systems.

These ticks give both SMRC staff and our stakeholders the assurance that we are working to the latest standards of training, compliance and workplace safety that are culturally appropriate and respectful, including our newest tick in Infection Control.



2020 SERIES LEADERS LAB

Mr Bruce Mullan, Vinaigrette Coaching (L) with Mr Ramesh Kumar (R)

SMRC and Vinaigrette Coaching embarked on a collaborative journey to empower new and aspiring leaders to look at ways to futurise their community clubs/ group with expert governance and management advice.

The year-long program covered a wide range of topics and enabled the development of important networks with like-minded club/ groups within the community.

Despite only two sessions conducted face to face, the workshops have grown in strength and numbers as the program transferred online due to COVID-19.

Bruce's shared his expertise and knowledge over monthly, two-hour workshops covering topics such as leadership, people management, strategic planning, information and knowledge, and customer and market focus.

SMRC is very thankful to Bruce for his professional and passionate commitment to empowering our future leaders.

"Great event, and an amazing opportunity"

"The workshops are easy to understand and follow; great visuals"

"I am happy to be attending and appreciate my fellow students' enthusiasm and that they share their views and experiences openly"

Participant Feedback

OUR LOCATIONS



180 DEGREES CONSULTING

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

180 Degrees Consulting

SMRC has had the pleasure of working alongside 180 Degrees Consulting who provide expertise to social impact organisations so they can improve and expand their services.

The brilliant team consisting of volunteer MBA students from various universities around Melbourne, contributed to developing innovative, helpful and well-researched recommendations, providing thoughtful modelling that SMRC can draw on in our pursuit of positive social outcomes.

ACKNOWLEDGMENTS

FEDERAL

Department of Health
Department of Home Affairs
Department of Human Services
Department of Social Services

STATE

Ambulance Victoria
Department of Education and Training
Department of Health & Human Services
Department of Jobs, Precincts and Regions
Department of Justice and Community Safety
Department of Premier and Cabinet
Metropolitan Fire and Emergency
Multicultural Affairs and Citizenship
Services Australia
Victoria Police
Victorian Multicultural Commission

LOCAL

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

FRIENDS AND SUPPORTERS

180 Degrees Consulting
Advocacy for Oromia
Afri-Aus Care Inc.
African Women's & Families Network (AWAFN)
Alfred Health
Aligned Leisure Cardinia
Alkira Secondary College
Allianz
Amazon Australia
AMES
Anglicare Parentzone
APM Employment Services
Association of Hazaras in Victoria
AtWork Employment Services
Australian Filipino Community Services
Australian International Foods
Australian Red Cross
Australian Tax Office
Bachtar Cultural Association
Badminton Victoria
Baladi Bakery
Baptist Church Dandenong
Barat Ali Batoor
Benetas Home Care
Berwick Calvary Community Care
Berwick District Woodworkers Club Inc.
Berwick Fields Primary School
Berwick Secondary College
Better Living Homecare
Brotherhood of St Laurence
Bunnings Dandenong South
Bunzl Outsourcing Services
Bupa Aged Care
Cambodian Association of Victoria
Cambodian Australian Christian Church
Cambodian Community Welfare Centre
Campbell Page
Campeyne Group
Cansons
Cardinia U3A Catholic Care
Cardinia-Casey Community Health
Cardinia Interfaith Network
Careers Industry Council of Australia
Carers of Africa
Casey Cardinia Libraries
Casey Multi-Faith Network
Casey North Community Information and Support Service
Centre for Multicultural Youth
CGD Child & Family Services
Child Wise
Chisholm Institute
Chobani
Committee for Dandenong
Community Support Options - Monash Health
Connect Health, Bentleigh East
Consumer Affairs Victoria
Coptic Village Hostel
Council of the Ageing Vic (COTA)
Cranbourne Carlisle Primary School
Cranbourne East Secondary College
Cranbourne Primary School
CVS Statewide
Dandenong High School
Dandenong Interfaith Network
Dandenong Library
Dandenong Market
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
Diabetes Victoria
DLA Piper Australia
Doveton Neighbourhood Learning Centre EACH
Doveton Secondary College
Echo Australia Employment Services
Eclipse Education
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
Forest Hill Grand "Foundation of Graduates in Early Childhood Studies"
Foundation House
Gamblers Help Southern
Gemini Catering Equipment
Genesis Dandenong
Girl Guides Victoria
Gleneagles Secondary College
Goddess Cleaning Company
Good Guys (Springvale)
Good Shepherd
Greater Dandenong Volunteer Resource Service
Hallam Senior College
Hampton Park Community House
Hampton Park Secondary College
Headspace
Hepatitis Vic
Hesta Super
HIPPY Australia
Holmesglen
Indonesian Women's Friendship Network
Innovation of Change Australia/Creators of Peace
Jenny McGrath
Jesuit Community College
Jobfind
Julian Hill MP (Member for Bruce)
Kingston Aged Care Service (KACAS)
Koo Wee Rup Regional Health
KPMG
Leader Community Newspapers Group
Life Saving Victoria
Link Health
Living & Learning Pakenham
Lynbrook Community Centre
Lyndhurst Secondary College
Maya Dance Group
Mayibuyee
MCNT
Melbourne Artists for Asylum Seekers
Melbourne City Football Club
Melbourne University
Melbourne Victory
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
Muslim Women's Centre
Myuna Farm
Narre Warren Baptist Church
Noble Park English Language School
Noble Park Primary School
Noble Park Secondary College
Oakleigh Seventh-day Adventist Church
Officeworks Dandenong South.
Omid Cultural Association
Outlook Gardens Aged Care Outlook (Vic) Inc.
Palliative Care Victoria
Parks Victoria
Pauline Bonaddio
Payam Dari Community School
Planett Pty Ltd
Pahran Mission
Precision Light & Air Pty Ltd.
Qurban Ali - Graphic Design
RACV Insurance
Rangebank Primary school
Reclink
Refugee Council of Australia
RMIT
Ruscare Ltd
SCOA
Selandra Community Centre
SELLEN
Sheriff's Office Victoria
Shifting the Game
Soccer World
Social Sports
South East Community Links
South East Melbourne Primary Health Network
South East Volunteers
South Eastern Region Melbourne Oromo Community Association in Victoria, Australia (SERMOCAVA)
South Sudanese Equatorial 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
Success Institute
Teams 11
The 4C's
THRIVE BYB
TLC Aged Care
UNHCR
Union of Greater Upper Nile States Uniting Age Well
United Nations Assoc. Of Australia (Victoria)
Uniting (Komac program)
VicRoads
Victoria Police
Victorian Afghan Association Network
Victorian Arabic Social Services
Victorian Sherriff's Office
Victorian Women's Benevolent Trust
Villa Maria Catholic Homes
Vinaigrette Coaching
VT Uniting
WAYSS
We Care Community Services
Wellsprings
Willandra Primary school
Windermere
Wintringham Specialist Aged Care
Women's Health in the South East (WHISE)
Workplace Assured
Yarram Oaks Primary School
Youthlinks YMCA

FINANCIAL STATEMENTS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
Revenue and other revenue	7,700,265	7,553,680
Program related expense	(443,803)	(578,680)
Occupancy expense	(36,057)	(185,708)
Travel and vehicle expense	(131,371)	(156,549)
Employee benefit expense	(6,117,463)	(6,155,374)
Depreciation expense	(179,209)	(30,402)
Amortisation expense	(6,170)	(4,163)
Administration expense	(316,471)	(291,973)
Communication expense	(18,448)	(19,958)
Surplus before income tax expense	451,273	130,873
Income tax expense	-	-
Surplus after income tax expense for the year attributable to the members of Southern Migrant and Refugee Centre	451,273	130,873
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year attributable to the members of Southern Migrant and Refugee Centre	451,273	130,873

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020	2019
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,427,358	669,581
Trade and other receivables	642,913	465,390
Financial assets	2,080,961	2,038,874
Inventories	1,750	2,621
Other Current Assets	214,424	66,662
TOTAL CURRENT ASSETS	4,367,426	3,243,078
NON-CURRENT ASSETS		
Right - of - use asset	298,294	-
Plant and equipment	265,673	81,056
Intangible assets	20,517	26,687
TOTAL NON-CURRENT ASSETS	584,484	107,743
TOTAL ASSETS	4,951,910	3,350,821
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	350,716	294,644
Employee benefits	662,429	576,708
Lease liabilities	121,485	-
Other	1,628,072	691,742
TOTAL CURRENT LIABILITIES	2,762,702	1,563,094
NON-CURRENT LIABILITIES		
Employee benefits	76,643	117,106
Lease liabilities	185,784	-
Other	-	195,113
TOTAL NON-CURRENT LIABILITIES	262,427	312,219
TOTAL LIABILITIES	3,025,129	1,875,313
NET ASSETS	1,926,781	1,475,508
EQUITY		
Retained surpluses	1,926,780	1,475,508
TOTAL EQUITY	1,926,780	1,475,508

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	RETAINED SURPLUS	TOTAL
	\$	\$
Balance at 1 July 2018	1,344,635	1,344,635
Surplus after income tax expenses for the year	130,873	130,873
Other comprehensive income for the year	-	-
Total comprehensive income for the year	1,475,508	1,475,508
Balance at 30 June 2019	1,475,508	1,475,508
Balance at 1 July 2019	1,475,508	1,475,508
Surplus after income tax expenses for the year	451,273	451,273
Other comprehensive income for the year	451,273	451,273
Balance at 30 June 2020	1,926,781	1,926,781

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Grants received	7,075,986	8,127,046
Payments to suppliers and employees (inclusive of GST)	(6,148,252)	(8,132,400)
Interest received	44,501	74,225
Interest paid	(22,604)	-
Donations received	12,603	5,828
Government subsidy received	142,500	-
Cash boost stimulus received	50,000	-
Net cash from operating activities	1,154,734	74,699
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(244,337)	(43,664)
Payments for term deposits	(2,080,961)	(2,038,875)
Proceeds from release of term deposits	2,038,875	2,158,278
Net cash used in investing activities	286,423	75,339
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of lease liabilities	(110,514)	-
Net increase/(decrease) in cash and cash equivalents	757,797	150,438
Cash and cash equivalents at the beginning of the financial year	669,581	519,143
Cash and cash equivalents at the end of the financial year	1,427,378	669,581

Southern Migrant and Refugee Centre Inc. Officers' report Financial Year Ended 30 June 2020

Matters subsequent to the end of the financial year

The World Health Organisation announced that the coronavirus disease (COVID-19) had become a pandemic on 11 March 2020. The Incorporated Association has developed policies and procedures to address the health and wellbeing of employees. The timing, extent of the impact and recovery from COVID-19 on our employees, customers and suppliers is unknown at this stage. At this stage, there has been no significant impact on the financial position and results of the Incorporated Association, however, the full impact of the COVID-19 outbreak continues to evolve as at the date of this report. As such, the Incorporated Association is unable to estimate the effects of the COVID-19 outbreak on the Incorporated Association's financial position, liquidity and operations in the 2021 financial year.

Other than matter disclosed above, no other matters or circumstances have arisen since 30 June 2020 that have significantly affected, or may significantly affect the Incorporated Association's operations, the results of those operations, or the Incorporated Association's state of affairs in future financial periods.

On behalf of the officers



Brian Oates
Chairman

Date: 24.09.2020
Dandenong, Victoria

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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 2020, 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 2020 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 2020, 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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Other Information (continued)

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.

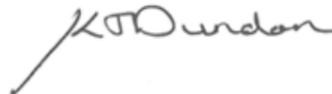
Auditor's Responsibilities for the Audit of the Financial Report

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. This description forms part of our auditor's report.



RSM AUSTRALIA PARTNERS



K J DUNDON
Partner

Dated: 25 September 2020
Melbourne, Victoria

faces of dandenong



STORIES TO INSPIRE

Over 4 nights throughout January, Dandenong Market temporarily changed its beat and hosted a night food market, with music, entertainment and a buzzing atmosphere.

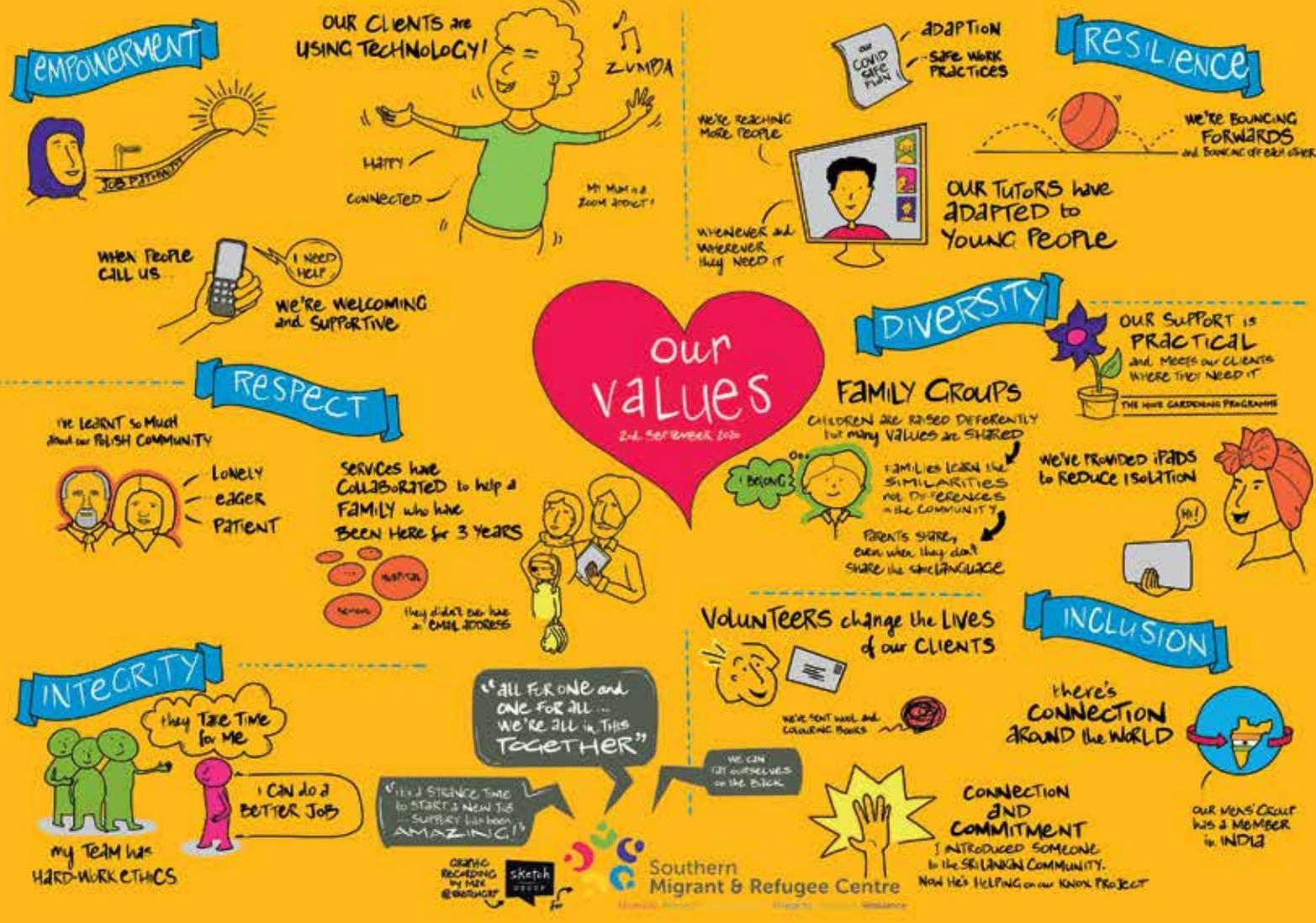
The SMRC hosted a stall with a variety of activities, including our second annual 'Harmony Portraits Project' where over 100 people from all over the world drew a self-portrait or a portrait of their accompanying loved one.

These images were compiled to create this beautiful masterpiece that we were thrilled to unveil for Cultural Diversity Week. We gifted the artwork to Dandenong Market management in recognition of their continued support of SMRC.

Not only did the event bring people together, it fostered positive self-reflection and appreciation and created some great conversations and deep connections between family and friends; it allowed fathers and sons to look into each other's eyes while drawing; it created laughter on couples' first dates and united many through diversity...

It also allowed us at SMRC to share the work we do in the community, as we chatted about many of our programs, services and volunteer opportunities, while at the Market.

Let's continue to appreciate and celebrate harmony and cultural diversity.



Southern Migrant & Refugee Centre

Diversity Respect Empowerment Integrity Inclusion Resilience

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ph: (03) 9767 1900

email: smrc@smrc.org.au

www.smrc.org.au