



annual report 2007

South Eastern Region Migrant Resource Centre

sermrc

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Organisational Charter

Vision

The South Eastern Region Migrant Resource Centre aims to be the advocate and catalyst which empowers ethnic communities to participate fully in the Australian community and give full expression to their individuality and aspirations.

Mission Statement

The MRC, its Board of Directors and staff are committed to assisting Australia's culturally diverse community, promoting its interests and ensuring its voice is heard.

Aims

South Eastern Region Migrant Resource Centre (South Eastern Region Migrant Resource Centre) aims to be the advocate of ethnic communities, empowering them to participate fully in the Australian society.

South Eastern Region Migrant Resource Centre promotes full participation of migrants and refugees, of diverse cultural and linguistic backgrounds in the planning of settlement services, based on equity and justice.

South Eastern Region Migrant Resource Centre seeks a fair society by promoting the perspective of people of diverse cultural and linguistic backgrounds through a process of research, consultation, policy development, collaboration, advocacy and community development in a broad range of areas.

South Eastern Region Migrant Resource Centre acknowledges the individual and specific needs of diverse cultural and linguistic backgrounds, particularly new arrivals and humanitarian entrants, and provides appropriate services.

Objectives

To provide culturally and linguistically diverse people with as much information as is needed in order to facilitate resettlement in Australia.

To encourage, support and assist service providers to be more culturally sensitive and to provide appropriate services to those from culturally diverse backgrounds in the South Eastern Region.

To involve culturally diverse groups in the planning of settlement services.

To promote multiculturalism in the community.

To value people's full participation in a community that promotes the individual's right to make informed decisions about their own lives and community.

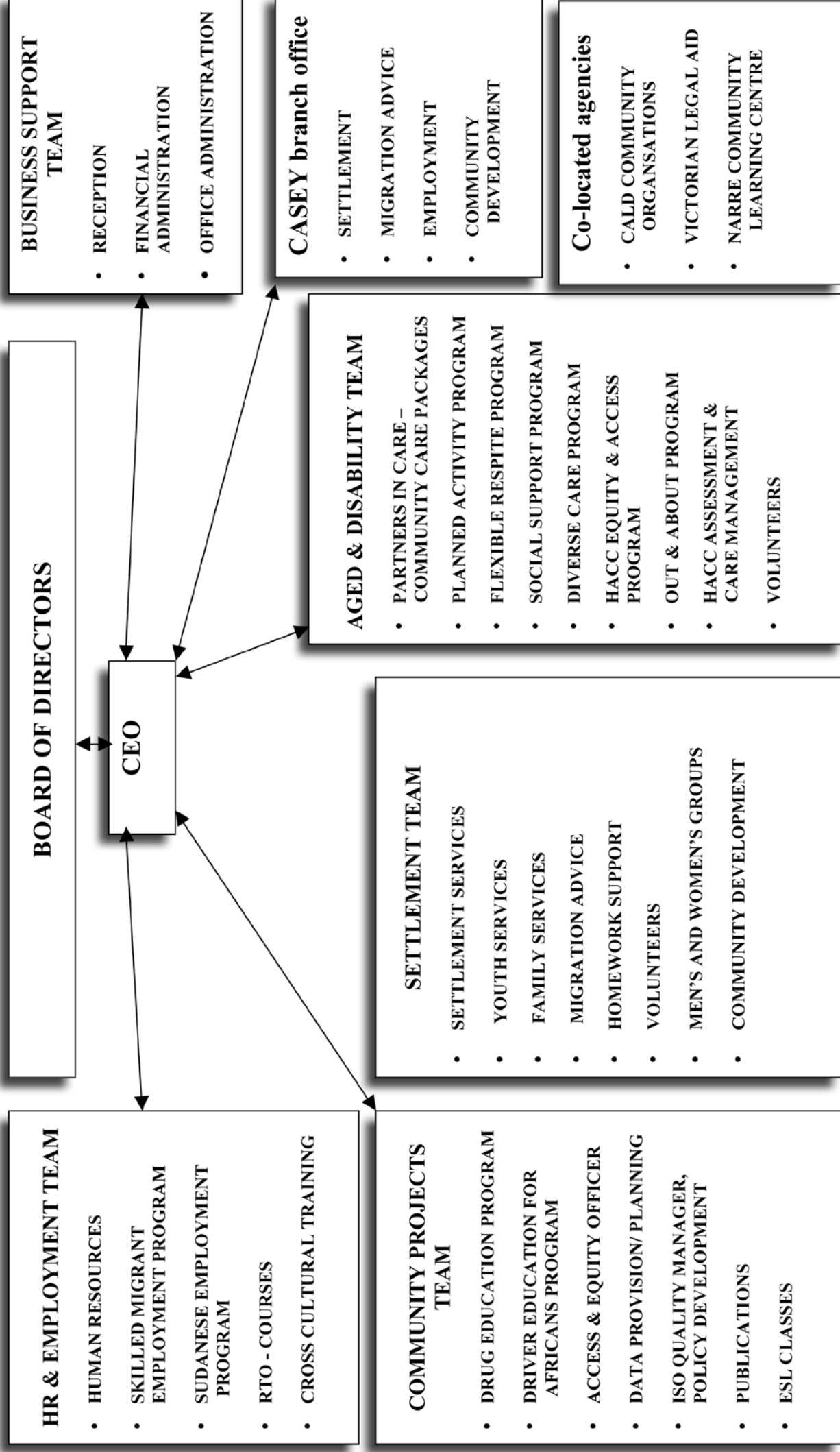
To involve all people as equals without discrimination due to gender, race, ethnicity, disability, sexual preferences, age or religious belief.

To contribute to the enhancement of quality of life and support the notion that every person should have access to and a fair share of, the economic, social and cultural resources in the community



Board of Directors 2006

Organisation Chart



Chairperson's Report

This year has been as busy as ever. Our programs continue to grow and our need to seek funding never ends.

For the past fourteen years the MRC has supported all refugees and migrants without preference or favour to any particular ethnic group. Lately, we have been working with the Sudanese community to help settle them into the community, especially considering the issues which have plagued them in the past. We have found this community to be no different from other groups who undergo teething problems whilst trying to make their home in a new country.

A very pleasing aspect of our work this past year has been the regular quarterly meeting between the MRC and the Mayor and CEO of the City of Greater Dandenong. I have found these meetings promote greater understanding of our common needs and interests and can only be of benefit to our common clients.

At present the MRC, in conjunction with the City of Casey, is involved in a submission to fund a community centre where a number of community organisations can be housed. This project is dependant upon both the Commonwealth and State governments contributing to the project.

The MRC is very proud of receiving its RTO (Registered Training Organisation) status in June 2007 and we now plan to conduct cross cultural training for the community and other service providers, during the next twelve months.

In commending this Annual Report to your attention, I wish to thank the Board of Directors, our Chief Executive Officer, Ms Jenny Semple and all our staff and volunteers, for their work. Whether in paid employment or in volunteer service, all have made a substantial contribution to the Mission of the MRC and our clients. May I assure you all that your work has not gone unnoticed or unappreciated.

Very Rev. Fr Michael Protopopov

OAM

Chairperson, Board of Directors

Board of Directors

OFFICE BEARERS FOR 2006-2007

Chairperson	Very Rev. Dr Michael Protopopov OAM JP
Vice chairperson	Costa Azzam
Secretary & Public Officer	Anton Nadarajah JP
Treasurer	Joey Santos CPA
Minutes secretary	Radmila Dewick

DIRECTORS

Hafez Abdul Wahab
Susan Polgar
Brian Oates

Jomah Kamara
Anne Peek
Nabil Hanna

CO-OPTED

Warwick Heine
Sam Eichenbaum
Belshou Amum

Staff

Management Team

Chief Executive Officer
Planning & Development Projects
Human Resource

Settlement Services

Aged & Disability Services

Jenny Semple
Bill Collopy
Cathy Campbell
Maria Edwards
Marija Dragic
Sally Regan
Jacob Lee

Team Leaders

Partners in Care
HACC Services
Diverse Care
HACC Access & Equity
Employment Services
Youth Services
Family Services

Cana Okyar
Paige Taylor-Flavell
Charlene Pereira
Anne Jones
Marlena Kupczyk
Nancy Badr
Stephanie Vrionis



Staff December 2006

Staff

Aida Spirtovic	Jacqueline Rice	Mary Zetll	Tereza Otong
Anand Shome	Jago Adongjak	Meg Smith	Thi Tran
Anita DeBlasio	Jeanne Chippett	Mercy Thatiparthi	Winston Chee
Bathwell Duku	Josephine Koshaba	Natalia Micsunescu	Yien Thiang Louny
Catherine Wani	Kai Chung Lin	Norminda Villanueva	Yumiko Powney
Choul Gai	Kamani Ilumepera	Perla Mazie	Zlatica Bukarica
Claudia Trujillo	Kanshka Namdar	Sanja Grahovac	
David Gatwech	Kathryn Voutier	Sharon Smith	
Gatwech Lam Puoch	Lorien Vecellio	Sina Ah Lam	
Iman Allaf	Lual Maker	Sitara Saramanayake	
Iraida Morozoff	Ludmila Waise	Tatjana Krneta	

198 Personal Care Workers – “Diverse Care Program”

NB: Not all staff listed were employed for the full year and not all staff were employed full-time.

Volunteers

Homework Support Group

Kelvin Lim	Maxwell Waugh	Chris Lawton
John Pettiford	Zeyu Zhang	Rishabh Tandon
Ray Assadi	Yiota Kouroupis	Alvin Noveloso
Inban Rajasingham	Stephen Yuen	

Aged & Disability Team

Magdy Abdelkoudous	Amalia Hatimihelakis	Mira Resanovic
Henry Armstrong-Boehk	Flora Houspian	Monireh Sabat
Ingrid Armstrong-Boehk	Maria Janac	Shayesteh Sabat
Nelida Barroso	Sheila Jayasundera	Edgardo Senese
Angela Bisognin	Bulent Keskin	Teresa Sgarioto
Desiree Cerdor	Antonia Legaie	Vera Stankovic
Shirin Dabous	Alicia Lomabardi	Vlasta Turinski
Antonio Di Vito	Alia Maleaeb	Lorraine Weinman
Maria Erdeg	Connie Marateo	Bernaditta Vera
Kerry Foladkar	Tammy Nguyen	Penny Vun
Blazana Gecova	Rose Oghoubian	Marian Zdybiowski
Ursula Girstun	Maria Palmer	
Anna Giummarra	Luz Aquino Philip	

Partners - Supporters

AMES (Adult Multicultural Education Services)	Maurice Blackburn Cashman
Australian Multicultural Foundation	MECWA
Baptcare	Members of the community
Beyond Blue	Merinda Park Learning and Community Centre
Brotherhood of St Laurence	Migrant Information Centre
Centre for Philippine Concerns Australia	Mission Australia
Centrelink	Narre Community Learning Centre
Chisholm Institute	New Hope Migrant & Refugee Centre
City of Casey	RACV Insurance
City of Greater Dandenong	Salvadorean Community Council of Victoria
City of Kingston	SCAAB (Springvale Community Aid & Advice Bureau)
CMYI (Centre for Multicultural Youth Issues)	Sheriff's Office Victoria
Connections	Shire of Cardinia
Consumer Affairs Victoria	South Central MRC (New Hope Foundation)
Dandenong Council	South East Melbourne Manufacturers' Alliance
Dandenong Plaza	St John of Kronstadt Russian Welfare Society
Doveton Eumemmerring Neighbourhood Renewal	Sudanese Women SCAA (Sudanese Community Association of Australia)
Doveton Neighbourhood Learning Centre	SICMAA (Springvale Indochinese Community Mutual Assistance Association)
Federation of Indian Associations of Victoria	Vic Roads
Foundation House	Victoria Police
Hallam Community Centre	Victorian Arabic Social Services
Hampton Park Community House	YSAS (Youth Substance Abuse Service)
Ian Potter Foundation	
Jack Brockhoff Foundation	

Co-located Organisations

- Sudanese Community Association of Australia Inc (SCAA)
- Victorian Arabic Social Services Inc (VASS)
- Serbian Welfare Association of Victoria Inc
- Salvadorean Community Council of Victoria Inc (SCCV)
- Hazara Australian Community Association of Victoria Inc (HACAV)
- Federation of Chinese Associations (Vic) Inc
- Darfur Community Association of Australia (DCAA) Inc
- Logomua Fono Samoa Inc
- South Eastern Region Melbourne Oromo Community Association in Victoria - Australia (SERMOCABA) Inc
- Cambodian Community Welfare Centre Inc
- Australian Polish Community Services Inc

Chief Executive Officer's Report

This year has been busy with a number of new initiatives and ideas developed and implemented. It has also been a challenging year from a number of community and policy perspectives.

The last 6 months has been particularly challenging in the face of some very sad and negative events surrounding some refugee communities in our region, and across Australia. The MRC has worked very closely with the affected communities and provided support through what have been very emotional and difficult times.

These actions are consistent with the MRC's long term role with refugee and migrant communities and reflect our commitment to consultation and partnership. It is through these mechanisms we develop trust and confidence with all communities. It is also the way in which we deepen our understanding of possible cultural barriers to new arrival refugees and migrants living in this region.

The MRC has a strong role to play in advocating for services to our clients and in influencing government policy at the federal and state level.

Client needs are always changing and we need to ensure the services we offer reflect these changes. I believe we have been able to quickly adapt to the changes that have confronted us over the last year and have responded in a culturally appropriate, respectful and professional manner. This is principally due to the dedication and professionalism of our staff



Perla, Jenny and Thi



Management Team

Some of our achievements in the past year included:

- Hosting our first National Conference, titled “Unpacking the Suitcase”. The conference was organized in response to the growing needs of young refugees and had a focus on health and well being. The conference was attended by over 200 participants. A report from the conference is available at the MRC.
- Receipt of additional funding for 2 ethno-specific planned activity groups focused on isolated elderly people living in the City of Casey. This program was developed in partnership with the Centre for Philippine Concerns and the Salvadorian Community Council of Victoria.
- Achieving accreditation as a Registered Training Organisation (RTO) to enhance our training services. RTO status enhances our ability to provide a range of specialist training packages to service providers who work with refugees and migrants.

One highlight of the year for me was a visit to Southern Sudan. In Sudan, I met with people in villages and towns and staff from aid agencies to hear about the work they are doing. The tour study consisted of people from local agencies in south east Melbourne and was organised by SSUDA. We stayed in villages and met with politicians, village elders, local people and relatives of people living in our part of Melbourne. The experience was unforgettable and really gave me an insight into the life of the Sudanese people and their culture before they settle in Australia. The final report from this study tour is available on www.ssuda.org.au.

The MRC continues to meet and work with new partners in the community sector and welcomes opportunities to initiate joint projects with other agencies to enhance the services available to our clients. During the past year we have expanded our work with the Sudanese Strategic Initiatives Committee (and working parties from this committee), the Multicultural Family Reference group and Victoria Police.

Staff have continued their excellent work. The commitment and dedication of staff to our clients, the community as a whole and the MRC itself is simply outstanding. I thank all staff for a great year of hard work, marked by some excellent achievements and outcomes. I would also like to thank all our volunteers for their invaluable work. Without volunteers we would be unable to deliver many of the services and programs we offer. I continue to be very proud of the work we do.

Thank you also to Father Michael and the Board who have supported me throughout the year.

Thank you to the local agencies who work with us on a daily basis. Together we are doing really great work in the community and I believe we often don't give ourselves enough credit for the positive impact we have.

Finally, I would like to thank the funding bodies who continue to support us, and work with us, to achieve positive outcomes. Particular thanks to DIAC, DHS, DHA and FACSIA, our main funding bodies, and our local councils, City of Greater Dandenong and City of Casey with whom we continue to have a very positive professional working relationship.

I hope you enjoy reading the Annual Report which gives a snap shot of what we have achieved in the past year. We continue to look ahead and plan for the future, with a new strategic plan being developed next year. I look forward to the year ahead with renewed vigour, enthusiasm and passion.

Jenny Semple
Chief Executive Officer

Highlights of the Year

Launch of Driver Education Program

On the 9th of June the Parliamentary Secretary to the Minister for Immigration and Multicultural Affairs, Mr Andrew Robb launched the Driver Education pilot program funded by DIAC. This program has grown in popularity and now includes many women from African countries. Our partners in the pilot include Victoria Police, RACV, Vic Roads and Department of Justice. The program aims to assist African communities to increase road safety practices and awareness and learn about car insurance and safety. 72 participants completed the program this past year and received certificates of participation.

CALD Family Reference Group

This group is comprised of women from different CALD communities who meet on a quarterly basis and discuss family issues and provide the MRC with feedback to enable us to enhance our services to CALD communities.



Launch of DVD titled “Problem Gambling Crosses All Cultures”

On the 10th of October John Pandazopoulos Minister for Racing and Gaming and Tourism, and Minister Assisting the Premier on Multicultural Affairs, launched the DVD. The DVD is translated in 3 languages, Arabic, Dari and Hindi and funded by the Department of Justice. The DVD involves community members and includes questions to stimulate group discussion and is available for interested organisations.

Refugee Week activities

MRC youth workers and City of Casey and local schools joined in celebrations of the journeys travelled by young people to the City of Casey. A range of activities were organised including lessons in belly dancing.

Launch of DVD titled “Daughters of Sudan” (Nyer – Sudan)

This DVD was the culmination of a 12 month creative Arts program funded by the City of Greater Dandenong. The project introduced refugee young people to creative and therapeutic ways of expressing their identity and experiences. Participants created poetry, ceramics and paintings. Making the DVD gave four young women the opportunity to express their identity, individuality and view of the world. The CEO of the City of Greater Dandenong John Bennie, launched the DVD.

Highlights of the Year

Launch of Sudanese Community Profile

On the 20th of March Samuel Machar Kuot, Chair of SCAA, launched the profile, Sudanese in south east Melbourne: perspectives of a new and emerging community. The profile outlines demographic and cultural trends of the community and incorporates comments from a cross section of the various communities themselves, across gender and age and tribal differences. The community speak and articulate their own diverse characteristics and culture on and about a range of topics.



Jenny Semple, CEO, Fr. Michael Protopopov, MRC Chair, Samuel Kuot, President of SCAA, Bill Collopy, Editor of the profile, at the launch

New Programs/Programs

Community Consultations

The MRC continued to consult with migrant and refugee communities and for this year they included Sudanese, Afghan, Hazara, Liberian, Chinese, Iraqi, Oromo, Vietnamese, Indian and Arabic speaking.

Kar Kulture

This project is funded by Vic Health under the Building Bridges scheme and aims to build relationships across cultural divides, reduce discrimination and promote mental health. The participants include refugee and Australian born young people who work together and fix up an old car by restoring the car mechanically and externally. Project partners include Victorian Police and Mission Australia. Local agencies that have supported this fantastic project include Handbrake Turn Dandenong, Chisholm TAFE and RACV. Handbrake Turn and RACV have generously donated a second hand car and Chisholm has provided a secure garage workshop for the car.

Workforce Participation Partnership (WPP)

This WPP program has expanded to include a “Sudanese Skill Development and Employment project.” This particular project focuses on the two main barriers to employment for Sudanese and many other communities’ job seekers, lack of Australian work experience and lack of English language. One to one support and assistance is provided to Sudanese job seekers and also assistance with writing resumes and interview experience. Work experience has also been sought for those with technical and university qualifications but no Australian experience. All targets have been met in this project.

Client Stories

‘Driver Education for Africans’

John is a Sudanese refugee who arrived in Melbourne in 2005 with his wife and children. He used to work in a government owned plantation where he learnt to drive tractors and threshers.

When he first arrived in Melbourne, he was surprised by the complexity of road infrastructure: multi-lane highways, frequent traffic lights, u-turns, hook turns, pedestrian crossings etc. He developed a phobia about driving in Australia and decided to set himself a five-year waiting period before attempting to drive a car, hoping that this time would allow him to learn the road rules and traffic regulations. However, this personal target did not go down well with his friends and family. His refusal to drive even put pressure on his marriage. John’s wife expected him to drive, to get a job and to support his family. John was unemployed for an extended period as most employers preferred job seekers with a driver’s licence.

When he heard about the driver education program John immediately contacted the MRC, where he met with our project officer. John was advised that, before attempting his learner’s permit, he should learn about Victorian road laws and traffic regulations. He enrolled in the course. During the course John regained his confidence and was ready to do some driving. The MRC’s project officer provided materials to read to prepare John for applying for a learner’s permit. John attended daily to ask questions from the book, and to access online practice tests on the VicRoads website.

When he sat for his learner’s permit, John passed with result of 97%. Having attended our driver education course, he realised that driving does not have to be dangerous if one learns how to do the right thing and make responsible decisions while driving. John now has his probationary licence and enjoys driving.’



MRC and RACV staff with Driver Education participants

Client Stories

‘Partners in Care’

Rosa, from Chile, is in her 80s. She lived in rental accommodation until her only son José decided that his ailing mother would be better cared for in his home. Over the next few months he became aware of his mother’s confusion and memory loss but attributed this to the normal process of ageing. She gradually became more forgetful and confused, often neglecting to eat, and her personal hygiene. Her house became increasingly dirty. She was underweight and had arthritis in her hips. She had a lot of trouble getting out of chairs, on and off the toilet, and in and out of bed. She walked slowly, was unsteady and she had fallen on several occasions.

Rosa moved into a unit attached to her sons home. He discovered that the role of a carer for a dependent mother can be enormously demanding. He re-organized his building business so he could work from home and care for his mother but he was out of the house most of the time. So he employed the next door neighbor, also from Chile, to assist with his mother’s care and provide respite. This arrangement was not successful. So he sought help from the local doctor, who arranged an assessment from the Aged Care Assessment Service (ACAS). A member of the aged care assessment team visited Rosa at home and approved her eligibility for a package of community care to help her continue living at home. The assessment team arranged a community care package with MRC’s Partners in Care program.

A case manager was assigned to Rosa and conducted an initial assessment in the home and developed a care plan with Rosa and José. This included referral to the cognitive dementia and memory service to assist Rosa’s memory loss and confusion, referral to a nutrition service for weight control, personal care for showering assistance, house cleaning assistance, referral to occupational therapy for aids and equipment to assist with transfer and mobility, referral to a falls prevention program to improve her balance in day to day activities, arranged for a personal alarm service, arranged in-home respite with a language-specific worker to provide companionship on a regular basis, referred to MRC planned activity group to provide social interaction, referred to a pain management clinic to learn ways to better manage her condition – and finally, referred José to the MRC Carer Respite worker for carer support.



Partners in Care team

Client Stories

‘Youth Services’

Mary was newly arrived from Egypt in 2006 with her older brothers and sister, all four orphans and referred to the MRC by AMES IHSS. The primary issue was her concern that her age had been incorrectly recorded on her visa. This mistake had been made by Egyptian authorities when her parents escaped from Sudan when Mary was a little girl. In Egypt she was never able to correct the mistake. When she arrived in Australia this had significant repercussions, as she claimed to be 16 rather than 19. As a 19-year old, she was ineligible to enter the English Language School, and was therefore placed in AMES Education classes with 18-25 year olds. She felt uncomfortable in this older age group and wanted to join her peers at the English Language School. Being considered 19 also meant that she would have less time available to her in a mainstream high school once she finished her English studies.

The MRC refugee youth worker liaised with the English language school and encouraged Mary to obtain all available documentation with her claimed age. The worker then helped her, and her sister, to prepare statutory declarations about her claimed age. The worker informed Mary about obtaining a bone density test. This test confirmed that her age was approximately 17. The worker assisted her to complete and submit an application to the Department of Immigration, freedom of information unit. The Department requested another bone density test to be conducted. Unfortunately this test determined that she was over 18. So the Department was unable to amend her age.

The MRC worker then assisted Mary to settle into the AMES Education classes, having tried mainstream high school for a short time. She became interested in taking self-defence classes. The worker researched various options for her in the local area and invited her to MRC recreational and training programs, such as yoga classes and sewing classes. Mary also showed a strong interest in volunteer work as a way to improve her English and contribute something back to the Australian community. The worker referred Mary to one of the local opportunity shops, who were happy to have additional help. In the meantime, the worker assisted Mary to liaise with Centrelink and clarify her entitlements to benefits. Mary has now entered a local secondary school and her English has improved immensely.



‘Settlement Services’

Nakiden arrived in Australia two years ago as a refugee. She suffers from ongoing mental health problems. She was living in private rental but two of her adult relatives left the home and she could no longer afford to sustain the accommodation as a single woman. She experienced difficulties paying the rent which culminated in a VCAT hearing. Nakiden felt very ashamed that she had to go to “court” and that she was in debt. She approached the MRC for assistance. She had tried to find another affordable property but had been rejected many times. The MRC Settlement Worker assisted Nakiden with her household budget. She was referred to other services for material aid. The worker assisted Nakiden to pay her rent via Centrepay. The support offered by the Settlement worker alleviated her anxiety and assisted her to maintain her housing until more affordable housing could be obtained.

Client Stories

‘Home and Community Care’

This project was part of the Culturally Equitable Gateways project, funded by DHS, in partnership with Victorian Arabic Social Services. MRC also worked in partnership with the Federation of Indian Associations and Springvale Indochinese Mutual Assistance Association on similar projects.

“My name is Nadia and I was invited by the MRC to participate in an Arabic community reference group. This was a project relating to older Arabic speaking people’s needs and their access to council home and community care services. I think every project which involves the community should have a reference group of community members for the worker. To be in contact with the whole community is impossible but a representative group can put forward important points for the worker to consider. Representatives know their community well, and know the problems of people. There were also benefits for us as members of the reference group. Even as leaders in our community we don’t know all the available services. Having guest speakers and visiting aged care services and seeing first-hand the people receiving services was very helpful. We could go back to our community and tell what we had seen and heard. At the suggestion of the reference group an Arabic Community Day was organized. It was so successful. People were encouraged to speak freely at the day about their needs. Service providers present were very open with people. We gathered over a meal, and there was music and dancing. Before this day some people had no idea that services like personal care were available. Being part of this group was important for me. I do volunteer work in the community and I’ve always said to myself there should be ways people can get together and talk about problems facing their community. I learnt a lot from being involved and I was happy that I could provide support and information, and contribute to finding solutions. However I do think that reference groups like this need to be ongoing because the needs are ongoing and needs change.”



‘Young Generation’ - Filipino Senior Citizens Club

‘Home and Community Care’

Iman arrived in Australia 9 years ago from Iraq together with her mother who speaks no English. Iman’s mother was in the early stages of dementia and as time passed by, she became more confused. Iman was not able to leave her alone anymore. She assisted with all kinds of tasks for her mother, including personal care. When she was introduced to the MRC, she felt guilty about accepting any support services as she felt it was her duty to look after her mother. Iman’s caring role was exhausting for her. She started to realize that if she got sick there wouldn’t be anyone to look after her mother, so she asked for help. The MRC Flexible Respite Coordinator provided support for Iman and her mother and linked her with culturally appropriate services. With this assistance, Iman’s mother is now receiving respite, visits from volunteers, Personal Care and Home Help. Iman is also receiving ongoing support through her active participation in a Carer Support Program. With the introduction of these services, Iman’s mother is maintaining her daily living skills thus extending her independence in the community.

Client Stories

‘Parenting Program’

Maria’s husband died in the war in South Sudan. She came to Australia on a refugee visa with her two children. Our Family Services team started working with her in July 2006 when she sought help for her daughter’s difficulties in school. The daughter wasn’t coping with the volume of work, especially the technical subjects. The MRC worker connected the daughter with the MRC’s homework support program, which led to improvements in her study. Maria sought further support from us as she experienced ongoing difficulties raising her children. The Family Services worker offered her the opportunity to attend parent training sessions (Parenting across Cultures). Maria attended the sessions despite the many demands on her time raising her children. Maria said that these sessions have made a significant difference to her life, that she is a better communicator now and has more positive options to discipline her children and to resolve conflict. Maria has referred others to the parenting program.



‘Family Counselling’

A couple arrived here from Afghanistan less than 6 months ago but they have been having marital conflict for many years. They have discussed separation. The couple were referred to the MRC for counselling by AMES/ IHSS and Foundation House. The husband and wife were seen separately by our Family Services counsellor, who identified that the couple disagreed on parenting practices. They were often very critical of each other. The women felt that her husband wasn’t involved in caring for the children and she was not supported in the home. It emerged that the couple wanted to stay together if each of them could change. Later, in a joint session, the couple made some agreements. They agreed not to criticise one another, and to take turns with supervising the children. The husband agreed to assist with certain household tasks. Two weeks later, in a further joint session, the couple reported that the agreements were being kept. They both reported that the relationship had slightly improved. The counsellor discussed with the couple some basic understanding of child protection laws, and supervision requirements for children. The couple compared the Afghan way of life to Australia and found some common understanding of pressures that were affecting them.

Client Stories

‘Employment’

Fernando is a skilled migrant, who registered with the MRC employment program in January. He is a qualified accountant from Sri Lanka. He heard about our program from friends and decided to register. After registration, he applied for several positions. He was selected for interviews but with no result, due to his lack of local experience. He had stopped applying for advertised positions and began to feel stressed and hopeless. In May the MRC employment consultant contacted Fernando and asked him to come to the office. The consultant recognised that Fernando was distressed and that his self-esteem was low. He needed counselling and support. The employment consultant organised a MYOB course for the client and the MRC paid the for course fees. Fernando started the MYOB course in July. During the training, he impressed his teachers, one of whom was working as a senior accountant. He informed Fernando about a bookkeeper position at a very well known company. Fernando applied for the position. He was offered employment in July. He now works full time and is very pleased with his position. He still maintains contact with the MRC employment consultant, and is grateful for the ongoing support.

‘Employment’

Taban, from Sudan, registered with the program in December 2006. He received support and advice from an employment consultant regarding his resume as well as assistance on how to address key selection criteria in his application. He wanted to apply for a customer service position at Centrelink. He sent in his application but was unsuccessful. The employment consultant found him another vacant position, this time as a temporary food service assistant at a Hospital. The resume went to the kitchen manager, who called Taban for an interview. The interview went well. After checking references provided by the employment consultant, the manager offered him the job. He worked until June 2007, when his contract ended.

With his recent experience and excellent references, he came back to the MRC to look for additional support in job-seeking assistance. He decided to undertake a security guard course. The employment consultant located a local company to provide the training. The company was very pleased with Taban's progress. Our program supported him by paying for his course fees. After successfully completing the training, Taban applied for his security guard licence. A local company interviewed him and he was soon employed, working in a shopping centre 48 hours per week. Taban has been a successful jobseeker due to his approach, his professionalism and his willingness to gain new skills. He was determined in his job searching and not afraid to try different experiences.

Client Stories

‘Diverse Care’

Late on a Friday afternoon MRC Diverse Care received a call from a service provider requesting a Greekspeaking worker for a new client. Nick, the client, is an 81-year old widower living on his own. He was to be discharged from hospital next morning after suffering a recent stroke and he required services to commence at the earliest. The service provider was concerned that Nick, owing to his temperament, had not had much luck with workers in the past. As a result, agencies did not want to send workers to assist him any more. The service provider stated that the stroke had left Nick incapacitated.

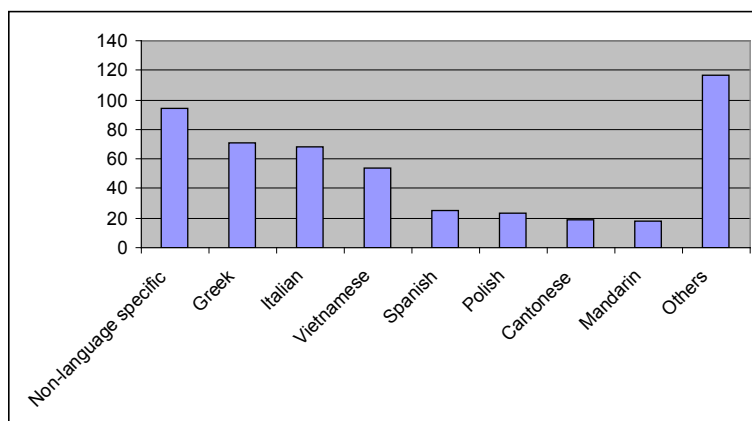
Diverse Care contacted a shortlist of potential workers. Con was chosen as the best suited to deal with Nick’s demanding personality and was trained to handle his complex care needs. He showed up at Nick’s house but, after introductions, Nick’s pride got the better of him and he insisted that he didn’t want anyone around. Con gently reassured Nick that he was only there to help. He suggested that he only assist with Nick’s personal hygiene issues. Con managed to get Nick showered and dressed, and then made him breakfast, which Nick ate with relish. Con then agreed to provide Nick with a few hours of companionship and monitoring. They sat down and, over a cup of coffee, Nick recounted adventures from his past and reminisced about his time in the Greek navy working on a submarine. Much to everyone’s surprise, they got on well and Nick requested Con to return next week to assist with household chores and to take him out.

One hour after the completion of service, Nick’s case manager rang MRC Diverse Care to convey her profound thanks for sourcing a worker at such short notice and to express her relief that Con had managed to gain Nick’s confidence with his empathy and patience.

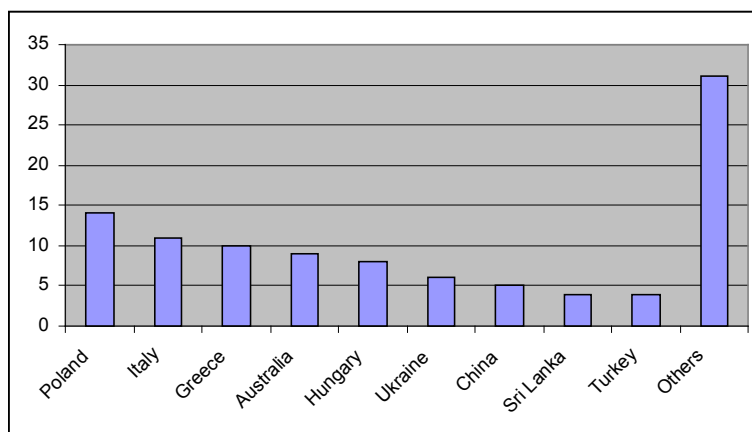


Diverse Care Bilingual workers

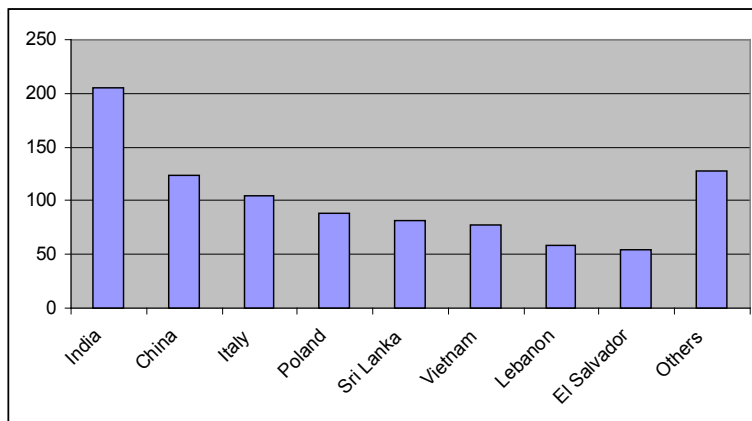
Aged and Disability Data



Diverse Care, by Languages spoken – source: Care Manager



Community care packages, by Country of Birth – source: Care Manager



Home and Community Care clients, by Country of Birth – source: Care Manager

Sub-Totals

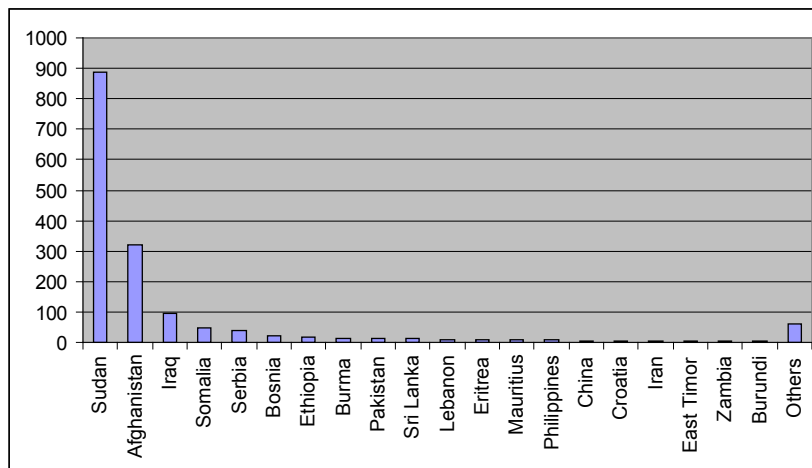
Partners in Care = **102**

HACC: 74 (PAG) + 67 (Flex Respite) + 43 (Social Support)
+ 766 (Access & Equity) = **950**

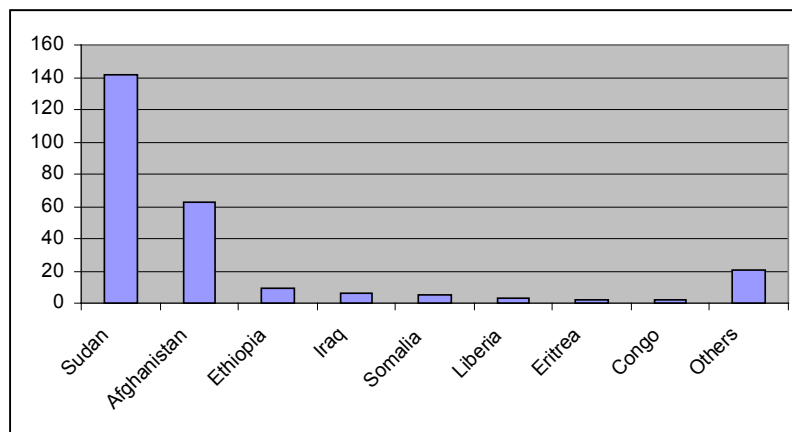
Diverse Care = **489**

TOTAL CLIENTS MRC WORKED WITH THIS YEAR = 1,541

Settlement Services Data



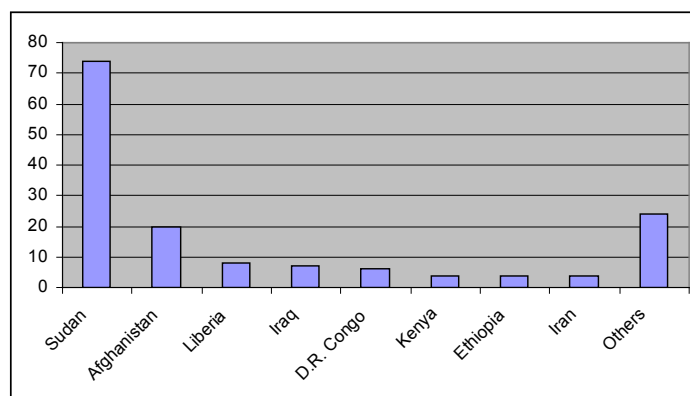
Settlement contacts, by Country of Birth – source: SCIS



Youth contacts, by Country of Birth – source: SERMRC

Sub-Totals

Settlement (incl. Driver Ed) **1,724** + Youth **253** = 1,977



Family services contacts, by Country of Birth – source: FaCSIA

Sub-Totals

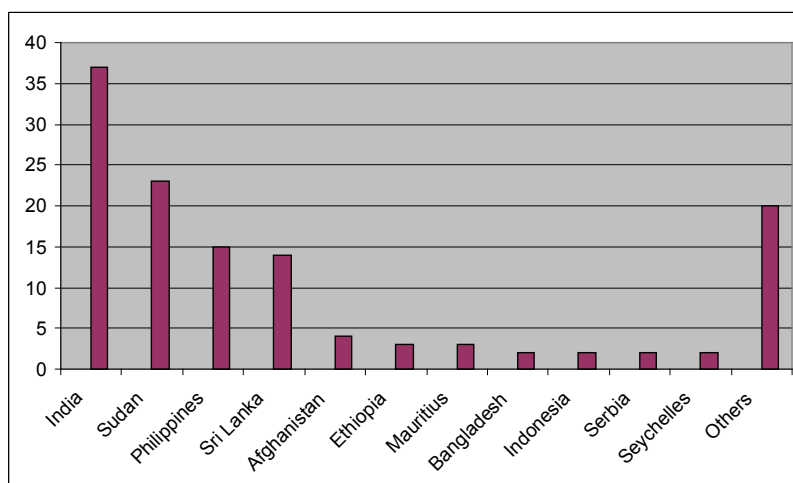
Family services total = **151**

Settlement team – total clients = 2,128

Note these statistics do not include any group work or community education or recreation activities conducted by the MRC

TOTAL CLIENTS MRC WORKED WITH THIS YEAR = 3,776

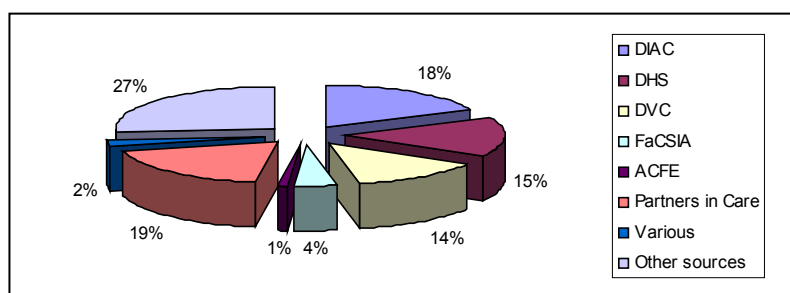
Employment Services Data



Employment placements by Country of Birth – source: DVC

TOTAL CLIENTS MRC WORKED WITH THIS YEAR = 107

Funding Sources



FUNDING BODIES

FUNDING BODIES	TOTAL
DIAC	771,069.00
DHS	642,471.00
DVC	583,602.00
FACSLIA	189,689.00
CITY OF GREATER DANDENONG	1,818.00
CITY OF CASEY	16,210.00
ACFE	41,928.00
VIC HEALTH	19,960.00
Donations	3,563.00
CONNECTIONS	27,083.00
MISSION AUSTRALIA	24,214.00
Partnership with RWS	813,146.00
Other (Diverse Care, client contributions, interest)	1,122,875.00
TOTAL	4,257,628.00

- DIAC – Department of Immigration and Citizenship
- DHS – Department of Human Services Victoria
- DVC – Department for Victorian Communities
- FaCSIA – Department of Family and Community Services and Indigenous Affairs
- ACFE – Adult Community and Further Education
- Partners in Care – partnership between MRC and Russian Welfare Society
- Various – includes Mission Australia, Connections, Vic Health, City of Casey, City of Greater Dandenong
- Other sources – includes Diverse Care services, client contributions, donations, interest earned

Independent auditor's report

to the members of South Eastern Region Migrant Resource Centre Inc.

Report on the Financial Report

We have audited the accompanying financial report of South Eastern Region Migrant Resource Centre Inc. (the association) which comprises the balance sheet as at 30 June 2007 and the income statement, statement of recognised income and expenditure and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by the board of directors.

Board's Responsibility for the Financial Report

The board of directors of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (Associations Incorporation Act Victoria 1981). This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion of the financial report based on our audit. We conducted an audit in accordance with the Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of South Eastern Region Migrant Resource Centre, in accordance with Associations Incorporation Act Victoria 1981 including:

- i: giving a true and fair view of the Association's financial position as at 30 June 2007 and their performance for the year ended on that date;
and
- ii: complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act Victoria 1981.

Name of Firm *KBH PARTNERS PTY LTD*

Name of Partner 
GREGORY L KITCH FCA

Date *27th SEPTEMBER 2007*

Address *SUITE 9, 318 STEPHENSONS ROAD
MOUNT WAVERLEY VIC 3149*

Statement by Members

STATEMENT BY MEMBERS OF THE BOARD OF DIRECTORS.

The Board of Directors has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Directors the financial report as set out on page 26.

1. Presents a true and fair view of the financial position of South Eastern Region Migrant Resource Centre Inc as at 30 June 2007 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that South Eastern Region Migrant Resource Centre Inc will be able to pay its debts as and when they fall due.

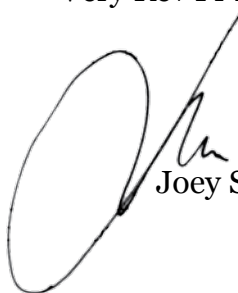
This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Board of Directors by:

CHAIRPERSON:



Very Rev Fr Michael Protopopov OAM

TREASURER:



Joey Sol Santos PNA

Dated this 27th day of September 2007

Income Statement for the year ended 30th June 2007

	Note	2007 \$	2006 \$
Revenue	2	4,257,628	3,852,537
Employee benefits expenses	3	(2,693,993)	(2,123,318)
Staff related expenses		(251,496)	(202,196)
Occupancy expenses		(168,111)	(166,844)
Communication costs		(81,582)	(79,440)
Administration expenses		(45,318)	(37,421)
Finance expenses		(9,242)	(7,871)
Project activity expenses		(596,448)	(815,241)
Other Expenses		(51,338)	(42,749)
Funding repaid		(3,500)	(3,562)
(Increase) decrease grant/income carried forward at 30 June	4	(238,578)	(265,245)
Net surplus from operations	5	118,022	108,650

Balance Sheet as at 30th June 2007

	Note	2007 \$	2006 \$
CURRENT ASSETS			
Cash	6	2,296,646	2,223,829
Receivables	7	457,955	215,406
Other	8	13,091	8,931
TOTAL CURRENT ASSETS		2,767,692	2,448,166
NON CURRENT ASSETS			
SERMRC Fixed Assets at W.D.V	9	57,204	52,636
TOTAL NON CURRENT ASSETS		57,204	52,636
TOTAL ASSETS		2,824,896	2,500,802
CURRENT LIABILITIES			
Payable	10	218,232	214,287
Provisions	11	161,964	81,637
Interest-Bearing Liabilities	12		44
Other	13	1,774,914	1,595,477
TOTAL CURRENT LIABILITIES		2,155,110	1,891,445
NON CURRENT LIABILITIES			
Provisions	14	139,687	197,280
TOTAL NON CURRENT LIABILITIES		139,687	197,280
TOTAL LIABILITIES		2,294,797	2,088,725
NET ASSETS		530,099	412,077
EQUITY			
Retained Surplus		530,099	412,077
TOTAL EQUITY		530,099	412,077

Cashflow Statement for the year ended 30th June 2007

	Note	2007 \$	2006 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
PAYMENTS			
Payments to employees and suppliers		(3,947,337)	(3,581,734)
Other		(288,194)	(230,042)
RECEIPTS			
Grants/Income Received		4,180,455	3,939,952
Interest received		95,202	91,645
Other		40,816	78,574
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES	16	80,942	298,395
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for assets purchased		(19,536)	(19,117)
GST for assets purchased			
Proceeds from sale of assets		11,455	36,954
NET CASH PROVIDED BY (USED IN) INVESTING ACTIVITIES		(8,081)	17,837
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from short term borrowings		11,499	9,505
Repayment of amounts borrowed		(11,543)	(9,916)
NET CASH PROVIDED BY (USED IN) FINANCING ACTIVITIES		(44)	(411)
NET INCREASE (DECREASE) IN CASH HELD		72,817	315,821
CASH AT THE BEGINNING OF THE FINANCIAL YEAR		2,223,829	1,908,008
CASH AT THE END OF THE FINANCIAL YEAR	6	2,296,646	2,223,829

Donations

To make donations to the SERMRC, please visit our website at

www.sermrc.org.au

or telephone our office on 9706 8933

Donations of \$2.00 or more are tax deductible.

All donations will help us to continue providing services for
migrants and refugees.



Reg. No: 21947



Head Office

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www.sermrc.org.au

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Branch Office

60 Webb Street Narre Warren, Victoria 3805
Ph: (03) 9705 6966 Fax: (03) 9705 6977