



*South Eastern Region*  
*Migrant Resource Centre*  
annual report

08/09

**Front cover photo:** Afghan Dancing Group from Noble Park Primary School, Harmony Day Event 2008

# Contents

Organisational Charter .....	4
Organisation Chart .....	5
Chairperson's Report .....	6
Board of Directors.....	7
Co-Located Organisations.....	8
MRC Partners.....	9
Chief Executive Officer's Report .....	10
Staff / Volunteers .....	11
New Programs.....	13
Highlights.....	16
Settlement Services Data .....	22
Aged and Disability Services Data .....	24
Independent auditor's report .....	25
Statement by Members .....	26
Income and Expenditure .....	27

# Organisational Charter

## Our Vision

All people are achieving their aspirations and participating fully in Australian society.

## Our Mission

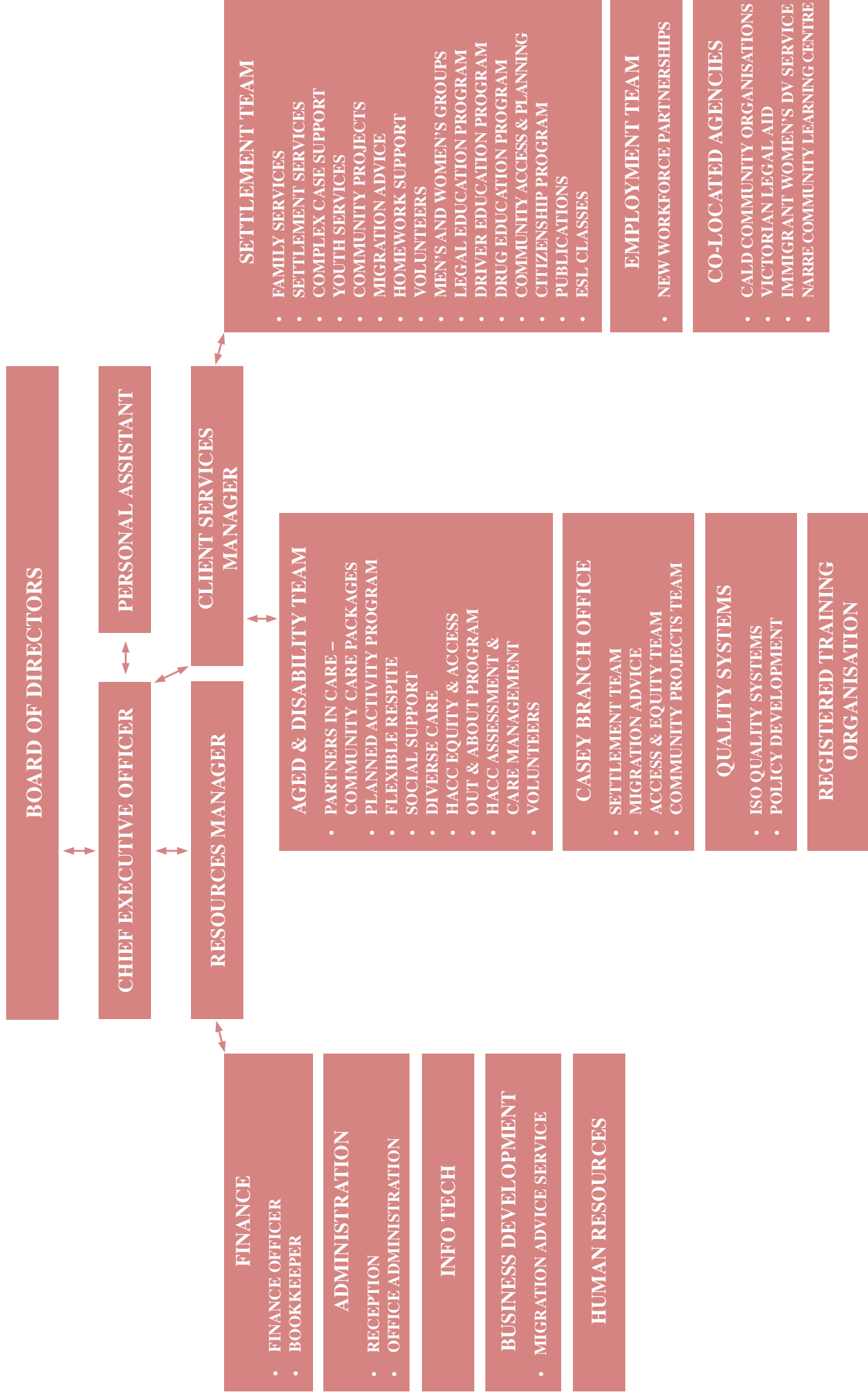
To empower and assist people who are migrants and refugees in Melbourne's south-east to establish themselves and achieve their aspirations in our culturally diverse community.

## Our Objectives

In carrying out our mission, we endeavour to create the following circumstances –

1. Migrants, refugees and their communities will have access to culturally appropriate information and support services that assist and empower them to realise their aspirations.
2. The MRC will understand the support needs and aspirations of refugees and migrants and share this understanding with community agencies, business and governments.
3. Through effective advocacy, local, state and federal governments will be increasingly committed to promoting and upholding the human rights of migrants and refugees.
4. Governments, community agencies and business will be connected with, and increasingly responsive to, the culturally and linguistically diverse community of the south-east of Melbourne.
5. Cultural diversity in the south-east is promoted and celebrated.
6. The MRC will be a highly-regarded, creative, sustainable organisation with a culturally diverse workforce and strong connections with migrant and refugee communities.

# Organisation Chart



# Chairperson's Report

Each year the SERMRC grows from strength to strength. This is in no small part due to the excellent service which the Centre provides to our diverse cliental. The CEO, Ms Jenny Semple, ably supported by a new management structure and our professional and keen staff has provided care, support and advocacy for hundreds of refugees and migrants in a wide range of client services. I congratulate them all upon their professional successes and their dedication to the tasks at hand.

On Australia Day the SERMRC was proud to note that Mr Anton Nadarajah, Secretary of the Board of Directors, and Choul Gai one of our Settlement workers were honoured with special awards. The certificates were presented by the Hon. Anthony Byrne, Member for Holt. Congratulations Anton and Choul!

Another important moment in the life of the MRC and the Afghan community was a visit by His Excellency, Amanullah Jayhoon, the Ambassador of Afghanistan to the Centre. The Ambassador spoke to members of his community and was very generous with his time. During his visit, Mr Jayhoon launched a community profile of the Afghan community prepared by our Client Services Manager, Mr Bill Collopy which has become a valuable resource in helping service providers, government agencies, business and the general public in understanding the cultural and historical background of our Afghan clients.

The guest speaker at our last AGM was the Minister for Immigration and Citizenship Senator, the Honourable Chris Evans. Senator Evans spoke with great enthusiasm about his portfolio and everyone was delighted that he stayed long after the official proceedings and spoke to individuals about their concerns and provided many photo opportunities for staff and guests. We were saddened by the retirement of Mr John Williams, the State Director of DIAC who had been a great friend and supporter of this MRC for many years. We wish John well in his retirement.

Finally, the Board of Directors have spent the past year in reviewing its own operations. A detailed series of workshops have been held to explore the responsibilities of good governance and how to develop a best practice model for the Board's involvement in setting direction, goals, performance indicators and financial accountability for the MRC's operation in the coming years. This has been a long and worthwhile process and one hopes that it will also lead to the attraction of qualified and visionary candidates to the Board in the future.

I am especially grateful to my colleagues on the Board of Directors for their enthusiasm, participation and dedication to the needs of the Centre.

I am very pleased to commend the Annual Report to your attention.

Very Rev Dr Michael Protopopov OAM, JP  
Chairperson  
Board of Directors





# Board of Directors

MEMBERS	ROLE
Very Rev. Dr Michael Protopopov OAM, JP	Chairperson
Mr Brian Oates JP	Deputy chairperson
Mr Anton Nadarajah JP	Secretary & Public Officer
Mr Ray Jopling	Treasurer
Ms Anne Peek	Minutes secretary (resigned)
Mr Hafez Abdul Wahab	Member
Mr Costa Azzam	Member
Mr Khalid Al-Dabbagh	Member
Ms Anne Catanese	Member
Ms Anita Buczkowsky	Member (resigned)
Mr Sam Eichenbaum	Co-opted member
Mr Phil Dalling	Co- opted member
Mr Con Pagonis	Co-opted member



Board members and CEO

# Co-located Organisations

Afghan-Australian Women & Youth Association Inc (AAWYA)

All Mesopotamian Christians Association Inc (AMeCA)

Federation of Chinese Associations Inc (FCA)

Immigrant Women's Domestic Violence Service Inc (IWDVS)

Logomua Fono Samoa Inc

Lopit Community Association of Australia Inc

Narre Community Learning Centre

Pro Bono Lawyer Ms Roona Nida

R.A.S.S. Sudanese Ethnic Language Learning Schools

Salvadorean Community Council of Victoria Inc (SCCV)

South Eastern Region Melbourne Oromo Community Association in Victoria, Australia (SERMOCABA) Inc

Sudanese Community Association of Australia Inc (SCAA)

Sudanese Disability Action Group in Victoria Inc (SDAGV)

Ventana Hispana (Spanish Window) Inc

Victorian Arabic Social Services Inc (VASS)

Victoria Legal Aid (VLA)

## MRC Donations

Lord Mayor's Charitable Foundation

St Agnes Anglican Church-Glenhuntly



# MRC Partners

Adult Multicultural Education Services (AMES)

Australian Croatian Community Services

Baptcare

Casey Multi-Faith Network

Centre for Philippine Concerns

Centrelink

Chisholm Institute

City of Casey

City of Greater Dandenong

City of Kingston

Centre for Multicultural Youth (CMY)

Connections

Croatian Catholic Welfare Services

Dandenong High School

Department of Human Services (Refugee Minor Program)

Doveton-Eumemmerring Neighbourhood Renewal

Ethnic Community Councils of Victoria (ECCV)

Ethnic Communities Council in the South East (ECCOSE)

Foundation House

Greater Dandenong Community Health

Hampton Park Community House

Hampton Park Community Renewal

Hampton Park Secondary College

Maurice Blackburn Cashman

MECWA (Malvern Elderly Citizens Welfare Association)

METEC

Merinda Park Learning and Community Centre

Migrant Information Centre (MIC)

Narre Community Learning Centre

Oakgrove Community Centre

RACV Insurance

Salvadorean Community Council of Victoria

Springvale Community Aid & Advice Bureau (SCAAB)

Sheriff's Office Victoria

Shire of Cardinia

South Central MRC (New Hope Foundation)

South East Healthy Communities Partnership (SEHCP)

South East Palliative Care

Springvale Community Health Centre

Springvale Indo-Chinese Mutual Assistance Assoc (SICMAA)

St John of Kronstadt Russian Welfare Society (RWS)

Sudanese Community Association of Australia (SCAA)

Vic Roads

Victoria Police

Victorian Arabic Social Services

Wellsprings for Women

Youth Foundations Victoria

YSAS



MRC staff Christmas 2008

# Chief Executive Officer's Report

This financial year has been busy with our core business, comprising of programs in settlement, family and youth work, aged care, community development, community education and employment. However we have developed a number of additional programs and projects to address the needs of the increased numbers of Afghan refugees and humanitarian entrants settling in this region. Some of these programs include the Afghan women's sewing group, the Afghan girl's soccer training program and developing and launching our latest publication "Afghan People in South East Melbourne." We were also busy with events and meeting key milestones including major internal work that has been completed to ensure our organisation is prepared and able to confront the future challenges in the community sector.

We have continued to implement our risk management plan together with our ISO accreditation process which is improving our internal and external communications and systems.

The Management team undertook an intensive 6 month training program focusing on the key competencies required for effective supervision and management, which also included one to one coaching sessions.

This report outlines the new key programs we delivered this year including Complex Case Support and the Citizenship Test Support program both funded by Department of Immigration and Citizenship (DIAC). Complex Case support has been very successful and fills a gap in settlement services and compliments our Family support services funded by FAHCSIA. The citizenship program was a huge success with many clients waiting for these sessions, and with a very high success rate in clients passing the test. This pilot demonstrated that the community based learning provides a valuable alternative to class room education for many of our clients. Unfortunately the pilot finished nationally in June 2009.

Through funding from the Legal Services Board we commenced delivering workshops for new emerging communities on topics of human rights, the court system, role of police, consumer law and family violence and how to seek legal advice. This is an effective program and really meets an identified need within many communities.

The MRC also commenced a program of Strength Based Training for seniors funded by South East Healthy Partnerships and some seniors clubs are continuing the program independent from the funded sessions, which is a really sustainable outcome.

We also implemented a user pays migration advice service for clients with all types of visas, which operates alongside our existing free service for humanitarian entrants. Both services are in high demand as migration advice continues to be a high need for many of our clients.

I was very pleased to attend some events that we held this year which included the launch of the booklet called "Australian Aged Care for Chinese Elderly" held at the local South Eastern Region Chinese Friendship Centre in Dandenong where Peter Van Vliet Director of FECCA launched the booklet. The Booklet provides information on all aged care services, social support and seniors' activities for the Chinese community. We also launched our new publication titled "Afghan people in South East Melbourne" this was officially launched by His Excellency, Ambassador Amanullah Jayhoon. This publication is another source of information for all agencies, departments and the general community to learn about the Afghan community, their history and issues they face in Australia.

Also as Assistant Secretary for (SCOA) Settlement Council of Australia, I assisted in organising our first National Settlement Conference in Canberra, which was a great success. I have also continued my work on the (RCOA) Refugee Council of Australia Board and (RRAC) Refugee Resettlement Advisory Council.

Our volunteers continue to grow in numbers and we celebrated their work in National Volunteers Week, including our volunteer Board members. On a sad note one of our volunteers Alicia Lombardi passed away this year. She had worked as a volunteer for over 10 years in the Aged care team, she will be sadly missed. Thank you to our dedicated volunteers. Without them many programs could not operate, their contribution is vital to the ongoing success of the MRC.

The staff has continued to provide an efficient and professional service to our clients with a keen and passionate attitude. They continue to be innovative and enthusiastic about their work and motivated to support our clients in whatever ways they can. I thank the staff for their hard work and commitment to the MRC, they are a special group of people to work with and I appreciate all their support.

A special thank you to the parish at St Agnes Church in Glenhuntly for their very generous donation and interest in young refugees. We look forward to developing our relationship with the parish in the coming years.

Thank you also to the Board of Directors for their commitment and leadership in the governance of our organisation as very skilled and dedicated volunteers.

Finally, thank you to the funding bodies who continue to have confidence in us and support our work, also our local federal and state Members of Parliament, and our local councils for their support and continued commitment to this organisation and our clients. Thank you to our partner agencies and the local agencies and people that we work with on a daily basis.

I am very proud to work for this MRC and I look forward to the next year with new ideas and challenges ahead working with a wonderful committed enthusiastic and professional staff and Board

Jenny Semple  
CEO

## Staff

Chief Executive Officer Jenny Semple

### Managers

Client Services	Bill Collopy
Resources	Jacob Lee
Settlement Services	Sally Regan
Aged & Disability	Galina Kozoolin

### Team Leaders

Partners in Care	John Chu/ Cana Okyar
HACC Services	Zlatica Bukarica
Diverse Care	Charlene Pereira
HACC Access & Equity	Anne Jones
Youth Services	Kate Jackson
Family Services	Kathryn Voutier
Community Projects	Deb Holmes

### Staff

Alice Julia Watson	Emma Allitt	Josephine Khoshaba	Spencer Haines
Aurelia Fonceca	Endalkatchew Gage	LammerdinaMcKeown	Sylvia Wan
Bathwel Duku Wani	Evelyn Paguio	Marilyn-Jane Greeff	Tatiana Goorha
Bernadette Cherry	Gebreselasie Gebru	Mary Zettl	Tatjana Krneta
Belthrand Habiyakare	Hany Boulous	Mercy Thatiparthi	Thi Tran
Bianca Walsh	Iman Allaf	Naeem Yari	Toshome Yabio
Bol Diu Gok	Georgina Crawford	Natalia Micsunescu	Tumema Fuimaono
Cecilia Ocloo-Fiadonu	Godette McGregor	Nicola Tatlow	Vijaya Sundaramurthy
Claudia Trujillo	Jacqueline Rice	Perla Mazie	Vilma Maruzza
Champa Wattegamage	James E. J. Loyer	Sally Ryan	Wai Yee Leong
Chandravathana Rajkumar	Jeanne Chippett	Sian Thomson	Wendy Fox
Choul Gai	Jennifer Dunne	Sina Ah Lam	Yembeh Forna
Christine Green	Jennifer Walker	Sitara Samaranayake	Yumiko Powney
David Chiengkou	Joanne Marron-Mill	Sanja Grahovac	Zabihulla Mazoori
C.L. Delphine Bosquet	John Achouth	Sharon Smith	

# Staff

## Casual Staff

Asuman Sue Akcali	Farhnaz Zamani	Kingsley Okafor	Rita Padang
Breshna Ashna	Farida Bezhan	Lucy Salinas	Ruot Khat Marwang
Carmen Ingles	Fazela Tahery	Margaret Choul	Sunday Kier
Chenelle	Frank Elliott	Mary Biel Riek	Tito Tut Pal
Arulanandam	Halime Duzen	Monireh Sabet	Vesna
Chung Kai Lin	Kai Chung Lin	Neela Kareemy	
Elena Phelan	Kamani Ilanperuma	Nyawargak Dei Wal	
Eliana Neiva	Kathrine Deng	Pi Pi	

162 Personal Care Workers – Diverse Care Program

## Volunteers

### Homework Support

Alvin Noveloso	Gwen White	Zeyu Zhang	Maria Manias
Chris Lawton	Janelle Staples	Vesna Lajic	Jessie Joseph
Kang Chuen Tat	Kelvin Lim	Radha Raju	Linda Joseph
Evelyn Paguio	Maxwell Waugh	Geoff Smith	Mollica Ouk

### Aged & Disability

Alia Malaeb	Desiree Cerdor	Manjusha Dewoo	Shatha Juma
Amalia	Edgardo Senese	Maria Coviello	Simarjit Pannu
Hatzimihelakis	Fatah Mohmand	Maria Erdeg	Suha Loli
Angela Bisognin	Graciela Cardozo	Maria Janac	Tammy Nguyen
Anna Giummarra	Huseyin Kiyagan	Maria Jordanou	Teresa Sgarioto
Antonio Di Vito	Jing Wang	Mauricette Clair	Ursula Girstun
Antonia Legaie	Li Sha An	Meg Cornell	Vera Stankovic
Ayan Idriss Ali	Lina Jom	Nita Ivancic	Vlasta Turinski
Bernadita Vera	Lorraine Weinman	Nelida Barroso	Wagma Hashemi
Blazena Gecova	Lucila Sison	Orfa Landoy	
Connie Marateo	Luz Aquino Philip	Radha Raju	
Connie Scatta	Magdy Abdelkodous	Roula Theodorakis	



Staff development day



# New Programs

## Citizenship Test Support Program

This pilot program was funded by the Department of Immigration and Citizenship (DIAC) and started in late July. It aimed to support newly arrived humanitarian entrants, refugees, and other eligible permanent residents with the process of applying for and taking the Citizenship test. The program provided information about the citizenship process as well as the nature of the test, which included Responsibilities and Privileges, Australian History, Australian Values and Government. The program offered basic computer training to help clients prepare for the test as well as other resources; ranging from multiple choice questions, information sheets, power point presentations and visual aids. The program aimed to take the fear out of the citizenship process and to make it more accessible to those community members who require additional support. Unfortunately the department decided not to extend the pilot program, and it ceased on 30th June 2009.



Citizenship graduation ceremony

## SERMRC Migration Advice

### Free Service

This service is funded by DIAC, and available to SGP eligible clients. The MRC also funds an additional free service for refugee clients due to the ever increasing high demand for this advice in this region. The free migration service is available to help with Humanitarian visa, Other family visa, Spouse visa, Child visa, Remaining relative visa, Aged dependent visa and Carer visa.

### User Pays Service

Due to high demand for migration advice we introduced a User-Pays service for people who do not meet the criteria for the free service. This service includes all types of Visas and Merits reviews: a team of qualified, experienced migration consultants provide professional, reliable and accurate advice in a free 30 minute initial consultation; competitive rates; and all fees go back into the service to keep it operating. Both services are very busy with a waiting list of several weeks.

# New Programs

## Housing Club

As many recent arrivals, especially from refugee backgrounds experience multiple barriers to obtaining private rental accommodation, the MRC has funded and established a Housing Club to offer some assistance. At the Housing Club, participants have access to search the internet for private rentals with a worker or volunteer, as well as assistance with making phone calls for inspections, and tips and advice for private rental applications. Participants do not need to make a booking; they can drop in between 11:00am and 12:30pm every Friday at the MRC in Dandenong.

## Strength Training for Seniors

With funding from South East Healthy Community Partnerships, the MRC worked with three seniors clubs who meet at John Pandazopoulos Hall in Doveton, to provide a Strength Training Program to members during their regular meeting. It was very pleasing to see Seniors Clubs taking up opportunities to expand the activities they provide to their members, by participating in this fitness program. The Younger Generation Filipino Seniors Club, the Polish Over Forties Seniors Club and the Berwick and District Greek Elderly Citizens Club thoroughly embraced these programs, not only gaining in strength and fitness, but enjoying the repartee and humour that arose during sessions. The MRC partnered with YMCA and also employed our own fitness trainer to provide the sessions. In one case the trainer shared the same language and culture as the club members, in another case an interpreter was used for the first three sessions to fully introduce the program. The goal was to work towards sustainability and it was very pleasing to see the Greek Club go on to self fund a continuing program.



Strength training classes

# New Programs

## Legal Services Education Project

The MRC received funding from the Legal Services Board to provide legal education workshops to new and emerging communities. Each program consists of 6 workshops. Topics include human rights, the court system, the role of the police, consumer law, child protection, family violence and how to seek legal advice. Guest speakers are invited to the workshops to address their area of expertise. There will be seven programs delivered in total. The funding is for 12 months. Interpreters are provided.

## Kindergarten Promotion Program

The MRC has been promoting kindergarten education to the refugee community, explaining the benefits of kinder and assisting to streamline the enrolment process. We have targeted community leaders, community groups, settlement workers and other providers. The project has run in conjunction with the City of Greater Dandenong, with the aim of increasing pre-school attendance. We have delivered information sessions at existing playgroups and activity groups, targeting mothers especially. The content of the program has included an explanation of the importance of kindergarten, the process of enrolling, and the locations of pre-schools in Greater Dandenong. Information has been also provided about activities which children participate in at kindergarten and the benefits for children and families in preparation for school.

## New Workforce Partnerships Program

The MRC received funding under the new version of the Victorian Government's Workforce Participation program in DIIRD and has entered into partnership with Chisholm Institute, Doveton-Eumemmerring Neighbourhood Renewal, Hampton Park Community Renewal and City of Casey. The project assists eligible jobseekers to undertake accredited training in child care, with a view to placing them in skilled jobs within that industry. This is one of several projects with Chisholm that the MRC has embarked on in recent years. The change of emphasis from previous state government employment funding is from a jobseeker needs project to the needs of specific industries, based on national skills shortages. This program is due to finish in February 2010.



Childcare graduation



# Highlights

## Minister's Visit to MRC

At last year's AGM, the Migrant Resource Centre was filled to capacity for the Annual General Meeting and to hear our keynote speaker, the Minister for Immigration and Citizenship, Senator the Hon. Chris Evans. The Minister affirmed his determination to ensure fairness and uphold human rights. He was critical of past treatment of asylum seekers and of negative portrayals of African refugees as disruptive and slow to settle. At the close of formal proceedings, the Minister mingled with the audience and responded to a range of questions and issues. He also graciously submitted to many photo opportunities. Other highlights of the meeting was a performance of 'The Big Quiet' by AMES students, also recently seen at La Mama Theatre, followed by the launch of the MRC's Strategic Plan.



The Hon. Chris Evans and staff

## Bikes from Bunnings

Bunnings Australia held a team building event at Puckapunyal for the organisation's top 500 leaders. A key outcome of the day was the donation of bikes to refugee children. All 500 staff formed into teams and each worked together to assemble a bike. As the activity ended and all the bikes were assembled, to the great surprise of all the Bunnings staff, 55 refugee children entered the room. Each child had already been matched to a group and their bike was then given to them. The staff showed obvious delight in the surprise that their work was going straight to a refugee child. The event was organised for Bunnings by management consultants Mettle who contacted the South Eastern Region Migrant Resource Centre and invited us to be involved. The MRC Settlement team identified 55 children and they were all taken to the venue to be introduced to a sea of red T-shirt wearing Bunnings staff. The event was very exciting for them and the children were thrilled to receive their bikes. Each child also received a helmet and bike lock.

# Highlights

## Sewing Classes for Afghan Women

The MRC has been running sewing classes for Afghan women once per week for 6 months. An Afghan woman was employed to conduct the classes and childcare was provided. The program was funded by the City of Greater Dandenong General Support Program. This was the first time we had provided a specific class for this community. It was done to make the activity more accessible to the women who could learn from an instructor in their own language (Dari). The women made a range of items of their own choice during the sessions.

## Volunteers Appreciation Evening

In May, the MRC hosted a soiree for volunteers who work in our various programs throughout the year. The evening was part of National Volunteers Week Celebrations and the theme was “Everyday People: Extraordinary Contribution.”

There were volunteers from the Aged Care Social Support Program, Homework Support Program, Youth Mentoring Program, Multicultural Women’s Group (beading), and the SERMRC Board of Directors. Jenny Semple acknowledged and thanked the volunteers for their wonderful contribution to the MRC and congratulated them on the huge difference they make in the lives of our clients. Certificates of appreciation and lapel pins were presented by Councillor Angela Long, of Greater Dandenong, followed by a slide show of our volunteer activities during 2008-2009. Volunteers then joined us for a light meal.



MRC Volunteers

## Who’s settling in Casey?

### Part 4: the Afghan Community

This forum for service providers was held in June 2009 at the Balla Balla Community Centre in Cranbourne, attended by 70 service providers. Due to the high demand, we could not accommodate any extra guests, despite requests from additional providers wishing to attend. We will repeat the forum in the next financial year. The high demand is a clear reflection of service provider interest in this fast-growing community. Topics included the history of recent conflict in Afghanistan, the population numbers settling in Casey, and introducing the audience to Afghan community leaders and their personal stories. The City of Casey kindly made a financial contribution to the cost of the forum.

# Highlights

## Australian Aged Care for Chinese Elderly

On Friday 7th November, the Migrant Resource Centre launched a very useful booklet called “Australian Aged Care for Chinese Elderly”. The launch was hosted by the Melbourne South Eastern Region Chinese Friendship Centre (SERCFC) in Dandenong and the audience included representatives from other Chinese Seniors Clubs in the area. The booklet was funded through the Australian Government’s Department of Health and Ageing under the Community Partners Program. The publication aims to provide aged care information to Chinese elderly in their own language. The 60 page booklet is written in both English and Chinese and explains all the aged care services, social support services and seniors group activities available for Chinese elderly living in the South East Region of Melbourne. All booklets were freely available to Chinese families living in the areas of Kingston, Greater Dandenong and Casey but MRC received requests for the booklet from even as far away as Canberra. Guests at the launch were welcomed to the event by both Aolei Xue Yuan, President of the Friendship Centre and also Jenny Semple, CEO of the MRC. The booklet was officially launched by Peter van Vliet, the Director of the Federation of Ethnic Communities Councils of Australia (FECCA). He acknowledged that the booklet would help to address the language barriers facing the Chinese community and assist the elderly to make informed decisions about aged care services.



Chinese Friendship Centre and MRC staff

## Filipino Community Seniors Project

The Aged Care Access & Equity Team worked specifically with the Filipino community, in partnership with the Centre for Philippine Concerns and other Home and Community Care (HACC) funded agencies including the City of Greater Dandenong, City of Casey, Shire of Cardinia, City of Kingston and City of Monash. The goal was to increase Filipino Seniors’ (and families) understanding of HACC services and to support/help eligible residents with access to HACC services. The project worker established good relations with the Young Generation Filipino Senior Citizens Club of the South East Region, United Filipino Elderly Group Inc., Pilipino Elderly Association for the South Eastern Region (PEASER) and Salaginto Seniors Group. Through this process many opportunities were organised for the seniors to better understand the purpose of HACC services and how to access them.



# Highlights

## Afghan Life Saver

Imtiyaz (or 'Minty', as he is affectionately known), is a 16-year-old who lives locally and has attended numerous MRC youth activities over the past year (he is the middle child of 2 brothers and 4 sisters). Minty was born in Afghanistan and came to Australia 4 years ago. Minty says that, before coming to Australia, 'I had only been swimming about 5 times'. On 23rd May, Minty received his Victorian Lifesaving Certificate at Edithvale Lifesaving Club. He is the first Afghani and the first refugee in Victoria to successfully complete a Victorian Lifesaving Course and attain his certificate. Lifesaving Victoria, in conjunction with the MRC, successfully ran a number of beach safety activities to educate young refugees on how to play safe at the beach. Everyone at the MRC congratulates Minty on his success and we wish him well in his lifeguarding over the coming summers.

## Exposure 08 and 09 Youth Multicultural Concerts

Two concerts for young people took place at The Castle in Dandenong and Narre Community Learning Centre in Narre Warren. Both concerts were organised by a committee of young people recruited and trained by the MRC and youth workers from the City of Casey and City of Greater Dandenong, with funding provided by the Department of Immigration and Citizenship. Their tasks included sound, lighting, stage management, performer liaison and catering. The concerts included 14 different performances by refugee young people from countries such as Sudan, Ethiopia, Afghanistan, Burma, Eritrea, Liberia and Sierra Leone. There were also performances from Australians and long-term Australian residents from Sri-Lanka, Chile, the Bahamas and Vietnam. The audiences at both concerts comprised many different cultures. Newly arrived young refugees mixed with Australian-born young people in what were highly entertaining multicultural events. Security was provided to ensure a safe event in both cases and no alcohol was permitted. Performances included traditional dance, modern African dance, hip hop, singing and rapping. The biggest highlight included the dance battles. The audience saw some breathtaking dancers battling it out to win the prize money. For many people, the experience of these dance battles, and the crowd atmosphere was heartwarming and thrilling, with scenes reminiscent of American hip-hop dance films. At both events there was a capacity crowd, with parents attending as well as young people. The crowd reaction towards fresh talent was thrilling. Every performance was a winner. As a result of this concert, several acts have been approached to perform at forthcoming community events.



Fabrice and the boys from "Flybz"

# Highlights

## Ambassador from Afghanistan launches MRC's New Publication

On March 19th, the Ambassador of Afghanistan to Australia visited Dandenong to launch a new publication produced by the MRC entitled 'Afghan People in South-East Melbourne.' A large audience was entertained by local musician Zabi Safar and his father, then speakers from various community groups described their various settlement experiences. Special guest, His Excellency, Ambassador Amanullah Jayhoon, spoke of the long-standing residency of Afghan people in Australia, dating from the 1840s onwards. He also spoke of Afghan people's desire for lasting peace in their historical homeland. Editor of the book, Mr Bill Collopy, described the publication as "a valuable resource in helping service providers, government agencies, businesses, students and general readers to understand some of the cultural and historical background for their Afghan clients and customers." A particular feature of the publication is extracts of interviews conducted with 41 members of the various Afghan communities. CEO Jenny Semple said: "This represents an important step in raising our levels of awareness about the Afghan communities in our society and the ways in which we can better target services and other forms of assistance."



## Indoor Soccer for Afghan Girls

The MRC has facilitated an Indoor Soccer Program for Afghan Girls since April 2008 funded by DIAC. The main aim of the program is to involve girls from a culturally and linguistically diverse background and in particular, newly arrived refugees from Afghanistan, in sports. Most women and girls from an Afghan background do not participate in sports activities for a variety of reasons including cultural and religious factors. This program is designed to be culturally appropriate, it is for women only and it is indoors so the families feel comfortable allowing their daughters to participate. The goals of the program are to reduce isolation, promote health awareness and build confidence among young women.



Due to the high level of interest, the MRC is continuing the program and expanding it to participants from all newly arrived communities. This program is one part of the activities conducted by the Youth Services Team. The program runs once a week on Friday evenings at the Sports Stadium of the Endeavour Hills Campus of Eumemmerring College. This program is coordinated in collaboration with the Youth Team from the City of Casey, who provide transport for the participants.

# Highlights

## Carers' Week

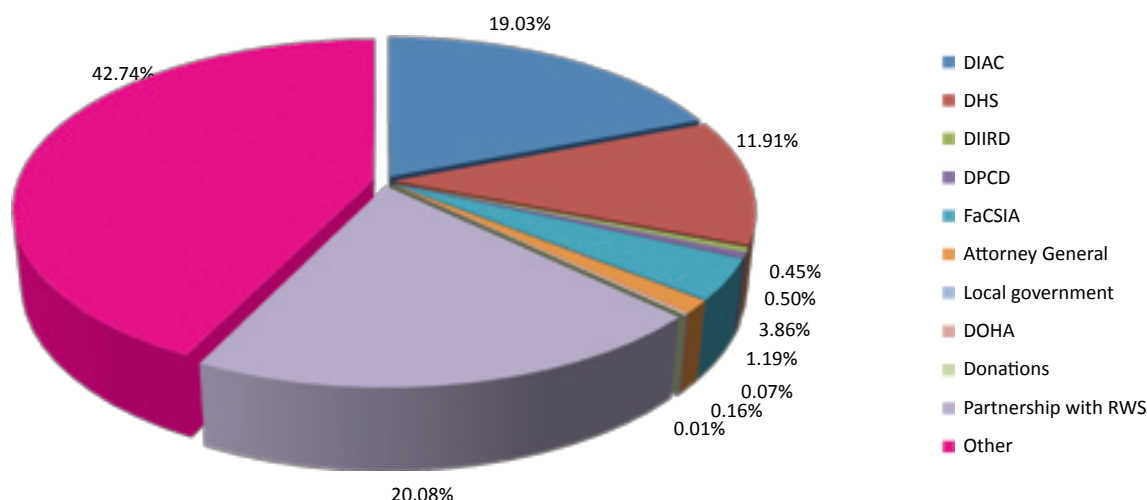
MRC celebrated Carers Week with the launch of a book, entitled “Helping Hands” which comprised of a collection of the Carers’ experiences and their journey in their caring role. It is a very moving book and we are very grateful for their generosity in sharing those stories. They also launched a beautiful table cloth which they designed and produced over several craft sessions. During October, 18 Carers went on a holiday Funded by the Commonwealth Carers Respite Centre. They spent 4 relaxing days at Lorne in beautiful weather, visiting galleries, walking to the falls, dining out and a very memorable barbecue in the rain overlooking the sea. A well deserved break for our MRC carers.

## Community Consultations

The Aged Care Access and Equity Team have consulted with various communities through the CALD Seniors Reference Group, the Chinese Community Partners Project Reference Group and the Arabic Seniors Network. Through these forums, communities have provided feedback to staff about barriers they face in accessing services and provided strategies to guide the work of staff in improving access and equity for ethnic seniors.

The Settlement Community Projects Team have also engaged in formal consultations with the Roma community, Burmese community and the Sierra Leonean community. Findings from these consultations have enabled the MRC to develop programs and activities designed specifically to address these communities’ concerns. Areas of particular concern include: availability of culturally appropriate driver education, citizenship pass rates, sporting and recreation needs for young people, and accommodation problems.

# Funding Sources



**DIAC:** Department of Immigration and Citizenship

**DHS:** Department of Human Services Victoria

**DIIRD:** Department of Industry, Innovation and Regional Development

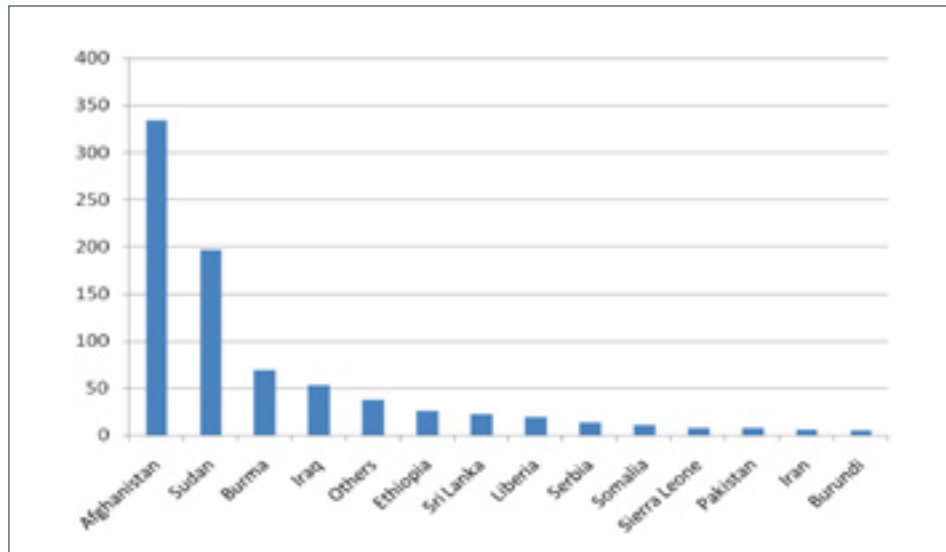
**DPCD:** Department of Planning and Community Development

**FaHCSIA:** Department of Housing, Family and Community Services and Indigenous Affairs

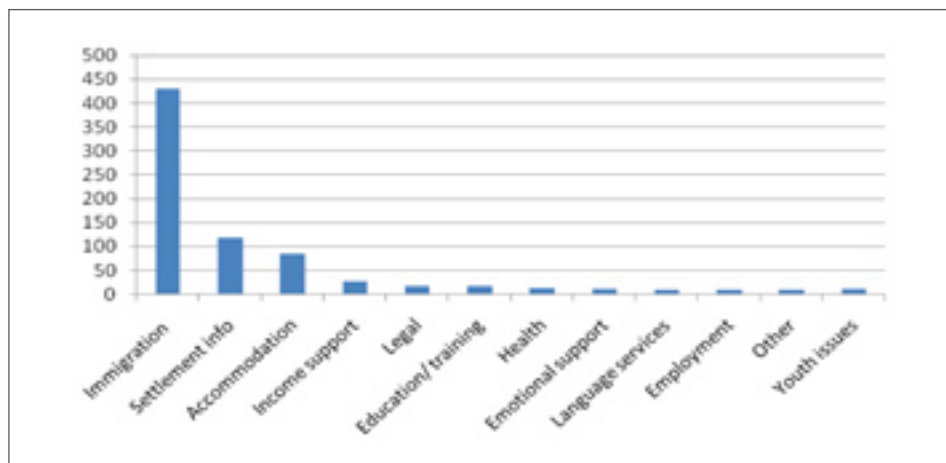
**Other:** Diverse Care, Connections, Vic Health, ACFE, donations, interest

# Settlement Data

## Settlement Services

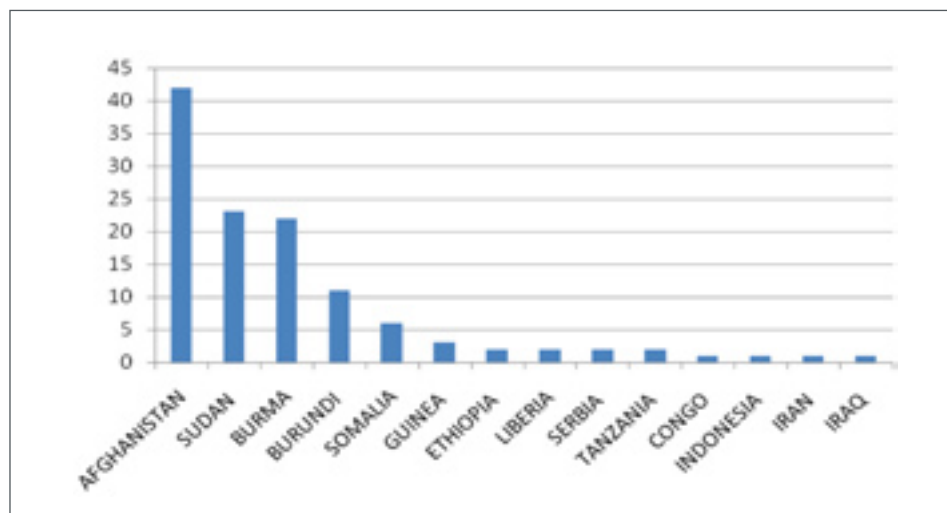


Clients in Lifeskills settlement program, Youth programs, Driver Education – source: SCIS



Contacts for settlement services by type of enquiry – source: SCIS

## Family Services



Family services clients by country of birth – source: FaHCSIA

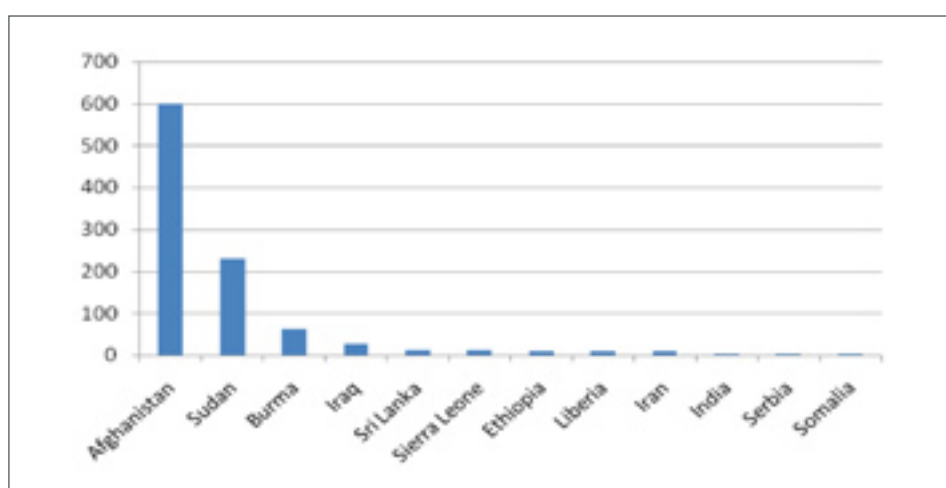


# Settlement Data

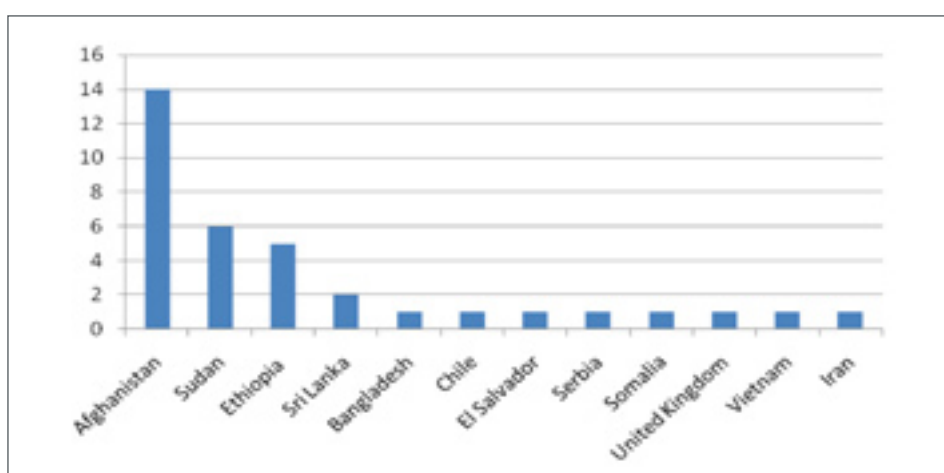
## Sub-Totals

Settlement clients	808
Family services clients	119
Complex Case Support clients	18
Citizenship Support Program clients	169
Private Rental Assistance project clients	80
Refugee Minor Program clients	217
<b>TOTAL</b>	<b>1,411</b>

# Migration Advice Data

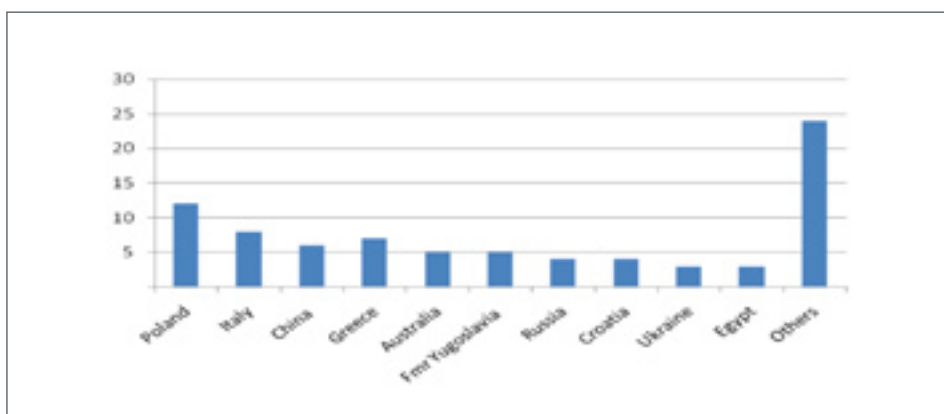


Free migration advice to humanitarian entrants by country of birth – source: MRC

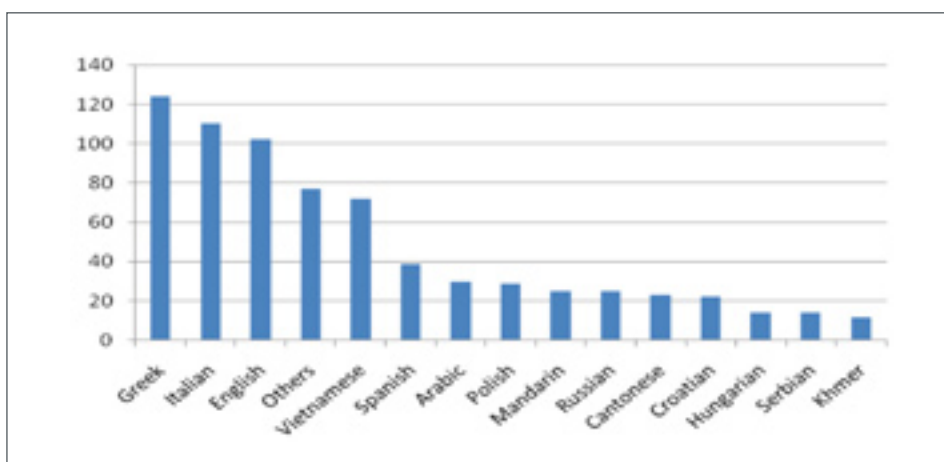


Fee-for-service migration advice by country of birth – source: MRC

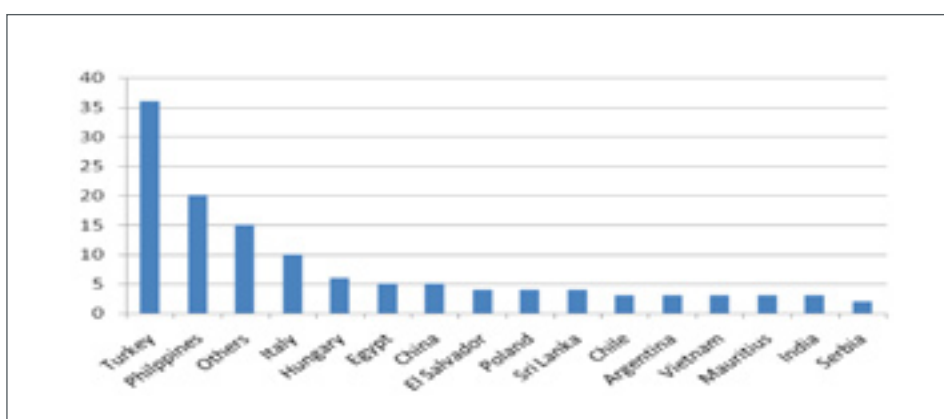
# Aged & Disability Data



Community care packages, by Country of Birth – source: CareManager



Diverse Care, by languages spoken – source: CareManager



Home and Community Care – PAG clients, by country of birth – source: CareManager

## Sub-Totals

Partners in Care	81
HACC: 126 (PAG) + 61 (Flex Respite) + 60 (Social Support) + 81 (Access & Equity)	328
Diverse Care	795
<b>TOTAL</b>	<b>1,204</b>

# 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 East Region Migrant Resource Centre Inc. (the association) which comprises the balance sheet as at 30 June 2009 and the income statement and 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 members of the Board.

## Board's Responsibility for the Financial Report

The Board of Directors are 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 Incorporations 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.

## Auditors' Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with 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 auditors' 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 auditors consider 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 Board, 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.

## Auditor's Opinion

In our opinion,:

The financial report of South Eastern Region Migrant Resource Centre Inc. is in accordance with the Associations Incorporation Act Victoria 1981 including:

- i: giving a true and fair view of the Association's financial position as at 30 June 2009 and of its performance and its cashflow 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   
MORTON WATSON & YOUNG  
Chartered Accountants

Name of Partner   
GRAEME A. HALLAM, F.C.A.

Address 51 Robinson St, Dandenong Vic 3175

Date 9th October 2009

# 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 27.

1. Presents a true and fair view of the financial position of South Eastern Region Migrant Resource Centre Inc as at 30 June 2009 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) of the Australian Accounting Standards Board.

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 and is signed for and on behalf of the Board by:

CHAIRPERSON:



Very Rev Fr Michael Protopopov OAM

TREASURER:



Ray Jopling ASA, AHM

Dated this 9th day of October 2009

## Income Statement for the year ended 30th June 2009

	Note	2009 \$	2008 \$
Revenue	2	6,084,848	5,363,087
Other revenues	2	(1,580)	11,955
Administration expenses		(135,352)	(110,108)
Communication expenses		(47,916)	(40,852)
Depreciation expenses	3	(29,568)	(22,104)
Employment expenses	3	(3,933,362)	(3,342,442)
Internal expenses		(683,886)	(644,053)
Occupancy expenses		(213,265)	(208,268)
Program related expenses		(494,378)	(500,946)
Travel and vehicle expenses		(149,202)	(207,332)
Other expenses		(14,377)	(60,668)
<b>Profit before income tax</b>	3	<b>381,962</b>	<b>238,269</b>

## Balance Sheet as at 30th June 2009

	Note	2009 \$	2008 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	522,437	735,066
Trade and other receivables	5	750,429	548,114
Financial assets	6	1,938,814	1,772,652
Other assets	7	22,063	15,075
<b>TOTAL CURRENT ASSETS</b>		<b>3,233,743</b>	<b>3,070,907</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	90,031	95,603
<b>TOTAL NON-CURRENT ASSETS</b>		<b>90,031</b>	<b>95,603</b>
<b>TOTAL ASSETS</b>		<b>3,323,774</b>	<b>3,166,510</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	297,698	281,113
Short-term provisions	10	189,288	183,233
Other current liabilities	11	1,536,997	1,812,230
<b>TOTAL CURRENT LIABILITIES</b>		<b>2,023,983</b>	<b>2,276,576</b>
<b>NON-CURRENT LIABILITIES</b>			
Long-term provisions	10	149,461	121,566
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>149,461</b>	<b>121,566</b>
<b>TOTAL LIABILITIES</b>		<b>2,173,444</b>	<b>2,398,142</b>
<b>NET ASSETS</b>		<b>1,150,330</b>	<b>768,368</b>
<b>EQUITY</b>			
Retained earnings	12	1,150,330	768,368
<b>TOTAL EQUITY</b>		<b>1,150,330</b>	<b>768,368</b>

## Statement of Recognised Income & Expenditure

for the year ended 30th June 2009

	Retained Earnings \$	Financial Assets Reserve \$	General Reserves \$	Total \$
Balance at 1 July 2007	530,099	-	-	530,099
Profit attributable to members	238,269	-	-	238,269
Balance at 30 June 2008	768,368	-	-	768,368
Profit attributable to members	381,962	-	-	381,962
Balance at 30 June 2009	1,150,330	-	-	1,150,330

## Cashflow Statement for the year ended 30th June 2009

	2009 \$	2008 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Grants & income	5,421,743	4,906,804
Payments to suppliers and employees	(5,576,986)	(4,869,254)
Interest received	128,719	164,239
Other income	-	55,003
Donations received	5,635	1,160
<b>Net cash provided by (used in) operating activities</b>	<b>(20,889)</b>	<b>257,952</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of plant and equipment	10,455	11,955
Payments for plant and equipment	(36,031)	(60,502)
Payments for investments	(166,165)	(121,254)
<b>Net cash used in investing activities</b>	<b>191,741</b>	<b>169,801</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Proceeds from borrowings	-	21,304
Repayment of borrowings	-	(19,636)
<b>Net cash provided by financing activities</b>	<b>-</b>	<b>1,668</b>
Net increase (decrease) in cash held	(212,630)	89,819
Cash at beginning of financial year	735,067	645,248
Cash at end of financial year	522,437	735,067

A complete set of accounts is available on request at the MRC

## Donations

To make donations to the SERMRC, please visit our website at  
**[www.sermrc.org.au](http://www.sermrc.org.au)**

Donations of \$2.00 or more are tax deductible.

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

### *South Eastern Region*

### *Migrant Resource Centre*

Level 1, 314 Thomas Street Dandenong Victoria 3175

Phone: 9706 8933

Fax: 9706 8830

60 Webb St Narre Warren 3805

Phone: 9705 6966

Fax: 9705 6977

3/ 24-28 Chester St Oakleigh 3166

Phone: 8574 4600

E-mail: [sermrc@sermrc.org.au](mailto:sermrc@sermrc.org.au)

Website: [www.sermrc.org.au](http://www.sermrc.org.au)

Reg. No: 21947

