



Southern
Migrant & Refugee Centre

Annual Report 2012–2013



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Organisational Charter

Our Vision

Inclusive and caring communities that value cultural diversity and support each person to experience a sense of belonging and to realise their aspirations.

Our Values

Diversity **Respect** **Empowerment** **Participation** **Resilience**

Diversity: as a strength: we recognise and promote the potential of multiculturalism to enrich communities and build understanding.

Respect: for individuals and communities with whom we work, valuing their strengths, opinions and experience: we aim to foster this sense of respect within our communities.

Empowerment: of individuals and communities to achieve their own aspirations.

Participation: as a right which offers a sense of connection and purpose to people of all ages and from all cultures: we actively seek to increase opportunities for culturally diverse communities to contribute to economic, civic and social life.

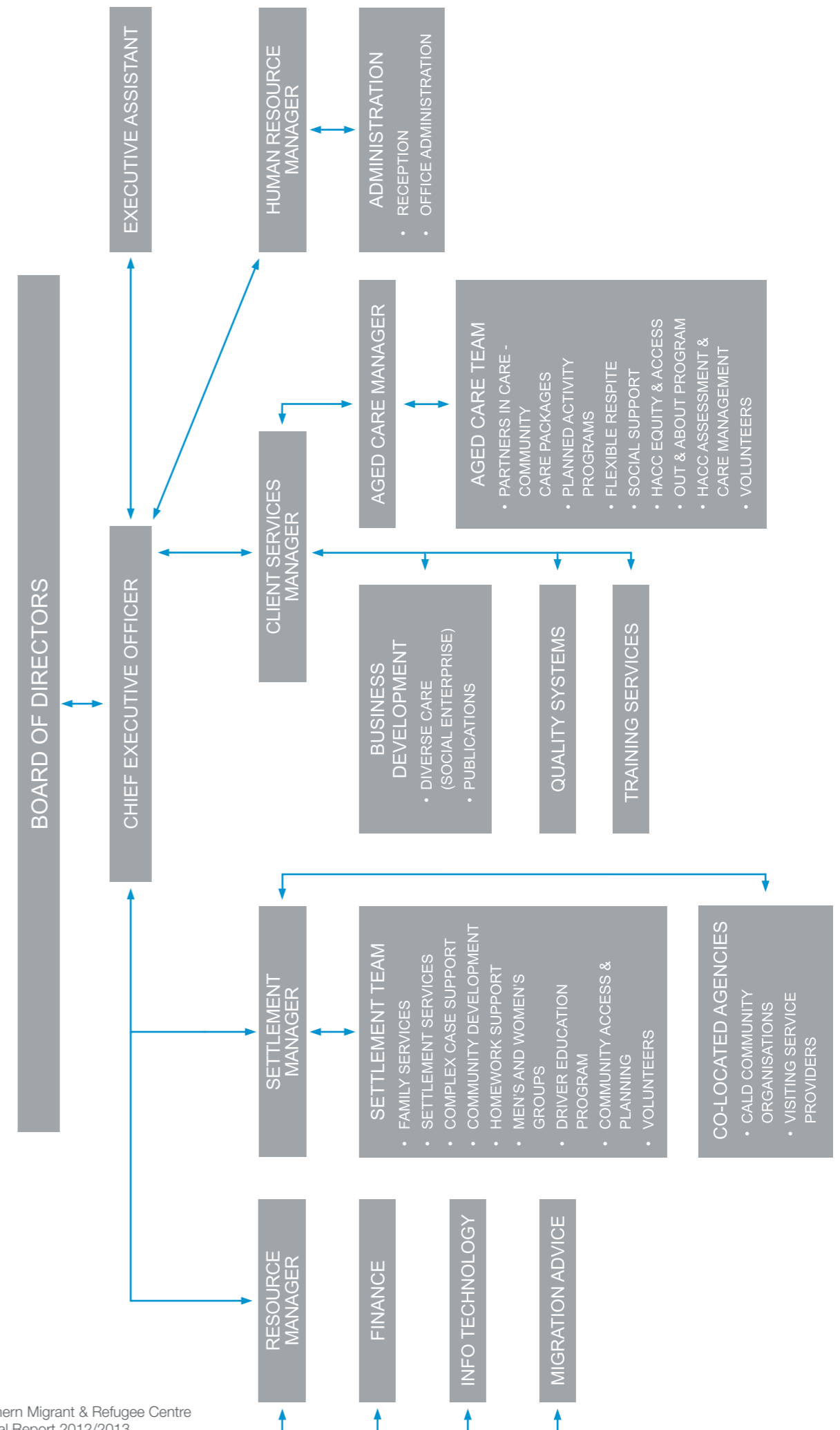
Resilience: in the management of our human, physical and financial resources to ensure our organisation is responsive, adaptable and sustainable.

As an organisation we aim to mirror and consistently embody these values in our ways of working.

Our Strategic Priorities

- Enhance opportunities for participation of the broadest range of migrant and refugee communities in the Shire of Cardinia, the cities of Greater Dandenong and Casey and surrounding areas.
- Advocate with and for migrant and refugee communities to ensure their voices are heard and the strengths of multiculturalism are recognised and celebrated.
- Work in effective partnership to enhance the local service system and improve capacity to meet the needs of migrants and refugees.
- Ensure excellence – responsiveness, quality and timeliness – in program and service delivery.
- Increase the difference we make to the lives of migrants and refugees through program expansion and business development.
- Continue to develop our organisation in ways that best support the achievement of our strategic priorities and foster a dynamic and positive work place culture.

Organisation Chart



Chairperson's Report

2014 will see the SMRC coming of age, when our organisation will turn twenty-one. This was a great achievement by founding members to get the South Eastern Region Migrant Resource Centre up and running. Many of those first members are still with us, supporting the organisation, and some are on the current Board. I feel we have almost had an overload of material regarding migrants and refugees in recent months and that there may be significant events occurring between the time I write and when this report is read. What I can say is that the Board continues to develop robust systems and policies to manage governance in a manner that will sustain the organisation into the future, and that we are very conscious of the needs of clients and staff, and the long-term best interests of the organisation in all that we undertake.

Over the past year, as part of our determination to re-activate the SMRC membership, our Board has made a number of decisions. We have continued with our innovative Board mentoring program and we have been pleased with the talent found among participants during the first intake. The Board will be looking at a new intake of mentees later this year. Earlier in 2013 we called for nominations from the SMRC membership to fill vacant positions on our Board and we enjoyed a strong response, with expressions of interest from many areas and communities. The Board has become stronger through our new members and has decided that the SMRC should be seen to be even more involved in communities, listening and responding to concerns. Accordingly you may have seen some of us at various functions and events during the past year. I also wish to thank all the staff who attended events such as the Casey Multicultural Festival and the Refugee Week multicultural soccer tournament.

This year, we also invited guest speakers to address the Board prior to our regular meetings. It has given me great pleasure to welcome a number of speakers from organisations with interests in migrants and refugees and to hear their thoughts and discuss their concerns. This has also improved our knowledge of other organisations and helped us to make connections with some very committed and influential players. A highlight of the past year was a visit from Senator the Hon. Kate Lundy, during her term as Minister for Multicultural affairs and Sport. SMRC members will be aware that Senator Lundy has attended a number of SMRC functions, including the previous AGM and the launch of one of our research publications. Senator Lundy is well aware that many refugees on arrival in Australia only know of Dandenong as a destination, rather than other parts of the country.

During the past year we have noticed an increasing interest in people's concerns over the plight of Bridging Visa holders in our community, including financial donations to us to assist this group. This generosity is much appreciated and the donations are being put to good use to assist this group.

I would like to take this opportunity to thank my fellow Board members and all our other SMRC volunteers. I thank all the SMRC members who continue to support the efforts of this organisation and, of course, the CEO Jenny Semple and her dedicated team of Managers and SMRC employees across all our programs. As always, I look forward to catching up with you as we enter into the new era that approaches.

Brian Oates JP
Chairperson, Board of Directors

Board of Directors



Mr Brian Oates JP
Chairperson



Mr Phil Dalling
Secretary & Public Officer



Mr Costa Azzam
Assistant Treasurer



Mr Ismail Demiri JP
Member



Ms Kerry Boland
Member



Mr Stephen Ward
Member



Ms Azmeena Hussain
Member



Ms Virginia Simmons
Vice Chairperson



Mr Ray Jopling
Treasurer



Mr Hafez Abdul Wahab
Member



Mr Nawzat Baroun-Agob
Member, Resigned April 2013



Ms Helen Cester
Member



Mr Ramatallah Yousafi
Member



Ms Deivina Peethamparam
Member

Chief Executive Officer's Report

It is with great pride that we are in our 20th year of delivering services to migrants and refugees in this region and surrounding areas. We aim to celebrate this achievement next year.

This year we have continued to see changes in government policy, changes in our clients, programs and projects. Asylum seekers are the main settlement group in this region, and they are continually the focus of discussions in media, local forums, committees and within social settings.

Within an ever changing political and economic climate we continue to work with other agencies and form new partnerships to meet the challenges before us. As part of our Strategic Plan we have focused on improving and developing new partnerships this year. These are outlined in this report. One key partnership we have formalised is with the Cardinia Shire Council. This is an exciting time for us and the Shire as we aim to improve our services and presence working closely with them and other local service providers.

We successfully maintained our ISO accreditation this year and passed two Aged Care audits, all within one month. The accreditation process continues to steer us in the right direction and remain open to continual improvement in whatever we do.

We received additional funding in Aged Care for our Planned Activity groups and also for a National Respite program. These services will commence in the new financial year.

Our website has been redesigned and is more reflective of who we are and what we do, also more user friendly for the community. We aim to introduce more improvements so stay tuned.

Asylum seekers are moving into this region on a daily basis, presenting some challenges for settlement and mainstream community agencies. To discuss these challenges the SMRC held a forum for local agencies and government departments to provide information on the changes to the settlement sector in this region and nationally. We discussed the impact on community agencies, in delivering services. It is acknowledged that mainstream agencies and schools all assist in meeting the needs of asylum seekers. It was a useful forum with the Department of Immigration and Citizenship presenting and also Red Cross and AMES. This was the beginning of a dialogue that has continued in our region over the past 12 months. Within the region we are looking at ways to assist these people with limited or no additional resources. Local agencies and government departments are committed to assisting in some way, which is very positive.

We continue to recruit volunteers to work in our programs and office. I shared in the celebrations in Volunteers Week. I was heartened by their commitment and passion to work for refugees and migrants. We are continually appreciative of their time and support.

I would like to thank our federal and state funding bodies for their continued support, also Local Councils and local MPs. A special thank you to the SMRC Board for their support, hard work and for the positive changes we have made in our governance processes and policies.

Finally, thank you to the staff and volunteers at the SMRC, without whom we would not be able to provide all our services. Their tireless passion for the work they do and commitment to the SMRC is commendable. They are a great group of people to work with and their enthusiasm, professionalism and resilience in times of change has created an amazing team. We continue to take great pride in the work we do, well done to everyone.

Jenny Semple
CEO

SMRC by Numbers



Staff

Chief Executive Officer

Jenny Semple

Managers

Client Services

Bill Collopy

Resources

Jacob Lee

Settlement Services

Despina Haralambopoulos

Aged Care Services

Cathy Healion

Human Resources

Alma Talic

Team Leaders

Diverse Care

Penny Taramides

Finance

Hemalatha (Hemy) Murugesan

Aged Care:

Partners in Care

John Chu

HACC Programs and Projects

Anne Jones

Planned Activity Groups

Sylvia Wan

Settlement:

Access and Information

Sharon Smith

Case Management & Counselling

Marilyn Greeff

Communities

Deb Holmes, Wendy Fox

Staff

Alice Watson

Hany Boulous

Marzia Wardak

Shashi Rane

Ashleigh Newnham

Hayatullah Rahimi

Melanie Mumford

Sina Ah Lam

Asuman (Sue) Akcali

Holly Ralph

Mercy Thatiparthi

Sitara Samaranayake

Atiqur Rahman

Iman Allaf

Myint Myint San

Tatjana Krneta

Ayumi Roberts-

Jacqueline Rice

Natalia Micsunescu

Tiap (Vivian) Yong

Watanabe

Jennifer Dunne

Nazira Maleab

Tumema Fuimaono

Bernadette Cherry

Johnny Mattom

Nicola Tatlow

Vesna Stevcic

Champa

Karen Prasser

Noreen O'Brien

Vilma Maruzza

Wattegamage

Kody Jacobson

Perla Mazie

Wendy Fox

Daniel Winstone

Laura Wilks

Sandra D'Souza

Yembeh Forna

Felicita Sivasudasan

Liz Currie

Sanja Grahovac

Yumiko Powney

Gloria Kiri

Mariam Khawari

Shannon Winzer

Zlatica Bukarica

Godette McGregor

Marilyn Hoogenboom

Sarah Williams

Hannah Purton

Marina Savron

Sharon Rousselin

Casual Staff

Amena Tawakkoly

Jamal Malaeb

Nyadang Ayul

Amina Rezayiee

Kai Chung Lin

Paula Prinzi

Danuta Kussowki

Margaret Choul

Radinka Kavedzic

Elena Phelan

Nadia Abu-Duhou

Richard Hardie

Frank Elliott

Nazirahul (Nizra)

Soundhari

Hollupathirage (Sam)

Haniffa

Gunasekaran

Caldera

Nimeh Awad

Vanja Flett

Iria Aruzo

Noela Gregson

Wazhma Bezhan

101 Personal Care Workers – *Diverse Care Program*

Volunteers

Aged Care

Alia Malaeb

Alina George

Amalia Hatzemihelakis

Anna Giummarra

Antonia Legaie

Antonio De Vito

Branka Racunica

Bridgette Blackburn

Charmaine Sariffodee

Christine De Silva

Ciprian Higi

Connie Marateo

Connie Scata

Eva Campos

Edgardo Senese

Fatah Mohmand

Fatima Haydari

Hoeung Mok

Huseyin Kiyagan

Jerome Classz

Jovita Calma

Kim Ieu

Lina Villella

Lucy Germano

Luxmy Maharatham

Luz Aquino Philip

Maria Erdeg

Maria Jordanou

Mauricette Clair

Meg Cornell

Mehtab Khan

Melvonne Anthony

Mujgan Kabacki

Nelida Barroso

Nenang Castillo

Nenet Banki

Nita Ivancic

Parveen Janmohammad

Romaine Todd

Roula Theodorakis

Satha Heng

Shahnaz Zamani

Shereena Rajesh

Shahgul Safdari

Sisouphane Thadavong

Suha Loli

Tamainetutai Nooroa

Tamara Porublev

Tammy Nguyen

Teokotai Taramai

Ursula Girstun

Vivienne Salvatore

Zdenka Nikolic

Homework Support

Abida Khan

Bianca Ebony Norkunas

Cheng Heng

Cherie Doan

Chuen T Kang

David Hardman

Dr. Geoffrey Smith

Hanifa Shafaie

Hanin Awad

Kok- Eng Koh

Maison Abdul Said

Max Waugh

Michelle Nogueira

Neha Handa

Pocknee Nicholas Sean

Qadir Sherif

Ramzy Malaeb

Rohullah Rahimi

Satha Selvarajah

Thuong Le (Tom)

Settlement

Abdul Nasrat

Bernadette Hutchings

Elvira Sammut

Farzana Shariffie

Kazem Hazarah

Noreen Moore

Pankaj Chandan

Sara Heras

Shabana Anwari

Shakiba Akbari

Shiba Ali Shah

Shokrullah Qasemi

Vithushan Arivalagan

Migration Advice

Richard Hardie

Nancy Tadros

Driver Education

Atiq Abid

Amara Sahr

Malik Atit Mahmood

Bostan Mozaffari

Yien Wang

Michael Jang

Career Mentors

Alexander Talvy

Anja O'Connor

Ann Delahoy

Bosco Alex

Brooke Phillips

Cynthia Thomas

Damodara Kodavaluru

Dilini Alankarge

Enoch Osafo

Eva Archer

Farah

Siddiqui

Hiba Hameed

Jiahe (Jay) Yu

Kamran Ali

Katherine Elenitsas

Kathy Zu

Kazem Hazarah

Kiritharan Thuraiappah

Lydia Ungaro

Mahbooba Camron

Meagan Boschetti

Mena Zarif

Mohammad Jawad

Nick Pocknee

Qadir Sherif

Samett Siddiqui

Sanuki Tissera

Shari

Chandradasa

Sridaran Sathasivaiyer

Suzan Atta

Wen Shi

Yasmin

Elsawy

Zahra Sajadi

Zhaohui (Derek) Zhang

Co-Located Organisations

Afghan-Australia Women and Youth Association

Association of Hazaras in Victoria

Hope and Care for All Logomua Fono Samoa

Lopit Community Association of Australia

Nasir Community Association

South Eastern Region Melbourne Oromo Community Association in Victoria

Somaliland Society of Australia

Sudanese Disability Action Group in Victoria

Union of Upper Nile States

Ventana Hispana (Spanish Window)

Victorian Arabic Social Services (VASS)

Our Partners and Supporters

AMES	Early Childhood Development	RACV Insurance
Avocare	Department of Human Services <i>(Refugee Minor Program)</i>	Refugee Council of Australia
Baptcare	Department of Justice	Rotary International, Noble Park
Bendigo Bank	DHS/Child Protection	Sarina Russo Jobs Access
Berwick Nazareth Baptist Church	Doveton College	Settlement Council of Australia
Cambodian Association of Victoria	Doveton Neighbourhood Learning Centre	South East Local Learning Employment Network
Cambodian Community Welfare Centre	Enliven <i>(formerly the South East Healthy Communities Partnership)</i>	Sheriff's Office Victoria
Cardinia-Casey Community Health	Eastern Region Mental Health Association	Shire of Cardinia
CarX Australia	Ethnic Communities Council of Victoria	South East Melbourne Medicare Local
Casey Multi-Faith Network	Family Life	South East Palliative Care
Casey North Community Information and Support Service	Foundation House	Springvale Community Aid & Advice Bureau
Centre for Multicultural Youth	Gleneagles Secondary College	Springvale Community Health Centre
Centre for Philippine Concerns Aust.	Greater Dandenong Community Health	Springvale Indo-Chinese Mutual Assistance Association
Centrelink	Hampton Park Community House	St Anthony's Primary, Noble Park
Chisholm Institute	Hampton Park Community Renewal	St John of Kronstadt Russian Welfare Society
City of Casey	Hampton Park Secondary College	The Smith Family
City of Greater Dandenong	Hampton Park Secondary College	The Water Well
City of Kingston	Handbrake Turn	TLC Aged Care – Noble Manor
Commonwealth Respite and Carelink Centre	Hope Worldwide Australia	VASS
Connections	Keysborough Primary School	Ventana Hispana
Consumer Affairs Victoria	Lifesaving Victoria	Vic Roads
Council of the Ageing (COTA)	Living and Learning Pakenham	Victoria Leisure
Cranbourne Secondary College	Lyndale Secondary College	Victoria Police
Dandenong Community Aid & Advice Bureau	Maurice Blackburn Solicitors	Victorian Arabic Social Services
Dandenong High School	MECWA <i>(Malvern Elderly Citizens Welfare Association)</i>	Victorian Sherriff's Office
Dandenong Neighbourhood House	Migrant Information Centre	WAYSS
Dandenong Polish-Australian Seventh-Day Adventist Church	Mission Australia	
Dandenong South Primary School	Monash Health	
Dandenong West Primary School	Noble Park Secondary College	
Department of Education and	Oakgrove Community Centre	
	Precision Light & Air Pty Ltd	

Highlights

Senator Kate Lundy meets SMRC Board

In March, Senator Kate Lundy, the Federal Minister for Multicultural Affairs and Sport, met with some Board members and CEO Jenny Semple, who gave a brief overview of our current programs, plus some local concerns. The Minister stated that she had received positive feedback about the work the SMRC is doing in the region. Main issues discussed at length included Bridging Visa E holders residing in the region and a range of concerns that have arisen from local agencies and community members in the preceding 6 months, including SMRC's need for more suitable accommodation in the City of Casey. The Minister was aware of the need for a community facility in Casey, as this has been on the agenda for some years. Refugee youth and the need for more opportunities to partake in sport was also discussed. Possible funding opportunities were also discussed.



Back: Jenny Semple - CEO, Senator Kate Lundy, Ray Jopling, Phil Dalling
Front: Brian Oates - Chair, Helen Cester

Burmese MP Visits SMRC

SMRC was honoured to receive a visit from a democratically elected Member of Parliament from the Republic of the Union of Myanmar. Daw Sandar Minn has long been a prominent activist in her country. In 2007 she was arrested, after peaceful demonstrations against the ruling military regime. The following year she was transferred to Myaungmya Prison and sentenced to 65 years in jail. Yet just 4 years and 7 months later, in January 2012, she was freed along with other activists. Immediately after her release, Sandar joined the National League for Democracy (NLD) to continue her commitment towards a democratic Myanmar by serving as one of only 44 elected NLD representatives in the 664-member parliament of Myanmar. SMRC was privileged to welcome this dedicated representative on her visit to Australia to study and discuss our settlement programs and services.



Kyaw Soemoe, Bill Collopy, Daw Sandar Minn, Jenny Semple CEO

Highlights

Seniors Week and Carers Week at the Dandenong market

To the background sounds of market stall holders and the smell of doughnuts and coffee, SMRC staff 'popped up' in the Dandenong Market last October to celebrate a combined Seniors and Carers Week. Commonwealth Respite and Care Link Centre Southern and Diabetes Australia (VIC) partnered with us in this venture. Roaming guest performer Helene Murray, in her guise as 'Queen Elizabeth' complete with royal regalia, mingled with shoppers drawn to chat with her. Each time 'The Queen' encountered a person who was a carer of someone else she presented them with a rose to acknowledge the important role they play. 'Her Majesty' shared funny stories and heartfelt moments with shoppers from many backgrounds. She directed each of them back to our stall, where staff, carers and volunteers talked with market patrons, providing them with information about services by the three organisations. The event was highly successful in promoting programs of our respective organisations, and the Dandenong Market proved to be an effective venue to engage with diverse members of this diverse community.



Bridging Visa Forum

SMRC hosted an information forum in March for service providers and government agencies on the topic of Bridging Visa-E holders. Julie Campbell, Director of Education and Stakeholder Engagement Section from the Department of Immigration and Citizenship, presented on aspects of the Bridging Visa-E program and eligibility for services, as well as information about the community detention program. Julie described recent policy changes for clients and provided statistics for this region, followed by a discussion about services available to people after they receive a protection visa. There were many questions and much discussion. Rachel Evans from AMES also presented, including two case studies explaining AMES casework for Bridging Visa-E holders. The forum was most helpful for service providers and government staff in explaining complexities of the asylum-seeker and humanitarian settlement sector.

Highlights

Hazara Community Consultation

In April, SMRC held a formal consultation with the Hazara community, at which some Board members also attended. CEO Jenny Semple presented information on current Settlement and Aged Care programs. Community leaders asked about our driver education program and how to access it. Unfortunately the program is so popular that it was already full, with a waiting list, so this was explained to the community members. They also expressed interest in our homework support program. Jenny explained how this operates in Dandenong and Casey. There were questions about Aged Care and a concern about some women over 60 remaining isolated at home. Jenny talked about our Aged Care programs in detail, explaining details of services where the community may be interested in volunteering. Community leaders discussed the matter of Bridging Visa-E holders and the government's 'no work rights' policy. Community members continue to assist Bridging Visa-E holders as much as possible. This was an excellent opportunity for Board members to meet the community and hear their concerns.



*Hazara Community Members,
Board Members: Phil Dalling, Kerry Boland, Ramatallah Yousafi*

Recognition of Volunteers

At last year's AGM, we publicly recognised all our volunteers for their contribution across many programs. In the Aged Care team, volunteers help to reduce the isolation that many older migrants face. Volunteers regularly visit aged migrants in their home, providing information and linking them to community activities, in the process becoming valued companions. Some volunteers work in our Planned Activity Groups and our Positive Ageing Program, helping participants to join exercises, craft activities, meals and outings. In the past two years, volunteers have participated in training to enable them to implement an Active Service Model approach to volunteering. In the Social Support program, six of our volunteers have been with us between ten and fourteen years, and a further eight volunteers have been with us between five and nine years. Such loyalty and dedication provides an important link between people we support and their community. We encourage new volunteers to join as our ageing population only increases the need for this kind of support.

Highlights

Planned Activity Groups – Joining the Information Age

Facebook, Twitter and YouTube aren't just for young people. Our Spanish-speaking Planned Activity Group, in conjunction with Ventana Hispana (Spanish Window) undertook a successful computer class. Some of them had marvelled at how easily the younger generation have access to information and they are often puzzled why young people are so keen to check their Facebook status or watch YouTube clips. We helped to bridge that generation gap. Our Spanish-speaking computer group completed their first 10-week introductory class, learning how to set up laptops, familiarise themselves with the keyboard and basic terminology, how to navigate with a mouse and how to establish an email account. They even created their own Facebook profiles and our oldest student is 83. Estamos muy orgullosos de ti ~ Bien Hecho! (We're so proud of you ~ Well Done!)



National HIPPY Week

Funded by the Department of Education, Employment and Workplace Relations (DEEWR), HIPPY is delivered by SMRC in partnership with Brotherhood of St Laurence. We celebrated National HIPPY (Home Integration Program for Parents and Youngsters) Week by holding a family fun day at SMRC, to celebrate the achievements and recognize the efforts of all involved in the program: coordinators, home tutors, parents, carers and children. The event theme was 'Active Communities, Healthy Families' and it gave the opportunity for families to enjoy active play stations that promote children's gross-motor development, including dance and movement activities, and healthy food for families. The event also aimed to support other local agencies promote their services.

Highlights

HIPPY Graduation

In December 2012 the (HIPPY) held its first graduation ceremony with 30 families graduating from the program. Over fifty people attended the graduation, including some Age 4 families who had completed the first year of the HIPPY program, while others were graduating after completing two years.

Before the formalities began, everyone was entertained by an interactive storyteller, craft activities and music. The SMRC was decorated with balloons, HIPPY banners and posters. Through the Officeworks Sponsorship and Donations program, HIPPY Dandenong was awarded with a donation of black cardboard (to make the graduation hats), 35 toys, water bottles and pencil cases. The SMRC Sewing group assisted parents to sew the HIPPY T-Shirts. Parents were so proud of their children and their own achievements in the program. Presentations of a certificate, bag of books and craft materials were made to children. Parents also received a gift of appreciation. The children compiled samples of their work into a portfolio and handed these to their tutors in remembrance and celebration of their accomplishments. The afternoon concluded with sharing pizza.

This was an outstanding year for HIPPY Dandenong with many great achievements of staff and parents and their commitment towards child's education. The commitment and dedication of parents, carers, children, tutors, amaze us everyday – well done on completing two years of HIPPY! We are already anticipating our 2013 graduation, when we will be able to celebrate the achievements of our next round of 20 graduates.



Highlights

Board Mentor/Mentee program

Community organisations such as the SMRC, schools, sporting and social clubs need leaders and managers. But new, small or emerging communities often struggle to find people with the time and experience for such work. Last year, the Board commenced a mentoring program with several SMRC members who wanted to develop their community leadership and learn more about governance and role of Board members. Mentoring has involved a more experienced or more knowledgeable Board member (mentor) helping to guide a less experienced or less knowledgeable person (mentee). In the early stages, mentoring involved talking about the role and expectations of Board members, understanding what we want to achieve through our Board. Mentees have attended Board meetings to observe how the SMRC is governed, from basics such as how meetings are organised to more complex work, such as planning for our development and growth. Mentees have met with our CEO to learn about working with government to identify community needs and potential partners, and negotiating and managing funding and service agreements. Mentoring is about ongoing learning and challenges. Our mentees learned how the Board works, while our mentors have helped to develop community leaders across different cultures and learn about their cultures. The challenges of this initiative are significant but we consider the continuing effort well worthwhile.

CALD Mentor Program

The CALD Mentor program commenced its second year with a celebration to bring together old and new mentors. This event is an opportunity for mentors to meet their peers and give valuable feedback on the delivery of the program to the SMRC. The mentees are young people in Year 7 and 8, who are at risk of disengaging from school early. We have 41 mentees in the program from Gleneagles, Hampton Park and Lyndale Secondary Colleges. We now have 35 mentors from diverse backgrounds and all walks of life, ranging from students to HR consultant and a Doctor. Mentors received training based on the Youth Volunteering Mentor Alliance Training Manual, and have ongoing support from the SMRC Mentor Co-ordinator. Mentors and mentees meet weekly during school hours to talk about education and career pathways. Schools have embraced this support program and feedback has been very positive.



Mentor Story

"My name is Mohammad Reza and I was born in Afghanistan. I escaped from my country and fled to Pakistan, where I lived from 2007 to late 2009. My journey to Australia was very dangerous, scary, and very difficult and took a few months to reach safe in Australia. I spent more than a year in the Detention Centres and released in the community in April 2011. I found Australia a place with peace, unity, open culture and importantly a place with plenty of opportunities.

I started studying Certificate IV in Community services at Swinburne TAFE. I joined the Career Mentor program at SMRC to use my knowledge and experience to help young migrants and refugees at Lyndale Secondary College. The two Mentor training programs helped me to gain some more skills to use when guiding and supporting CALD background students.

Through this wonderful program, I found a few friends, helped some young CALD students, gained a lot of experience and found good information about different careers.

After my experience with helping CALD students through Career Mentor program, I was offered a job at AMES Education.

It is now more than a year that I am working with AMES Education. I am helping adult migrants with guiding them towards the best way of learning English and about other courses and choosing a career in Australia.

I believe anyone who comes new to Australia needs some guidance and help with choosing a good career."

Chinese Senior Leaders Gathering

In May we held the 3rd Annual Chinese seniors' leaders gathering. Aged Care Manager Catherine Healion, welcomed Chinese senior leaders from the Cities of Greater Dandenong and Casey. The event was supported by SMRC's Planned Activity Group, the Partners-In- Care program, the Carers Support Program and the HACC Programs and Projects team. Coordinator of our Carers Support Program, Zlatica Bukarica, presented with Pauline Lacey from Commonwealth Respite and Carelink Centre on the topic of respite services. One Chinese carer shared her story on love, life and laughter experienced in her caring role. Sylvia Wan and Vivian Yong from the Planned Activity Group team presented on our highly successful Positive Ageing program. Sarah Leung, dietician from Healthy Energy, talked about nutrition and a balanced diet, followed by a cooking demonstration and Chinese-translated resources for seniors with diabetes, high blood pressure and/or high cholesterol. The Springvale Chinese Mandarin Network Group entertained everyone with dancing and music.

Annual Toy Donation - Berwick Woodworkers Club

The Berwick Woodworkers Club was established in June 1986 with only 6 members. They have since grown to 90. One of their projects involves the production and distribution of toys to local charities. In 2010 the SMRC was invited as one of 5 organisations fortunate to be a recipient of these skilfully crafted toys. Since then the SMRC has been receiving a growing number of toys each year. All toys are distributed during the Christmas period and bring lots of joy to our families and in particular their children.



Highlights

National Volunteers Week

Our team of Social Support volunteers gathered to celebrate National Volunteers Week in May at the Paddy O'Donoghue Centre. The theme was 'Thanks A Million'. SMRC CEO Jenny Semple and Aged Care Manager Cathy Healion thanked and acknowledged the volunteers for the vital role they play in the lives of program participants. The group enjoyed a short film-festival DVD produced by City of Greater Dandenong in partnership with various organisations to celebrate Cultural Diversity. This entertaining collection of short films highlighted the strength and resilience of individuals. Each volunteer received the gift of a rose as a token of our appreciation. There followed an interactive demonstration by a fitness instructor on how to dance the 'cha-cha'.



Partnership Stories

Celebrating Positive Partnerships

Southern Cultural Diversity Network is a forum for ethnic agencies providing HACC and related aged care services. Meeting bi-monthly to discuss matters of concern and to assist each other, the Network is co-convened by SMRC and New Hope Foundation. Through innovation and partnership development, our network members have worked with a number of mainstream agencies and ethnic community groups, expanding the number and diversity of Planned Activity Groups for Home and Community Care clients in this region. At a special forum in October, the audience heard of work recently undertaken by Australian Croatian Community Services, Central Bayside Community Health, Croatian Catholic Welfare Association, Greater Dandenong Community Health, Ventana Hispana, Berwick Nazareth Baptist Church, New Hope, City of Casey, and the SMRC. A particular highlighted example was the development of a Planned Activity Group for Spanish-speaking seniors. SMRC has worked in close partnership with Ventana Hispana (a Spanish-language community service) and the Berwick Nazareth Baptist Church to establish a social support activity at a local church venue. This Planned Activity Group is one of 13 group-based social support activities provided by SMRC.

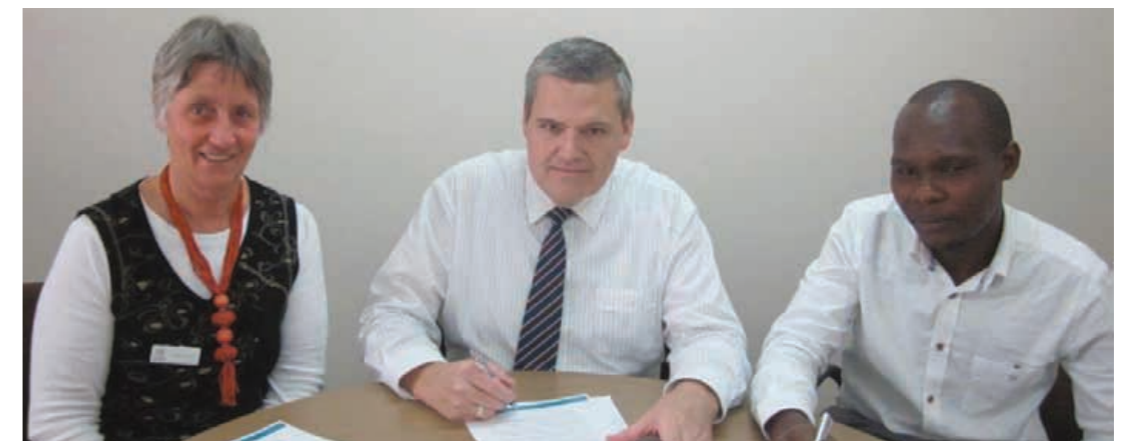
Partnership Stories

Active Children and Families Program

This program provides free multi-sports sessions after school for children and families at primary schools in City of Greater Dandenong, with a focus on CALD. SMRC has run this program at Dandenong West Primary School for nearly 3 years, part of Communities for Children, funded by FaCHSIA, with Mission Australia. In 2013 we transitioned from a coordinating to a supporting role, to ensure the program is sustainable by the school, with support from us. Dandenong West Primary acknowledges the positive impact this program has for participating families. The school's commitment is integral to ensuring the sustainability of the program. Sessions are facilitated by coaches from local sporting clubs, including Dandenong & District Netball Association, Noble Park Tennis Club, Dandenong North Junior Football Club, Dandenong Warriors Hockey Club and Vales Basketball Club. Children from CALD backgrounds are underrepresented in organised sport, so a benefit of using local coaches is to provide a familiar face at sporting clubs, making it easier for families to join a local club. After participating in the program, many children have joined local netball, football, tennis and basketball clubs. The partnership with Dandenong West Primary has enabled a sharing of resources and identification of areas where the school needs support. Transition has been successful, with the program continuing to be offered at Dandenong West Primary School, now run by school welfare staff, with support where needed from our Active Children and Families Project worker.

Southern CALD Healthy Ageing Project

SMRC received 3-year funding from the Department of Health and Ageing to assist local Sri- Lankan (Sinhalese and Tamil) and Cambodian communities with access to culturally appropriate Respite and Residential Care. The project also aimed to work in partnership with three Respite Care and Residential facilities for improving their ability to provide culturally appropriate care to the targeted communities. We partnered with TLC – Aged Care Noble Manor this year. This included developing a multicultural reference group consisting of community leaders to provide guidance. We developed a policies and procedures cultural review tool that takes into account accreditation standards relevant to aged care facilities. This tool will be used to assist Noble Manor examine their organisation's policies and practices in relation to cultural responsiveness. A cultural action plan is planned for continuous improvement. The multicultural reference group has provided regular advice and support, particularly in developing an interfaith poster calendar, shared with local facilities.



Anne Jones - Team Leader SMRC, Neville Watson - Chief Operations Officer, Dion Kimatai - General Manager

Partnership Stories

Child Protection Forum: Our Culture, Our Community, Our Children and the Law

SMRC, together with Springvale Community Aid & Advice Bureau, through the Refugee Action Program (RAP), held a forum with the South Sudanese community on the important topic of child protection at the Department of Human Services in July. RAP is a capacity-building program funded by the Office of Multicultural Affairs and Citizenship (OMAC). The forum resulted from months of planning and collaboration with leaders from the South Sudanese community, OMAC, DHS, Victoria Police, Victorian Legal Aid, Dept. of Education and Early Childhood Development, Dept. of Justice, the Office of the Child Safety Commissioner, the African Communities Foundation Australia, and Child Protection. The partners were selected in for their experience in working with the community or else their capacity to implement lasting change on the service system. Over 70 male and female leaders and representatives of the South Sudanese community attended. Various groups within the community were represented.

The forum discussed how the child protection system in Victoria works, and how families may receive assistance from services in the community. Community members presented a number of issues facing their community. These included: cultural differences (parenting in South Sudan and government involvement with families), challenges facing parents in trying to raise children in Australia, lack of awareness of the child protection system, and concerns relating to children removed from their home. Recommendations made by the community to Child Protection included developing an on-going cooperative and collaborative working relationship between South Sudanese community leaders and Child Protection. This resulted in the establishment of a consultative committee co-chaired by 2 members of the South Sudanese community with Child Protection. The committee continues to discuss concerns seek collaborative solutions to community needs.

The planning, development and delivery of the project was done with the spirit of cooperation and working together with community, not-for-profit and government agencies seeking a common goal. It enabled relationships to be established between the South Sudanese leaders and government departments and provided an opportunity for government to work closely with the community on a grass roots issue and gain a deeper understanding of refugee journeys and the challenges and barriers refugees face upon settlement. These challenges are ongoing, but there is a willingness to continue working together.

Connections

Seven years ago Connections and SMRC worked together to develop a partnership in the delivery of family support services for refugee and humanitarian entrant families as well as newly arrived CALD families and establish referral pathways between Child FIRST and SMRC. This partnership has been successful in ensuring that families are allocated family support from a specialised service in a timely and cohesive manner. The benefits of the partnership includes Connections Child FIRST workers being able to consult with SMRC when working with CALD families, having the SMRC worker attend team meetings keeps Child FIRST staff updated regarding the work of SMRC and the SMRC worker attending quarterly South East family service forums, with the focus on networking with other family workers and having access to training/speakers arranged by the Alliance. This partnership is valued and ensures that we are able to provide a family support service to the most vulnerable families in our community.

Partnership Stories

Driver Education Program - Learners' Program

The Driver Education Program commenced at SMRC in 2006, the first of its kind in Victoria. In the last 3 years this program has experienced significant growth: more than 600 applications, 400 applicants completing the group information sessions, 378 participants receiving 5 driving lessons each, a total of 1,890 driving lessons. Many of the refugee participants never had such an opportunity in their country of birth. The majority of participants have obtained a driving licence, which helps them to find jobs and to settle into their new country. The program now helps participants to obtain their learner's permit and pass their hazard perception test. We developed this part of the project when we noticed a majority of participants failing the Vic Roads test due to computer literacy problems. We successfully negotiated with Vic Roads to allow us to bring clients to their office for practice before attempting the test. So far we have helped 55 applicants to pass this test. One participant had previously failed the test 10 times! Vic Roads have been part of our Driver Education Program since its inception. The program continues to be funded by Department of Immigration & Citizenship through the Settlement Grants Program. Our long-term project partners continue to devote time and energy to helping: Victoria Police, Vic Roads, RACV Insurance, Consumer Affairs Victoria, Maurice Blackburn solicitors, and Department of Justice through the Sheriff's Office. Having experts in the program allows participants to hear directly from those delivering the service. The program also gives participants a better understanding of the role of police and the Sheriff's Office in Victoria, very different from law enforcement in the participants' countries of birth.

Partnering for Carers Retreat

20 of our carers enjoyed a relaxing and successful retreat from 30th April to 3rd May. The retreat provided our carers with a break from their caring role. The group stayed at Central Springs Inn, walking distance from the main street in Daylesford. Many of the streets were lined with trees, with leaves erupting in spectacular autumn colour. A highlight was the visit to Hepburn Springs, where carers enjoyed the mineral bathhouse and were able to bottle mineral water from the springs. The four days were filled with different activities and yet participants still had the opportunity to relax and take a rest from their care-giving roles. The retreat was a successful partnership between the SMRC and Commonwealth Respite and Carelink Centre. The carers came from various cultural backgrounds. They rarely have an opportunity to take a break from their caring role, much less take a holiday with a group of other people. Staff from both agencies planned the holiday to ensure that everyone enjoyed a safe and relaxing retreat.



MRC Programs

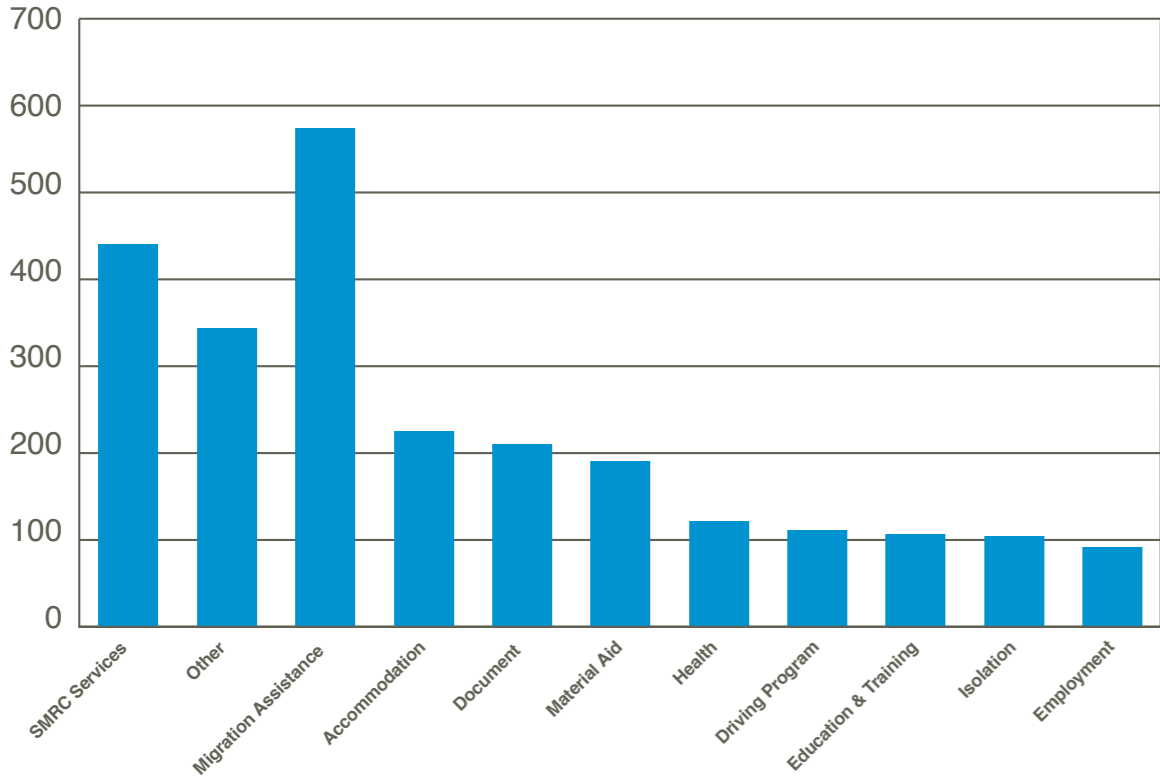
Settlement Services	Funding Body
Settlement Grants Program provides casework for refugees and humanitarian entrants, group work (including women's and men's social support, life skills and orientation, work readiness program and housing club), assisting community groups, communities and associations with better access to services.	DIAC
Refugee Minor Program facilitates family conferencing meetings with minors, their families and key service providers to ensure issues are addressed whilst maintaining positive relationships. The program also provides transition case management and group information sessions for minors who turn 18.	DIAC
Driver Education provides information for refugees on driving, road rules, the role of police and other driving-related matters, plus providing practice driving and assistance with learners and hazard perception testing.	DIAC
Youth Settlement provides casework and recreation activities for refugee youth. Work is undertaken with schools and other youth agencies.	DIAC
Homework Support Program provides young people with volunteer tutors to assist in homework after school, and social activities for young people.	CMY/DEECD (until December 2012) SMRC Gleneagles Secondary College, Hampton Park, Dandenong High School & AMES
Family Relationships for Humanitarian Entrants Program provides family counselling, parent support and parenting across cultures sessions.	FaHCSIA
Active Children and Families project strengthens family relationships through sport and activities at local schools.	Mission Australia. Communities for Children, (FaHCSIA)
Multicultural Sewing Centre provides lessons in sewing for refugee women.	MRC and City of Greater Dandenong
Refugee Action Program provides community capacity building opportunities for newly arrived communities.	(SCAAB) Office of Multicultural Affairs and Citizenship
Migration Advice provides free advice and information limited to SGP-eligible refugee and humanitarian entrants in this region.	DIAC
Tax Help program provides assistance via trained volunteers for migrants to complete their taxation papers for the year.	ATO
Careers Mentoring Initiative - aims to assist refugee and CALD young people in Years 7 and 8 and their families to explore their strengths, interests, values and goals, and to raise their career awareness and aspirations.	Office of Youth / DEEWR
Complex Case Support is an intensive short term case management program for refugees within 5 years of arrival.	DIAC

MRC Programs

Settlement Services	Funding Body
Casey Playgroup provides the opportunity for parents and children to access playgroup to increase their skills and develop networks	City of Casey
HIPPY Program- is a two-year home-based parenting and early childhood enrichment program targeting families with young children funded by BSL (DEEWR)	BSL (DEEWR)
Aged Care Services	Funding Body
Community Aged Care Packages provide case management to high need elderly clients to assist them in remaining independent and living in their own homes for as long as possible.	Russian Welfare Society (Dept Health & Ageing)
Access and Support Program provides short-term support to seniors to help them access culturally appropriate HACC services.	Department of Health (Vic)
Home and Community Care (HACC) Community Development Program educates ethnic seniors about HACC services and supports the sustainability of seniors clubs.	Department of Health (Vic)
Volunteer Coordination Program provides a friendly visiting program to visit elderly CALD clients to prevent social isolation.	Department of Health (Vic)
Service Improvement and Healthy Ageing Program creates links between aged care facilities, the Cambodian and Sri Lankan communities and the SMRC, and improves access to culturally appropriate aged care services.	DoHA
Planned Activity Groups provide centre-based recreational activities and meals for CALD clients, and provide transport for 10 groups of these clients	Department of Health (Vic)
Support for Carers Program provides support and activities for carers, facilitate a support group, and arrange respite when required.	Department of Health (Vic)
Social Enterprise Services	
Diverse Care™ provides qualified bilingual bicultural workers to deliver personal care in the homes of elderly CALD clients.	
Migration Advice provides fee-for-service advice to clients ineligible for the free service.	
Cross-cultural training: providing 'Working Effectively with Refugee Families' cultural awareness training to a range of government, community and private providers in the region.	

Settlement Services Data

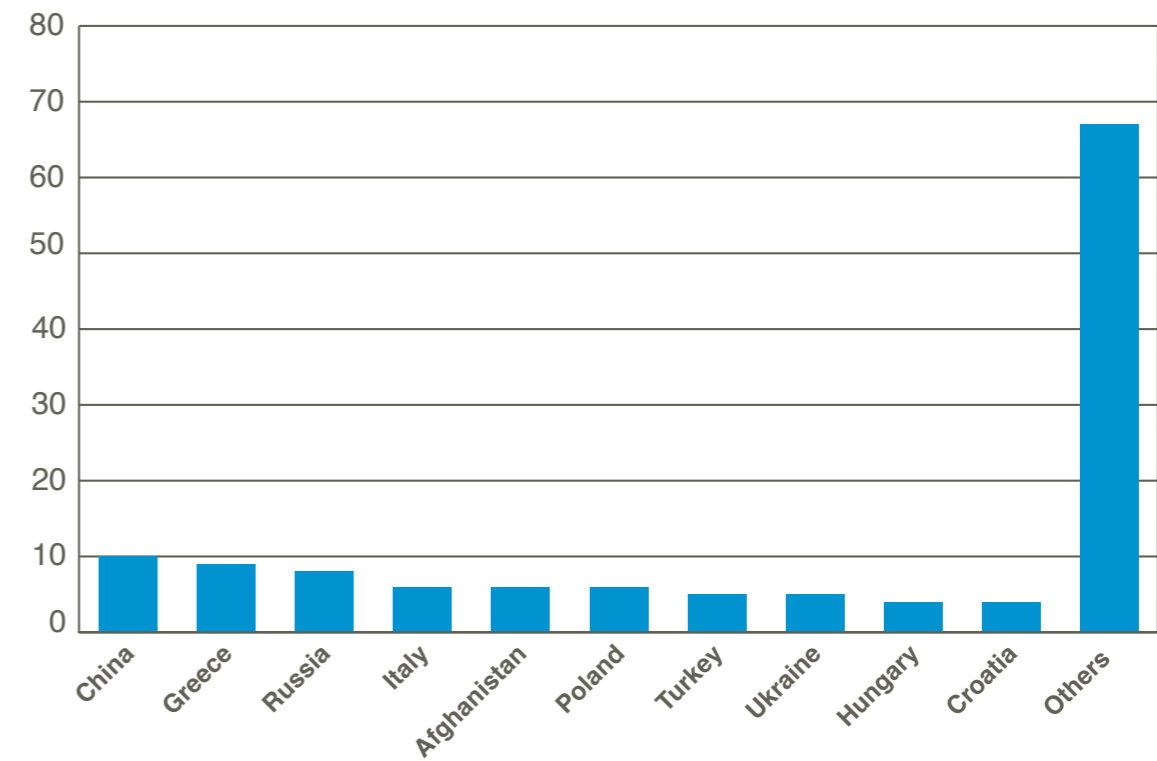
Settlement Services



Case work by issues. Source: DIAC (OSCAR)

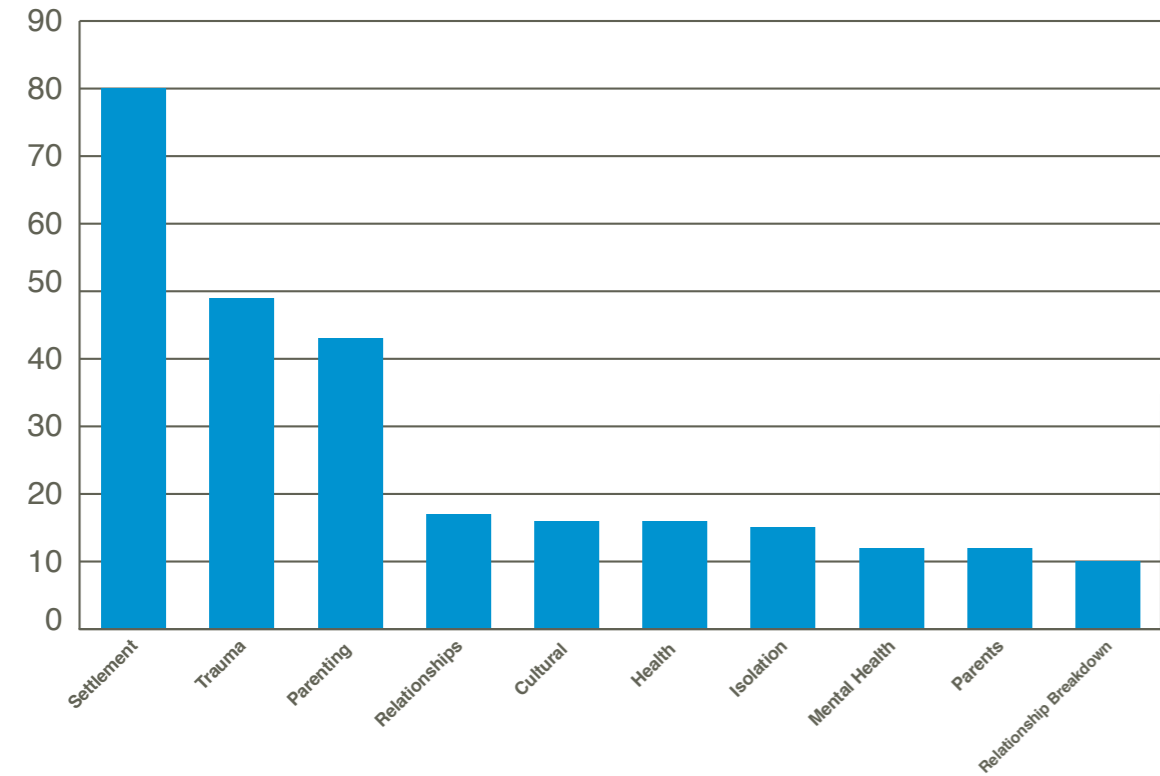
Aged Care Services Data

Aged Care Services



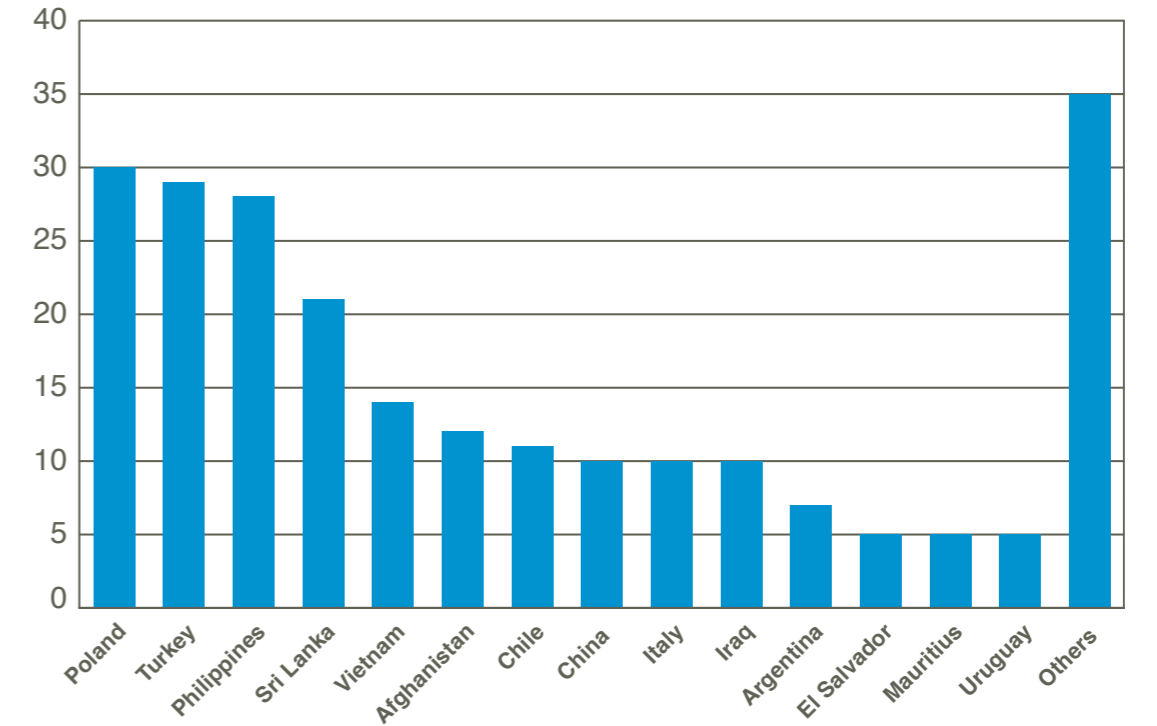
Aged Care packages by country of birth. Source: Carelink

Family Relationship Services



Case work by issues Source: FaHCSIA.

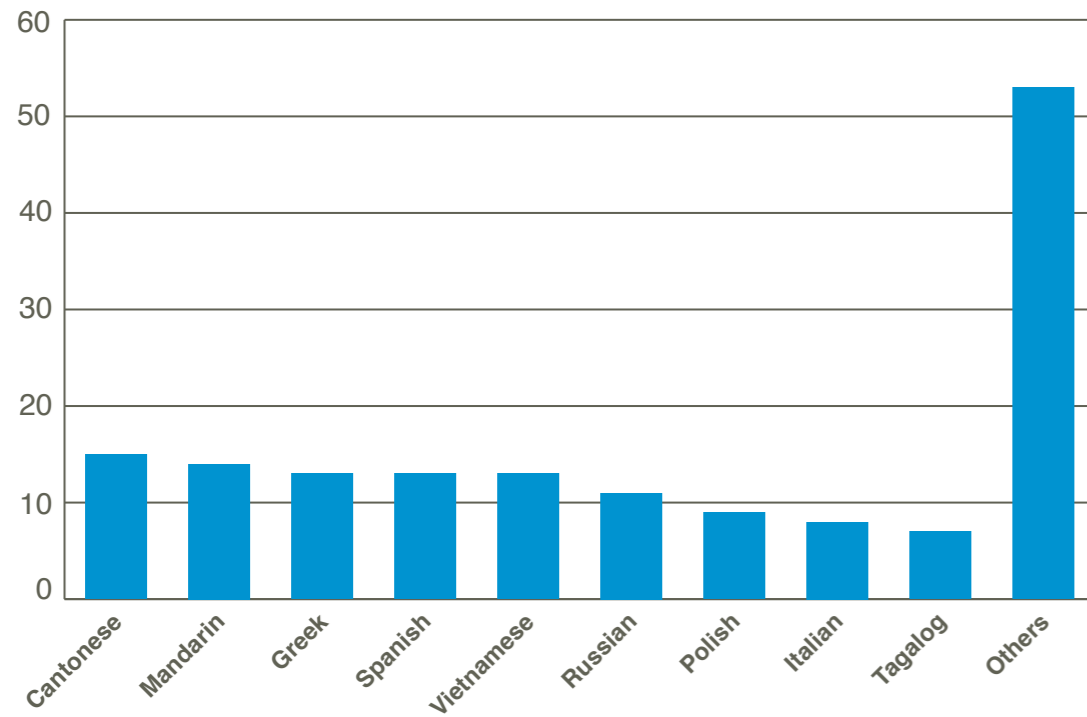
Aged Care Services



Aged Care clients, in planned activity groups, by country of birth. Source: Carelink

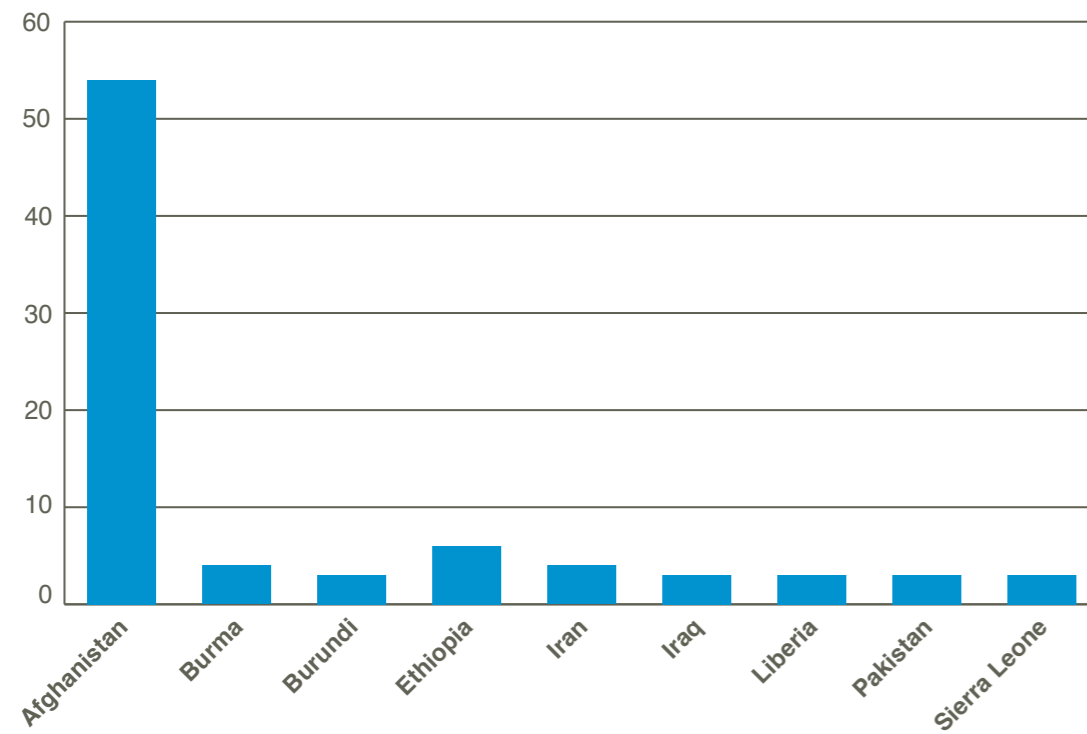
Social Enterprise Data

Diverse Care



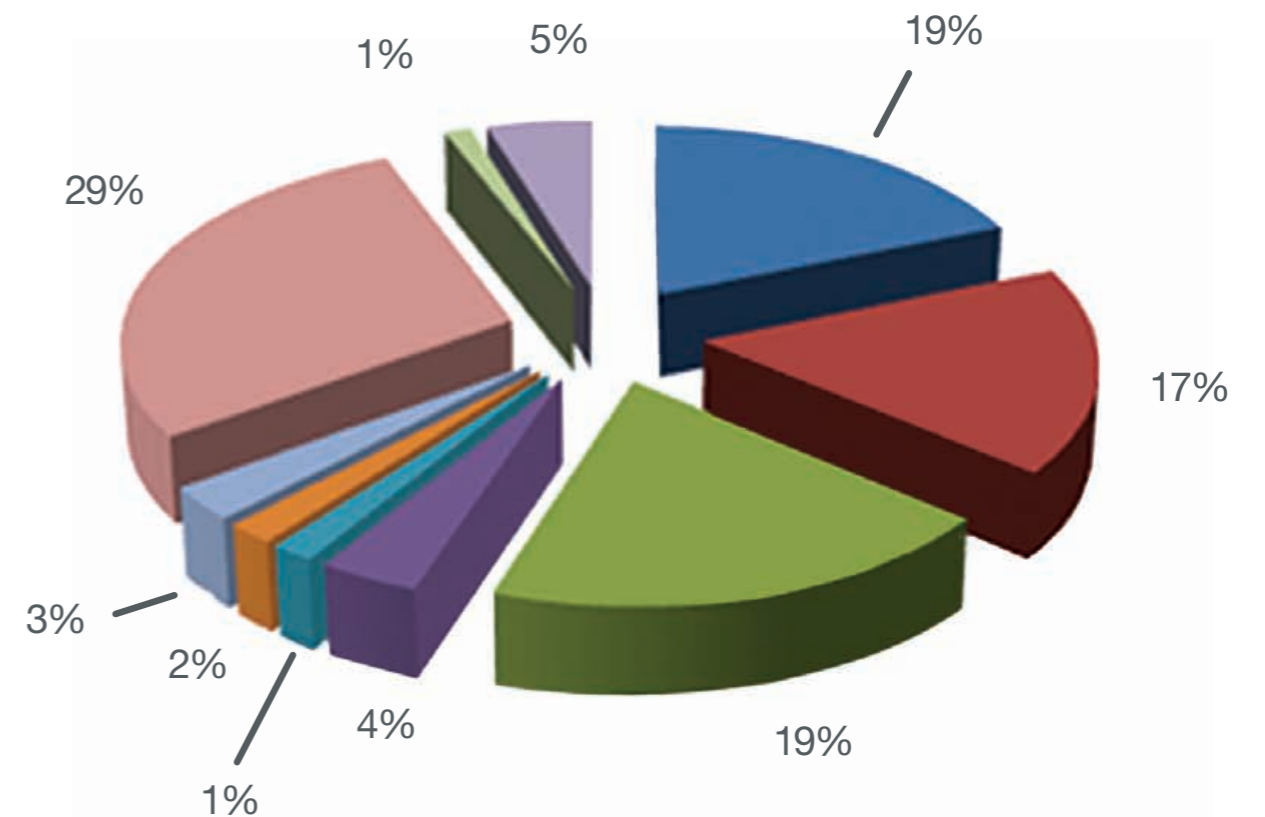
Diverse Care™ personal care workers – by language spoken

Migration Advice



Fee-for-service Migration Advice – by country of birth

MRC Funding Sources



- DIAC
- Dept Health (Vic)
- DoHA (via RWS)
- FaHCSIA
- Dept of Health & Ageing
- DHS
- DEEWR (via BSL)
- Diverse Care
- Migration Advice
- Others

Independent Auditor's Report

Independent auditor's report to the members of Southern Migrant and Refugee Centre Incorporated

Report on the Financial Report

We have audited the accompanying financial report of Southern Migrant and Refugee Centre Inc. (the association) which comprises the statement of financial position as at 30th June 2013, and the statement of comprehensive income, statement of changes in equity 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 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.

Auditors' Opinion

In our opinion:

The financial report of Southern Migrant and Refugee 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 2013 and of their performance for the year ended on that date; and
- ii: complying with the Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporations 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

Dated this:

23rd day of September 2013

Statement by Members

Statement by Board of Directors

In the opinion of the board the financial report as set out on pages 29.

1. Presents a true and fair view of the financial position of Southern Migrant and Refugee Centre Inc. as at 30th June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Southern Migrant and Refugee 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:

Brian Oates JP

Treasurer:

Ray Jopling CPA

Dated this 23rd day of September 2013

Income and Expenditure

Income Statement for the year ended 30th June 2013

	Note	2013 \$	2012 \$
Revenue	2	5,685,664	6,180,456
Other revenues	2	5,636	-
Administration expenses		(117,380)	(133,109)
Communication expenses		(96,789)	(96,274)
Depreciation expenses	3	(43,152)	(45,044)
Employment expenses	3	(4,532,438)	(4,829,125)
Occupancy expenses		(386,753)	(345,962)
Program related expenses		(523,093)	(535,610)
Travel and vehicle expenses		(162,133)	(185,895)
Profit before income tax	3	<u>(170,438)</u>	<u>9,437</u>

Statement of Changes in Equity

for the year ended 30th June 2013

	Note	Retained Earnings \$	Total \$
Balance at 1st of July 2011		1,524,621	1,524,621
Profit attributable to members		<u>9,437</u>	<u>9,437</u>
Balance at 30th of June 2012		1,534,058	1,534,058
Profit attributable to members		<u>(170,438)</u>	<u>(170,438)</u>
Balance at 30th of June 2013		<u>1,363,620</u>	<u>1,363,620</u>

Balance Sheet as at 30th June 2013

ASSETS	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalents	4	946,620	449,565
Trade and other receivables	5	586,752	443,053
Financial assets	6	1,240,600	1,643,872
Other assets	7	<u>303,912</u>	<u>316,995</u>
TOTAL CURRENT ASSETS		<u>3,077,884</u>	<u>2,853,485</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	<u>130,511</u>	<u>164,948</u>
TOTAL NON-CURRENT ASSETS		<u>130,511</u>	<u>164,948</u>
TOTAL ASSETS		<u>3,208,395</u>	<u>3,018,433</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	337,270	332,426
Short-term provisions	10	558,278	349,945
Other current liabilities	11	<u>747,107</u>	<u>596,133</u>
TOTAL CURRENT LIABILITIES		<u>1,642,655</u>	<u>1,278,504</u>
NON-CURRENT LIABILITIES			
Long-term provisions	10	<u>202,120</u>	<u>205,871</u>
TOTAL NON-CURRENT LIABILITIES		<u>202,120</u>	<u>205,871</u>
TOTAL LIABILITIES		<u>1,844,775</u>	<u>1,484,375</u>
NET ASSETS		<u>1,363,620</u>	<u>1,534,058</u>
EQUITY			
Retained earnings	12	<u>1,363,620</u>	<u>1,534,058</u>
TOTAL EQUITY		<u>1,363,620</u>	<u>1,534,058</u>

Cash Flow Statement for the year ended 30th June 2013

	2013 \$	2012 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Grants & income	5,422,404	6,325,900
Payments to suppliers and employees	(5,423,174)	(6,394,655)
Interest received	74,857	91,178
Other income	18,806	49,448
Donations received	3,969	6,127
Profit on sale of assets	<u>5,636</u>	<u>-</u>
Net cash used in operating activities	<u>102,498</u>	<u>77,998</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of investments	403,273	49,162
Payments for property, plant and equipment	<u>(8,716)</u>	<u>(19,903)</u>
Net cash used in investing activities	<u>394,557</u>	<u>29,259</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Net increase in cash held	497,055	107,257
Cash at beginning of financial year	<u>449,565</u>	<u>342,308</u>
Cash at end of financial year	<u>946,620</u>	<u>449,565</u>

A complete set of accounts is available on request at the SMRC.

Notes

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Avocare Ltd
Berwick District Wood Workers Club
Best and Less Dandenong Store
Robyn Dzedins JP
Monash Health
Office Works Keysborough and Dandenong South stores
Precision Light and Air Pty Ltd
Anne Maree Reeve
Dianne and Rodney Symmons
Noela Gregson

To make donations to the SMRC, please visit our website at www.smrc.org.au
Donations of \$2.00 or more are tax deductible.
All donations will help us to continue providing services for migrants and refugees.



**Southern
Migrant & Refugee
Centre**

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Fax: 9706 8830

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Fax: 9705 6977

3 / 24-28 Chester St Oakleigh 3166

Phone: 8574 4600

Email: smrc@smrc.org.au

Website: www.smrc.org.au