

Annual Report 2017-18

Silver Jubilee Edition



Making stronger communities.



**Southern
Migrant & Refugee Centre**

Diversity Respect Empowerment Integrity Inclusion Resilience

25 silver jubilee
1993 - 2018

contents

Strategic Plan 2018-21	3
Message from the Chairperson	4
A Reflection from Our CEO	5
Our Staff	6
Our Volunteers	7
About SMRC	8
Our Service Delivery	9
Our Services	10
What We Do	12
SMRC Outcomes	14
Our Silver Jubilee Year	16
Our New Look	22
Our Locations	23
Governance and Leadership	24
Management Staff	25
Partners and Supporters	26

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SMRC Staff for their valued content



strategic plan 2018-21



OUR VISION

EMPOWERING OUR DIVERSE COMMUNITIES TO ENSURE INCLUSION IN A UNIFIED AUSTRALIAN SOCIETY.

OUR VALUES

**DIVERSITY RESPECT EMPOWERMENT
INTEGRITY INCLUSION RESILIENCE**

OUR OBJECTIVES



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

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



Develop progressive programs building on the existing skills and knowledge.

- Enhance the quality and extent of the services through partnership.
- Share our expertise with other services to increase their understanding of the needs of our clients.
- Progress Diverse Care™ to meet emerging needs in the community.



Develop a sustainable organisation that is effective and efficient.

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



Undertake continuous innovation and quality improvement.

- Develop skills, knowledge and resources to build on the capacity of SMRC and its people.
- Develop evidence-based practice focusing on the community needs.
- Ensure robust organisational structure and progressive operational processes.

message from the chairperson



Mr Brian Oates, JP
CHAIRPERSON, CEO

Looking back to July 2017, I have to say this is the most improved period I have seen in my 20 years with SMRC, and it was certainly a turning point.

The Board's decision to appoint an interim manager, crisis accountant and external auditor, and start staff training were all good initiatives. The 2016/17 financial result was the best for many years. We then worked on the organisation's first comprehensive budget for the financial year. The Board refocused on policy development, a new strategic plan, and developed a priority action list. We were in a great place to move forward with a new management team and culture.

It's said, "If you want to change a culture, hire a good new CEO." Ramesh Kumar was born for this job and we were so pleased to welcome him here. The organisation's new executive team welcomed Caroline Radowski as Client Services Director, Rakesh Sharma as Corporate Services Director, and Sue Brown as Business Improvement and Communications Manager. Bill Collopy was promoted as General Manager of Social Enterprises, and Shree Vijayan joined recently as Finance Controller.

2018 has been our Silver Jubilee Year. We engaged the community in some great, innovative events: a very well-attended Open Day in February, and International Women's Day in March.

The VMC used the SMRC office to announce a significant funding initiative and to hold a regional consultation forum.

Involving broad consultation, SMRC developed a 3-year strategic plan to complement our vision and values of empowerment, resilience, respect, diversity, integrity and inclusion, to match our new culture. Our 4 strategic objectives focus on meeting clients' needs, innovation, sustainability and continuous improvement. They have become the drivers in the minds of the staff and Board (we printed them as place mats for our meetings!).

Financially we have travelled well with a modest surplus this year, after making much-needed investments in assets and infrastructure required to improve our services and keep us focused on meeting our clients' needs.

This is my final Chairman's report as we have agreed to a new Constitution to ensure that opportunities exist for new leaders. I am pleased to have reintroduced our Board mentoring program and look forward to the Board growing in expertise. I have enjoyed my 20 years with the SMRC. It is always a pleasure to leave a place in a much-improved state.

I thank fellow Board members who helped revitalise this organisation, SMRC members who trusted and supported us in those hard-fought elections, all volunteers who are truly valued, the management and staff, the hard-working and dedicated people so passionate about our services, the CGD councillors and staff, and the Government and VMC for their support. Many thanks also to all our clients, the most important people in the SMRC.

We can all look forward confidently to the SMRC continuing to provide vital services and support to vulnerable people who join us in Australia's most successful multicultural municipality.

"The secret of change is to focus all of your energy, not on fighting the old, but building the new."

Socrates

a reflection from our CEO



Ramesh Kumar,
CEO

This reflection encapsulates SMRC's reason for being and why celebrating twenty-five years of making stronger communities is so significant.

SMRC's vision of empowering our diverse communities, to ensure inclusion in a unified Australian society, has driven our team to excel in the delivery of all programs (as seen in our outcomes on p. 14). This has happened in the midst of enormous surrounding change.

Change is always a challenge but it can also be a positive experience.

With a new management team on board, we took the staff on a journey of Positive Change that involved a consultative and empowerment approach, to ensure that progressive developments within the organisation were proactive and needs based.

This approach was extended to our clients, volunteers and external stakeholders as we developed our 3-year strategic plan that has become our blueprint for SMRC's future direction.

We asked our staff to dream about how they would like to see SMRC develop into the future.

This resulted in 68 key ideas. It is quite satisfying to report that 82% of those ideas have either been implemented or are progressing towards completion.

2018 has been a year of significant milestones that are worth celebrating.

We commemorated our Silver Jubilee Year through numerous events including Open Day (Feb), International Women's Day (Mar), National Youth Week (Apr), National Volunteer Week (May), Refugee Week (Jun), Unity in Diversity Festival (Oct), and the HIPPY graduation yet to come (Dec). I wish to thank our staff, community and stakeholders for their support and enthusiastic involvement.

We grew our community links through a Youth Advisory Group (YAG), Consumer Advisory Group (CAG), the Seniors Leadership Forum, and a reinvigorated South East Regional Settlement Planning Committee. The aims are to further strengthen collaboration amongst the diverse range of agencies, to respond to current and emerging needs in the community, and to ensure that SMRC continues to deliver appropriate services.

Internally, staff embraced the alignment of our teams with our future service focus: Social Participation, Economic Participation and Health and Wellbeing. This led to more concentrated efforts and excellent performance in all areas, with more social support programs (such as Allied Health services including Podiatry and the LIFE! program), a more responsive Settlement Access and Intake service, and the establishment of 3 new social enterprise initiatives (Dandy Makers Market, Cooking Collective and The Hive). Our volunteer coordination efforts doubled in size with the Palliative Care program, and we saw a potential expansion of Diverse Care™ into other metropolitan Melbourne areas.

We are enormously grateful for the feedback and support from our stakeholders about our progressive services and positive experiences. This has been reflected in numerous funding opportunities from both federal and state governments, enabling SMRC to look forward towards a more sustainable future focused on **making stronger communities.**

**"Every person you meet has a lesson to teach,
a story to tell and a dream to reach."**

our staff

At SMRC our staff are pivotal to what we do and how our services are delivered. It is their expertise, passion and drive to provide the best outcomes for our clients that makes SMRC an employer of choice. We wish to acknowledge their tireless efforts toward making stronger communities.



SMRC launched to staff the Wisdom & Wellness Program aimed to empower our team with capacity to improve their performance, knowledge to act with wisdom and an opportunity to focus on their own wellbeing.

Several training workshops were conducted in 2018 including:

Compliance and OHS

Fire Warden and Emergency

First Aid

Child Safe

Capacity Building

Client Service Training

Human Rights Seminar

Assessing clients for NDIS

Wellness

Biggest Morning Tea

Bowel Cancer Awareness

Tai Chi

Sleep Awareness

Diabetes Education (LIFE!)

Top 8 Challenge



our volunteers

SMRC wishes to acknowledge and thank our 151 volunteers who tirelessly assist our teams to deliver the numerous services to the community. We are grateful for the generous contribution of our volunteers and the impact they have made on the lives of our clients, and we thank them very much!

“The key to our success
rests in people like you,
who embody the spirit of giving,
and by all the things you do.”



about SMRC

Known for our understanding of diverse cultural groups and our advocacy to protect their human rights in Australia, SMRC has been an instrumental player in the settlement of newly arrived refugees and continued integration services to migrants through social participation, economic development and health and wellbeing programs.

These innovative programs along with our social enterprise initiatives such as Diverse Care™, are not only recognised in the sector but have enabled SMRC to be a sustainable organisation for over 25 years.

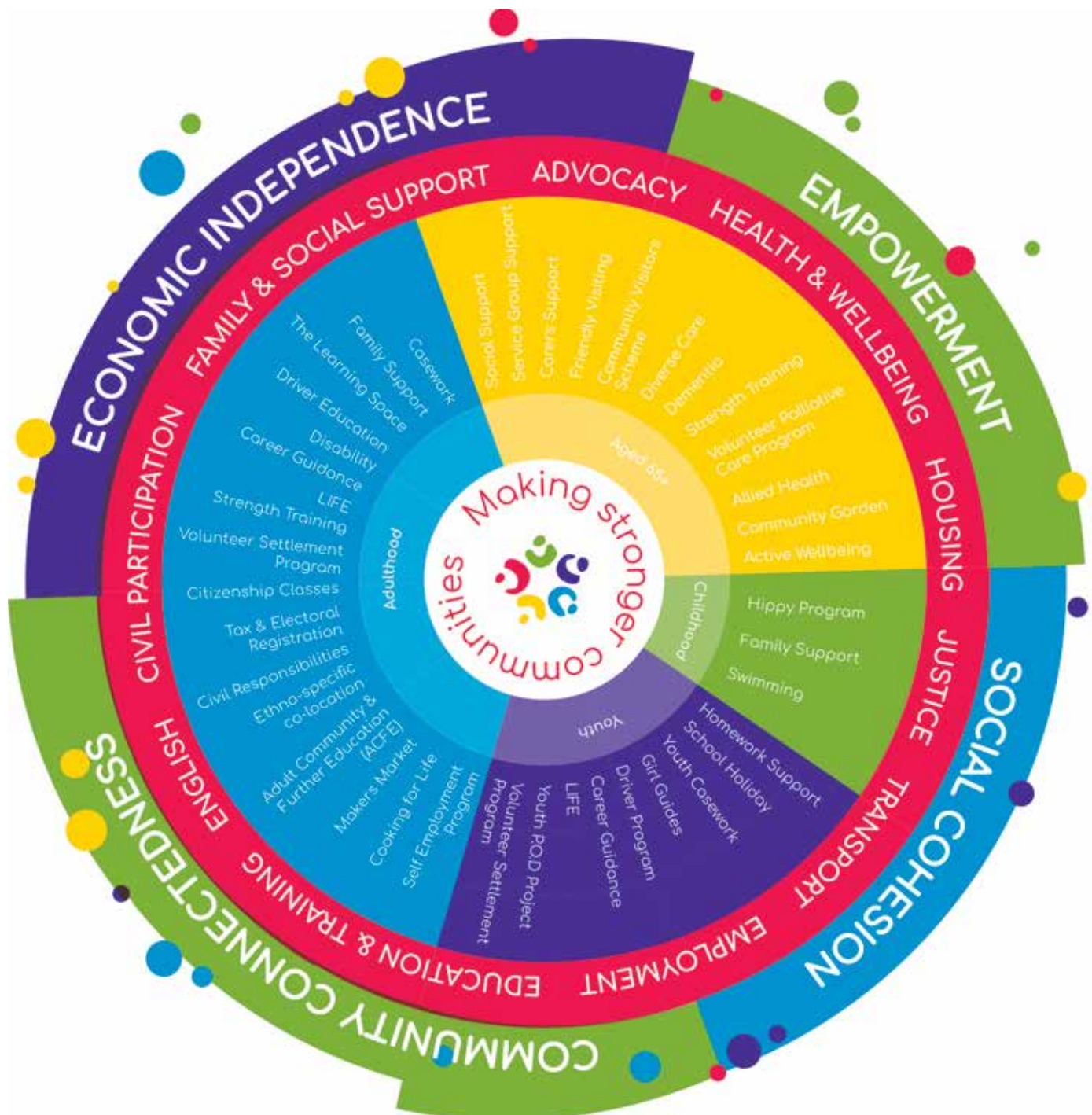


our services delivery framework

Our service delivery takes on a life course approach, specifically ensuring the inclusion of more vulnerable people and groups such as women, people with different abilities, youth and elderly.

We aim to provide services for people at every stage in life.

This framework, adapted from the ecological model of social determinants of health, show our core outcomes for clients in the red circle and our impact on the community as a whole in the outer circle.



social participation

Information and Referral

Strategic Partnerships

School Holiday Program

Family Support (VT Uniting)

Homework Support Program

Co-location for Ethno-specific Organisations

Home Interaction Program for Parents and Youngsters (HIPPY)



economic participation

The Learning Space

Driver Education

Education and Employment Assistance

Micro Enterprise

Volunteer Coordination





health & wellbeing

Support for Carers Program

Palliative Care Support

Life! Program

Centre-based Respite

Centre-based and Outing Program

Friendly Visiting Program

Access and Support

Community Visitors Scheme

Social Support and Seniors

Access Equality Groups

Seniors Clubs and Ethno-specific
Aged Care Organisational Support

Podiatry

Positive Aging Programs

Access, Equity and Diversity

Casey Men's Group



SMRC social enterprises

Diverse Care™

Dandy Makers Market

Cooking Collective

The Hive



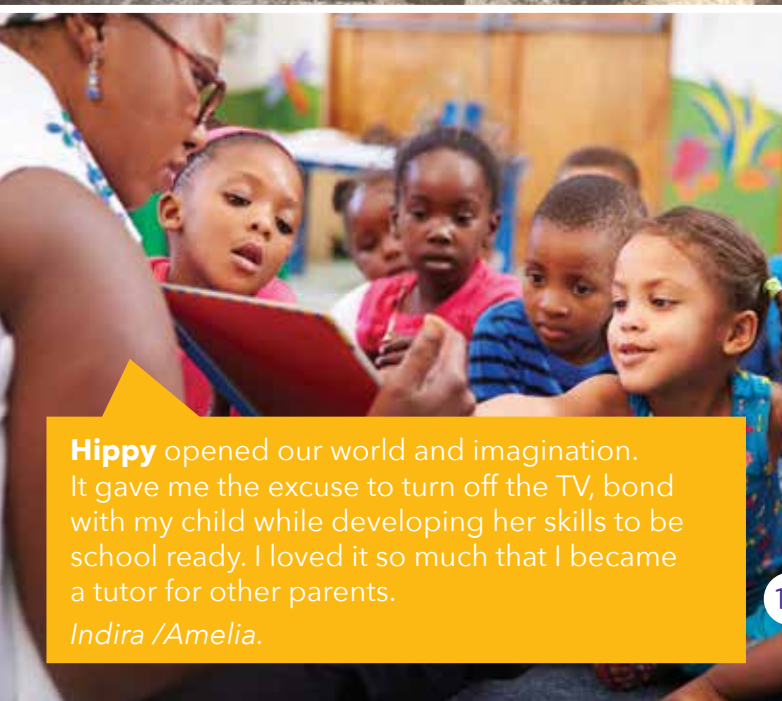
SMRC has supported my sister and me as we adapt to a new life, a new school, new friends and the enormity of opportunities and challenges that living in Australia brings.

Shakila and Baran Mohammadi.



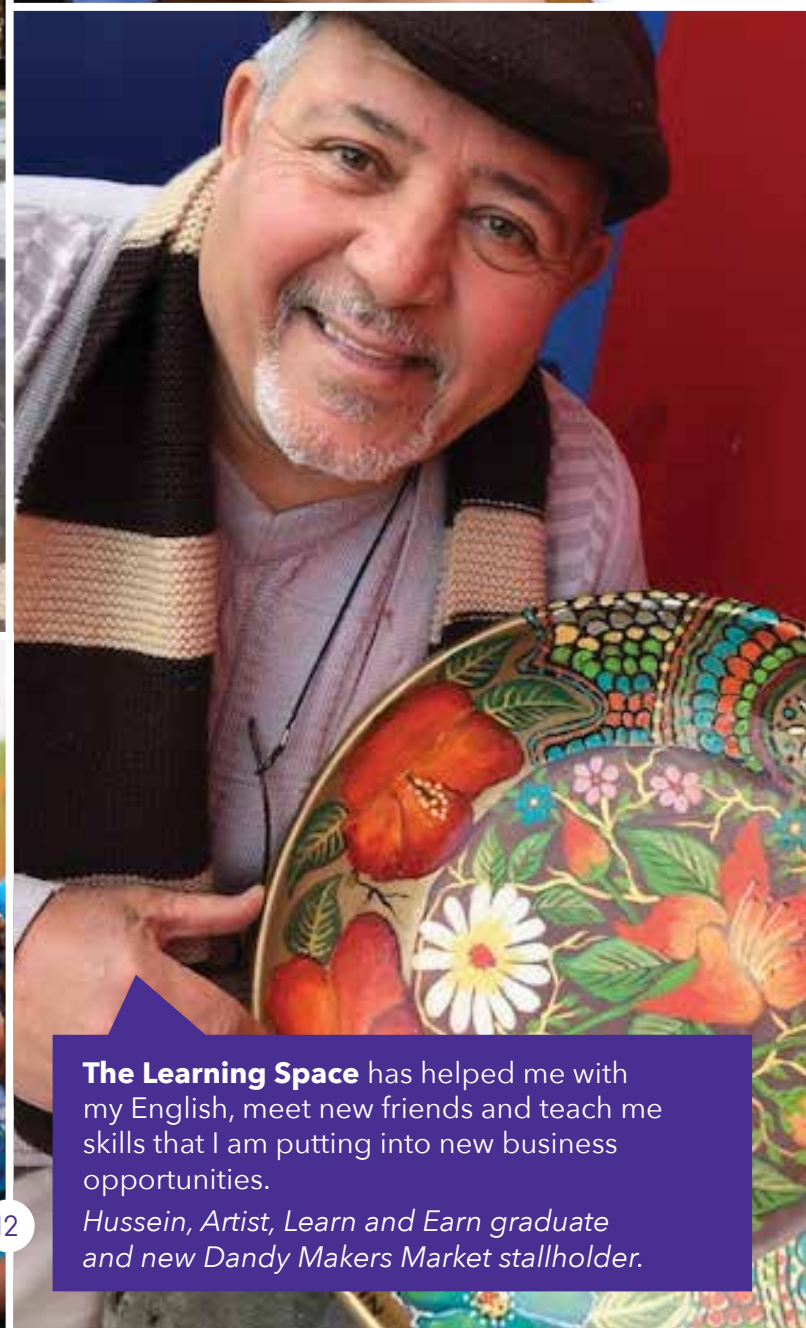
I treasure my time enabling our future leaders to see that opportunities from hard work and determination put in today open the doors for tomorrow.

Ali, homework support coordinator.



Hippy opened our world and imagination. It gave me the excuse to turn off the TV, bond with my child while developing her skills to be school ready. I loved it so much that I became a tutor for other parents.

Indira /Amelia.



The Learning Space has helped me with my English, meet new friends and teach me skills that I am putting into new business opportunities.

Hussein, Artist, Learn and Earn graduate and new Dandy Makers Market stallholder.



what we do

My family is feeling settled now that I have gained employment. Thanks to SMRC for helping me get an understanding what my employer expects of me.

Azzat, employer recruitment program recipient.



SMRC helped me gain the confidence to obtain my drivers licence. Now I have my L plates and have met friends who understand this achievement, I cannot wait to get my licence.

Fatima, On The Road recipient.



I am grateful SMRC initiated the LIFE! program to me. I have now set realistic goals to a healthier me and can feel the benefits of my changed diet and exercise.

Helena, Life! participant.

SMRC outcomes

A snap shot of just some of our organisation's successes over the past 12 months:

Diverse Care™

51,603

Service hours of care delivered by Diverse Care™ workers

67 Languages spoken by the

144

Diverse Care™ direct care workers



52 Aged care services provider organisations being assisted by Diverse Care™

social participation

2,133

Client contact with our access and intake service

55 **on the road** participants who gained their Learners

53 **on the road** participants who gained their Licence

229

Students living here less than 5 years receiving homework support



19 Families provided with intensive family support



health & wellbeing

64,218

Service hours delivered to our
26 Social Support Groups

1,119



Service hours provided to help
clients at home stay connected

69

Carer support
participants
receiving
2,508
respite hours

Since
March
2018,
LIFE!
Program
delivered

30

groups to

300

participants

economic participation

10,359

Service hours worked by our

151

volunteers over

13

programs

Program
volunteers
who speak

35

languages

The Learning Space
averages over

30



participants per week gaining
pathways to the 3 E's - English,
Education and Employment



Positive Changes was an internal campaign to enable staff to embrace the new management and new way of thinking about how SMRC conducts business. It encouraged reflection and conviction as well as embracing a new outlook and fresh way of looking at progressive processes and change. It involved updated corporate branding through to new organisational structures.

Our year of positive change has brought our team closer, and our strengthened desire to make stronger communities through innovative services is more in tune with our clients' needs.



The Dream Space enabled staff and SMRC stakeholders to have an opportunity to provide an insight into where they felt SMRC should focus attention and pathways to follow. Resulting in a list of 68 actions, SMRC has successfully fulfilled 82% of the dreams turning them into reality. Dreams such as developing new social enterprises including Dandy Makers Market, the Cooking Collective and The Hive; a staff wellness & professional development program and a new website just to name a few. SMRC continues to encourage feedback to ensure our services meet and exceed the needs of our clients.





our jubilee year

25 silver jubilee
1993 - 2018

International Women's Day celebrated the strong women in our community and the important role women play in our society. Attended by over 150 people, the event was put together by SMRC staff who relished the opportunity and responsibility to host such an impactful function. 'It's not just the number of guests; the plethora of agencies they represented speaks volumes of the diversity of audience that our event attracted. It's another great example of how our organisation is so connected and appreciated by our stakeholders', said Ramesh Kumar, SMRC CEO.



Harmony Day 2018 was a time to reflect and bond together. To symbolise the diversity of the organisation and the unification of our roles, our tree of life was painted by Rosina using the handprints of all the staff. This Tree of Life proudly hangs in our office corridor to remind us all that we make a great TEAM.



Open Day 2018 provided the opportunity to introduce a new-look management team to SMRC stakeholders and the local community. The event was attended by over 120 members of the local community. Attendees engaged in a Q&A session with settlement experts, heard personal stories from SMRC clients and participated in workshops that showcase key services available at SMRC.



our jubilee year

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SMRC held a 'Big Day Out' to Olinda for **National Volunteer Week** as our way to thank our volunteers for their invaluable support and tireless passion to assist our clients to feel welcomed and settled. SMRC wishes to recognise our 151 volunteer workforce as the cornerstone to SMRC's program successes.



National Youth Week was recognised by some of our inspiring students attending our Homework Support Program. Having formed some great friendships, this group planned, designed and performed in their own 'young & free' runway show that featured the beauty and the challenges of multiculturalism in Australia.



Looking after someone else can be very demanding and isolating. That is why our **Carers Support Program** provides care and some time out with peers for the carers. A visit to a wild life sanctuary at Phillip Island was one of many fun activities held in the year to ensure social, physical and emotional support of the carers themselves.



One World Festival continued the celebration of Refugee Week with a youth sport program attended by over 400 participants who enjoyed basketball, badminton and a soccer tournament at a local leisure centre. In its 7th year, the event continues to grow as it encourages cross cultural awareness through food, music and, of course, sport.

Youth Arts and Writing Prize provided an opportunity for our younger members of the community to reflect artistically the role of multiculturalism in our society as part of Refugee Week. Receiving nearly 100 entries, stories to inspire and artwork reflecting true emotion resonated with the Art Judges (Barat Ali Batoor and Rosina Lazzaro) and Literacy Judges (Kate Forster and Fleur Ferris).



our jubilee year

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Seniors Week is a time to celebrate aging positively and encouraging social integration. At SMRC we offer over 26 different social support groups, including social gatherings celebrating our diverse cultures through dance and food.



SMRC staff work hard to ensure our clients feel empowered and included in their community. So the end of the year is a great time to gather together and celebrate both the season and our achievements.



Over two years, HIPPY children work through weekly or fortnightly packs of play-based, educational activities with their parents and family. They are encouraged to ask questions and try new things, developing their confidence and passion for learning, which enables school-readiness. **Graduation Day** is a proud day for everyone involved, including parents who are so impressed with the program, they become tutors!



RU OK? Day is our day of action dedicated to reminding everyone that any day is OK to ask, "Are you ok?" and support those struggling with life's ups and downs.



Citizenship for our clients is an important step in a long journey to settlement in a new country. SMRC is proud to host classes for our clients to become citizen ready.

our new look

SMRC underwent a number of positive changes throughout 2018 including a new look and feel to our corporate image.

We began to tell our story using the faces of SMRC as they reflected our vision and illustrated the diversity of our clients' journey.

We launched a new website, produced new marketing material, reference handbooks, program flyers, used innovative ways to tell our message through promotional product marketing and invested in some building signage at our HQ in Dandenong.



our locations

SMRC expanded our service access points across the South East. This expansion enabled SMRC to transfer valuable service programs to the communities that need them most. We thank the City of Greater Dandenong, City of Casey and Shire of Cardinia for their support.



SMRC, Dandenong 39 Clow St, Dandenong VIC 3175

SMRC, Narre Warren 48 Webb St, Narre Warren VIC 3805

Selandra Rise Community Hub 7/9 Selandra Blvd, Clyde North VIC 3978

Lynbrook Community Centre 2 Harris St, Lynbrook VIC 3975

Living & Learning Pakenham Inc. 6B Henry Street Pakenham 3810

governance and leadership

SMRC is governed by a Board of Directors who are volunteers from local communities and local agencies. The Board provides governance and sets strategic directions for the organisation.



Mr Brian Oates
(JP) (MAICD)
CHAIRPERSON



Mr Pravin Ramdany
(MA Commerce (Professional Accounting),
BA (Admin (Acct)), MAICD, MIPA,
LCC (UK), IAB (UK), Grad Dip Theo.)
DEPUTY CHAIRPERSON



Ms Helen Horvath
TREASURER



Ms Jing Jing Wang
(B Comm/Arts, MBA)
ASSISTANT TREASURER



Ms Lynette Keleher
(GAICD)
SECRETARY



Mr Malik Atif Mahmood
(MAICD)
ASSISTANT SECRETARY



Mr Wicki Wickiramasingham
(JP) (CMC)
ELECTED BOARD MEMBER



Mr Ismail Demiri (JP)
ELECTED BOARD MEMBER



Mr Hafez Abdul Wahab
ELECTED BOARD MEMBER



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



Mr Abdullahi (Aden) Ibrahim
APPOINTED BOARD MEMBER

management team

SMRC is proud to have such a skilled and dedicated Management Team who provide the operational leadership for our day-to-day services.

We wish to acknowledge their guidance in delivering our vision and nurturing a culture that reflects our values in all aspects of our work.



Ramesh Kumar
CEO



Caroline Radowski
DIRECTOR,
CLIENT SERVICES



Bill Collopy
GENERAL MANAGER,
SOCIAL ENTERPRISES



Sylvia Wan
MANAGER,
HEALTH & WELLBEING



Wendy Fox
MANAGER,
SOCIAL PARTICIPATION



Sharon Smith
MANAGER, ECONOMIC
PARTICIPATION



Shree Vijayan
FINANCIAL CONTROLLER



Cynthia Thomas
HUMAN RESOURCES
COORDINATOR



Susan Brown
MANAGER,
COMMUNICATIONS AND
BUSINESS IMPROVEMENT



Dermot Gleeson
MANAGER, ICT,
INFRASTRUCTURE
AND FACILITIES

supporters and partners

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

Department of Premier and Cabinet Department of Health and Human Services
Department of Health Department of Social Services

We thank the following organisations and individuals who generously contributed to the SMRC:

Amazon Australia	Centre for Multicultural Youth	Marmara Meats
Azta Group	Crown Posture Bedding	Officeworks Dandenong South
Badminton Victoria	DLA Piper Australia	Precision Light & Air Pty Ltd
Berwick District Woodworkers Club Inc.	Hesta Super	United Nations Assoc. of Australia (Victoria)
Bunnings Dandenong	Julian Hill MP (Member for Bruce)	VT Uniting
Bunzl Outsourcing Services	Kate Forster	Victorian Women's Benevolent Trust
Cansons	Malik Atif Mahmood	

We thank the following organisations and individuals who have partnered and supported the SMRC:

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



Southern
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Diversity Respect Empowerment Integrity Inclusion Resilience

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www.smrc.org.au

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