



*South Eastern Region*

*Migrant Resource Centre*

annual report

**10/11**



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# Organisational Charter

## **Our vision**

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

## **Our mission**

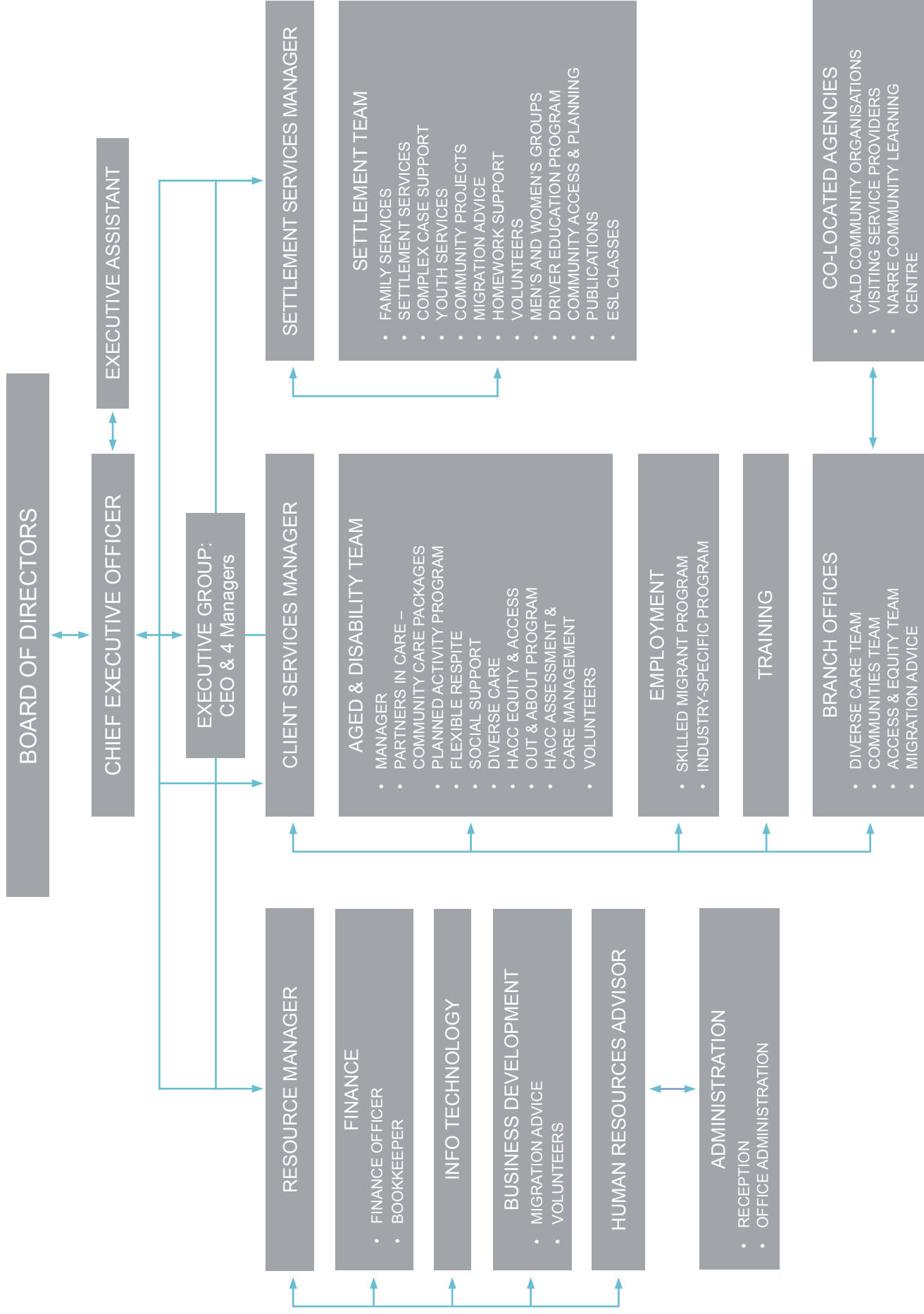
To empower and assist people who are migrants and refugees in Melbourne's south-east to establish themselves and achieve their aspirations in our culturally diverse community.

## **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

This year has been a big one for the MRC and for migrants and refugees in general, as we have witnessed unprecedented public debate about immigration issues. At the MRC, apart from the day to day operations, we've had a consultant Kathy Wilson working with the board and staff to develop a new MRC Strategic Plan which is now finalised for the next four years. We are confident that the new Strategic Plan will position the MRC for a sound and prosperous future and our clients will enjoy the benefits of this planning and work.

The MRC Board has welcomed new members who joined us last year and who have proven most valuable. Together we have shared some late meetings here as we ploughed through the Board's work. Work that we identified was needed to bring this organisation's governance arrangements up to date with current practice. Work to enable the Board to transition to a focus on Governance and Strategic Planning for the future.

This year the Board has undertaken a review of Policies and developed new, more relevant and contemporary policies. Thank you to Board Member Helen Cester for preparing the ground work.

The Board has also undertaken a review of the Constitution, and the result is a new proposed MRC constitution, I must thank Sam Eichenbaum for all his work and advice in the preparation of the draft document which the Board will recommend to members.

The Board has also decided that the MRC will continue to be a member focused organisation and we have set our minds to invigorating, building and activating the MRC membership.

We have developed an accommodation committee to look at future opportunities and prepare proposals for the future location of MRC operations as the growth continues further into the southeast, into what was previously rural Victoria. To date we haven't been successful in our partnership submissions with City of Casey and other local agencies for funding for a Community Hub in Narre Warren, however we will continue to pursue this matter as it is a priority for the MRC to secure appropriate accommodation in City of Casey. We've met with and listened to community leaders and discussed ways in which the MRC can further assist them.

Together with the staff, as well as developing the new strategic plan, we've reviewed the MRC name and logo in an effort to modernise the image of the MRC after eighteen years of operation. Thank you to all staff for their contributions to this work.

At this year's AGM the Board says farewell to three members.

I'm sad to report that founding member and Board Secretary of eighteen years Anton Nadarajah JP has decided to retire from the Board. Everyone knows Anton and everyone knows of the years of dedicated service he has put into this organisation. He is a quiet achiever, who over the years has been a very influential figure in the governance of the MRC and we are all well aware of how fortunate the MRC has been to have the long term support of such a wise and experienced person. I've told him we all will be still looking to him as the elder statesman of the MRC to advise us and guide us for a long time to come.

Sam Eichenbaum will also be missed having provided a wealth of sound advice to the Board over the past six years and I thank our Treasurer of the past year, Melody Wells Jansz, for her assistance and contributions. I'd like to also thank my fellow continuing Board members for all their hard work over the past year. It is a tribute to them that no formal meetings were cancelled and everyone came very enthused and full of ideas at each meeting, despite the sometimes late finishes.

I would also like to acknowledge the huge contribution that Father Michael has made to the MRC, as founding chair from 1993 - 2010, and we all wish him well in his future endeavours. The MRC is in the position it's in today due to Father Michael's leadership and vision.

On behalf of the Board, I'd like to thank Jenny, CEO of the MRC, for her efforts and her vision and support during the past year and for her leadership of this organisation. Jenny and the Board form a great and effective team and Jenny is always considerate of the different personalities that she works with.

I thank the MRC management team and all the staff and volunteers who have worked tirelessly again this year to provide a great range of services to our clients. And a big thank you to the MRC members who come to our AGM and support the work we do.

We look forward to continuing to provide support and assistance to the growing numbers of migrants and refugees who have chosen this part of the world to call home.

Brian Oates JP.

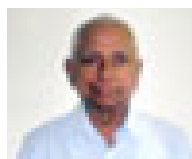
## Board of Directors



Mr Brian Oates JP  
**Chairperson**



Mr Ray Jopling  
**Vice Chairperson**



Mr Anton Nadarajah JP  
**Secretary & Public Officer**



Ms Melody Wells-Jansz  
**Treasurer**



Ms Helen Cester  
**Minutes Secretary**



Mr Costa Azzam  
**Member**



Mr Hafez Abdul Wahab  
**Member**



Mr Ismail Demiri JP  
**Member**



Mr Nawzat Baroun-Agob  
**Member**



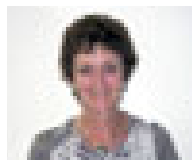
Ms Kerry Boland  
**Member**



Mr Sam Eichenbaum  
**Co-opted Member**



Mr Phil Dalling  
**Co-opted Member**



Ms Virginia Simmons  
**Co-opted Member**

# Tribute to Very Rev. Dr Father Michael Protopopov OAM

Father Michael migrated to Australia in 1949 with his mother and brother, and settled in Melbourne. Father Michael was awarded the Order of Australia (1991), "For services to the Russian community", along with many other awards for his community work.

In 1993, Father Michael was the driving force in setting up the MRC. He presented the inaugural annual report for the MRC at our first AGM. He understood the settlement needs of the diverse refugee and migrant communities moving into the south eastern region. He worked tirelessly to establish the funding, committee of management and a home for the centre. His leadership ensured that each local government and the ethnic communities in the south east region were actively involved in planning the services provided by the MRC. He understood the importance of community participation and diversity. He recognised the needs of newly emerging communities as new waves of refugees moved into the region. Through his leadership the MRC has continued to take a lead role in responding to these needs. Father Michael received life membership at the MRC after 15 years of voluntary service.

Father Michael held the position of Chair for 17 years and worked to develop the Committee of Management to the Board of Directors that it is today. He led the development and growth of the MRC and maintained the high reputation that the MRC is proud of today. The diverse services that are offered by the MRC are a result of Father Michael's vision and relentless work over the years. His respect within the ethnic communities and government at state and federal levels enabled the MRC to grow into the current successful operation.

Father Michael has worked with several CEO's and many board members during his time at the MRC. He worked in this volunteer role for the betterment of migrant and refugee communities in this region. The success of the MRC today is testament to dedication and vision. Father Michael, we all wish you well in your retirement from your work at the MRC, where you will always be welcome as a friend and extended family member.



# Tribute to Anton Nadarajah JP



Anton and his family migrated to Australia from Sri Lanka in 1984, after the civil war in that country. Six weeks after his arrival in Australia he found employment with a Swiss company as the Manager of Shipping and Imports. He retired in 1992 and then worked for AMES as a volunteer teacher. In 1993, Anton joined the MRC Committee of Management as a founding member.

Anton has held the position of Secretary and Public Officer for the entire 18 year term of his time on the Committee of Management and now Board of Directors. He has also been a member of the Executive. Anton has maintained a very professional and friendly relationship with board and staff members during his time on the Board. He has received several awards from the State Government and also an Australia Day Award from Anthony Byrne MP. Anton received life membership at the MRC after 15 years of voluntary service. He also became a Justice of the Peace.

Anton has always put in more than required, gone that little bit extra for the MRC and attended functions and events, continually supporting the MRC and the work we do, tirelessly and without any need for recognition or acknowledgement. He has been passionate and committed to the MRC for 18 years and has rarely missed a board meeting.

Anton has displayed altruism of the highest order and has always given for the benefit of the MRC and all our clients. He served on the Policy Committee for several years and he has attended the office weekly for many years to assist with payments and payroll approvals. Anton has been a truly selfless and a dedicated volunteer to this organisation for the betterment of migrant and refugee communities in this region. Anton, we all wish you well in your retirement from work at the MRC, where you will always be welcome as a friend and extended family member.

# Chief Executive Officer's Report

This year we have continued to provide direct services, information and support, advocacy and community development projects and recreation activities, to the migrants and refugees who live in the southern region. We have focussed on the development of a new four year Strategic Plan, together with other internal initiatives to improve and enhance the way we work as an organisation. I will now highlight some key achievements and challenges that we faced in the 2010 – 2011 financial year.

In August, we welcomed Senator the Hon. Chris Evans, former Minister for Immigration and Citizenship to the Centre, together with local federal Member for Isaacs Mark Dreyfus, and they had the opportunity to meet Board members, staff and most importantly our clients.

We had great success with our Skilled Migrant Employment project funded by DEEWR, where we over achieved our targets by a third, successfully placing 89 skilled migrants in jobs matching their qualifications and skills. The service model we developed which included mentors from specific industry groups was very effective for clients and for employers. Unfortunately this was one-off funding and we were not able to secure further funding to continue this project .

Senator the Hon. Kate Lundy, Parliamentary Secretary for Immigration and Multicultural Affairs launched our third community profile "People of Burma in Melbourne". This profile was developed in partnership with the Asian Law Centre at Melbourne University. The profile is available now on our website and is a useful resource for service providers, government, and the general public.

We have continued to pursue suitable office accommodation in the City of Casey for our services, without success at this stage. However, we will continue this challenge as we recognise and value our clients living in this part of the region and believe that we should be delivering more services and offering a suitable location for staff and clients in this area. This will continue to be a priority in the next 12 months.

We were disappointed not to be successful for the HSS tender, however, we look forward to continuing to support AMES in the delivery of this important program.

I attended the UNHCR NGO consultations in Geneva this year which was an interesting and exciting event. It is good to hear the global perspective on refugees and asylum seekers and general movements around the world. It is clear that with the current economic conditions, combined with climate change, there has been, and will continue to be, an impact on refugee movement. Australian policies and activities are well known around the world within the refugee protection community.

I thank the Board of Directors for their work and commitment to the governance of the MRC. I have really enjoyed the work we have accomplished and feel very positive and confident moving forward with our new Strategic Plan. A personal thank you to Anton who has been a very special person to me for the past 13 years, I am sure our paths will continue to cross in the future. Thank you for your dedication, support and friendship, for the people involved in our organisation.

At our last AGM we said farewell to Father Michael Protopopov who was a founding member, and has been Chair of the MRC for 17 years. I worked closely with Father Michael and personally thank him for his counsel and support over many years.

Thank you to all the staff and volunteers at the MRC for another year of hard work, commitment and dedication to our clients and communities. We are always evolving as an organisation and this year we have faced some achievements and disappointments, and we continue to rise to the challenge. The staff are a unique and resilient group of people and I feel privileged to continue working at the MRC.

Thank you to our partner agencies with whom we work on a daily basis, to our funding bodies state and federal governments, to all the local Members of Parliament who support our work, and local

Councillors and Council staff whom we work with on many local projects. Without our partnerships we would not be able to achieve what we do and we value local agencies engagement, commitment and support for our client groups. There are many agencies in this south east region and I believe we are continually aiming to provide co ordinated and effective services to meet the growing needs of clients in this region. So thank you to everyone in the community sector in this region, we do a really great job and I am proud to work in the southeast region and for the MRC.

Jenny Semple

Chief Executive Officer



*Staff Christmas 2010*

## Co-Located Organisations

Afghan-Australian Women & Youth Association Inc (AAWYA)  
Australian Burundian Community in Victoria  
Federation of Chinese Associations Inc (FCA)  
Logomua Fono Samoa Inc  
Lopit Community Association of Australia Inc  
Narre Community Learning Centre  
Nasir Community Association Inc  
Oromo Community Association Inc  
Somaliland Society of Australia 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)

# Staff

## Chief Executive Officer

Jenny Semple

## Managers

Client Services  
Resources  
Settlement Services  
Aged Care  
Human Resources Advisor

Bill Collopy  
Jacob Lee  
Despina Haralambopoulos  
Galina Kozoolin  
Melanie Babet

## Team Leaders

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

John Chu  
Zlatica Bukarica  
Charlene Pereira, Penny Taramides  
Anne Jones  
Sharon Smith  
Kate Jackson, Kathy Georgakopoulos  
Kathryn Voutier, Marilyn Greeff  
Deb Holmes

## Staff

Alice Julia Watson  
Amir Omerovic  
Anna Perry  
Ayumi Roberts Watanabe  
Bernadette Cherry  
Belthrand Habiakare  
Bianca Walsh  
Bwe Tahy  
Champa Wattegamage  
Christine Green  
Danielle Morice  
Emma Allitt  
Evelyn Paguio  
Felicita Sivasudasan  
Georgina Crawford  
Godette McGregor  
Godwin Masuka  
Hannah Jakubenko  
Hany Boulous  
Hemalatha Murugesan  
Iman Allaf  
Iulia Kramar  
Jacqueline Rice

Jarrold Lapthorne  
Jeanne Chippett  
Jennifer Dunne  
Joanne Marron-Mill  
Josephine Khoshaba  
Kavindi Wadumestri  
Lammerdina McKeown  
Marita Hagel  
Marlena Kupczyk  
Mary Zettl  
Mercy Thatiparthi  
Mitra Amin  
Myint Myint San  
Naeem Yari  
Nary Sam  
Natalia Micsunescu  
Nazira Maleab  
Neela Kareemy  
Nicholas Kypris  
Nyajany Dei Wal  
Pam Gilmore  
Perla Mazie  
Ranjith Poruthotage

Ruot Marwang  
Salore Craig  
Sandra D'Souza  
Sanja Grahovac  
Sarah Williams  
Sharon Rousselin  
Sharon Smith  
Shashi Rane  
Sina Ah Lam  
Sitara Samaranayake  
Sylvia Wan  
Tatjana Krneta  
Toshome Yabio  
Tumema Fuimaono  
Vijaya Sundaramurthy  
Vilma Egan  
Vilma Maruzza  
Wai Yee Leong  
Wendy Fox  
Yembek Forna  
Yumiko Powney

# Casual Staff

Asuman Sue Akcali  
Bwe Thay  
Carmen Ingles  
Chung Kai Lin  
Elena Phelan

Frank Elliott  
Marzia Masood  
Nishana Azadzoi  
Noushin Amin  
Nyawargak Dei Wal

Severino Hobon  
Shirin Ershad  
Veronica Bar  
Vesna Stevcic

150 Personal Care  
Workers – Diverse Care  
Program

# Volunteers

## Homework Support

Abida Khan  
Angela Lynage  
Daniel Lloyd  
Dr. Geoffrey Smith  
Gillian Mclean  
Gwen White  
Max Waugh  
Michelle Noguiera  
Sebastian Moon  
Thomas Niazmand  
Thuong Le (Tom)  
Tien Hoang  
Trudy Loos

## Aged Care

Alia Malaeb  
Amalia Hatzemihelakis  
Anna Giummarra  
Antonia Legaie  
Antonio De Vito  
Blazena Gecova  
Brigitte Blackburn  
Charmaine Sariffodeen  
Connie Marateo  
Connie Scata  
Delain Wijesekera  
Dilpreet Kaur  
Dorota Wagan  
Edgardo Senese  
Fatah Mohmand  
Fazil Centiner  
Graciela Cardozo

Hoeung Muk  
Huseyin Kiyagan  
Jennifer Flew  
Luz Aquino Philip  
Magdy Abdelkoudous  
Manjusha Dewoo  
Maria Erdeg  
Maria Jordanou  
Mauricette Clair  
Meg Cornell  
Mehtab Khan  
Melvonne Antony  
Mujgan Kabakci  
Nelida Barroso  
Nenet Banki  
Nita Ivancic  
Parveen  
Janmohammad

Rosalina Garcia  
Roula Theodorakis  
Suha Loli  
Tamainetutai Nooroa  
Tammy Nguyen  
Teokotai Taramai  
Ursula Girstun  
Vera Stankovich  
Vivienne Salvatore  
Youlla Jabbour

## Migration Service

Hayatullah Rahimi

# MRC Partners

AMES  
Avocare  
Baptcare  
Cardinia-Casey Community Health  
CarX Australia  
Casey Multi-Faith Network  
Centre for Multicultural Youth  
Centrelink  
Chisholm Institute  
City of Casey  
City of Greater Dandenong  
City of Kingston  
Commonwealth Carers Respite Centre  
Connections  
Consumer Affairs Victoria  
Cranbourne Secondary College  
Dandenong High School  
Dandenong South Primary School  
Dandenong West Primary School  
Department of Human Services (Refugee Minor Program)  
Ethnic Community Council of Victoria  
Foundation House  
Freeway Car Audio- Dandenong  
Gleneagles Secondary College  
Greater Dandenong Community Health  
Hampton Park Secondary College  
Handbrake Turn  
Living and Learning Pakenham  
Maurice Blackburn Solicitors

MECWA (Malvern Elderly Citizens Welfare Association)  
Migrant Information Centre  
Mission Australia  
Narre Community Learning Centre  
New Hope Foundation  
Noble Park Secondary College  
Oakgrove Community Centre  
RACV Insurance  
Rotary Club of Cranbourne  
Royal District Nursing Service  
Salvadorian Council Community  
SELLEN  
Sheriff's Office Victoria  
Shire of Cardinia  
South East Healthy Communities Partnership  
South East Palliative Care  
Springvale Community Aid & Advice Bureau  
Springvale Community Health Centre  
Springvale Indo-Chinese Mutual Assistance Association  
St John of Kronstadt Russian Welfare Society  
Sudanese Community Assoc of Aust  
The Smith family  
Vic Roads  
Victoria Police  
Victorian Arabic Social Services  
Wellsprings for Women  
Woorana Park Primary School  
XXX Body Kits Australia

# Highlights

## Launch of 'People of Burma in Melbourne'

In recognition of the large numbers of Burmese settling in the south-eastern region, and even greater numbers settling in outer western and eastern Melbourne, this year the MRC worked in partnership with University of Melbourne to conduct community-based research, with the assistance of a PhD candidate, Melissa Crouch, which included interviews with community members and leaders across the metropolitan area. The resulting publication, *People of Burma in Melbourne*, was edited by SERMRC's Bill Collopy and co-edited by Melissa Crouch. On 18th May the publication was officially launched by Senator the Honourable Kate Lundy, Parliamentary Secretary to the Prime Minister and Parliamentary Secretary for Immigration and Multicultural Affairs. Other distinguished speakers included a former Australian ambassador to Burma and a distinguished Burmese elder who was one of pro-democracy leader Aung San Suu Kyi's closest colleagues. Catering was provided by the Free Burma cafe in Springvale. Copies of the publication are available for free download from our website [www.sermrc.org.au](http://www.sermrc.org.au)



*(L to R) Melissa Crouch (PhD student and co-editor), Bill Collopy (editor and Client Services manager), Jenny Semple (CEO), Senator Kate Lundy MP, Brian Oates (Chairperson), U Win Khet (Burmese elder), Gary Woodard (former ambassador)*

## Carers Week Celebration

Each year the Flexible Respite Program celebrates Carers week. This time we acknowledged our Carers and their contribution to the community, in partnership with Commonwealth Respite and Carelink Centre (CRCC). This was an important week for carers in our community, not only to be acknowledged but also to be recognized for doing an important job. Fantastic entertainers played music from Afghanistan and Arabic countries on traditional instruments and the audience reacted favourably to the performance, with many joining in the dancing.



# Highlights

## Refugee Week

For Refugee Week 2011, member agencies of the Casey-Cardinia Migrant Settlement Committee organised a celebration at the City of Casey to recognise the 60th anniversary of the signing of the United Nations Convention on the Status of Refugees. Keynote speaker was Dr Nouria Salehi, a senior research biophysicist and successful restaurateur, who is best known for her humanitarian achievements as a leading advocate for refugees. Here, and in Afghanistan, many people have benefited from the work of one of the organisations Dr Salehi has founded, the Australian-Afghanistan Development Organisation. Many women, orphaned street youth and rural Afghan communities, have been able to make life-changing choices through the programs the organisation provides. As the City of Casey is now home to one of the largest areas of former refugees in Australia, it was most gratifying that the Casey Council allowed us to use their chamber as a venue for this event, attended by large gathering of service providers from the region. Entertainment was provided by musician Mr Sarwari, and lunch was provided by the Afghan Pamir restaurant in Dandenong.



*Standing: (L to R) Dr Nouria Salehi (keynote speaker), Cr Judy Owen, Deb Holmes (Team Leader, Communities), Yembeh Forna (Sierra Leone community), Duol Wuol (Nasir community), Jenny Semple (CEO), Bill Collopy (Client Services Manager), John Gulzari (Hazara community), Seated (L to R) Egide Bizimungu (Burundi community), Cr Lynette Keleher, Farzana Shariffie (Hazara community).*



# Highlights

## Leadership Day for Ethnic Seniors

The MRC conducted a leadership forum to bring together CALD seniors involved in leadership, to acknowledge and celebrate the contribution these seniors make to their community and the wider aged care system. Clubs from across Casey and Greater Dandenong and members of our Multicultural Reference Group, the Cambodian and Sinhalese Reference Groups and the Arabic Network supported by Victorian Arabic Social Services attended the forum. Speakers included Galina Kozoolin, Manager of Aged Care, Irene Bouzo, policy officer from Aged Care from Ethnic Communities Council of Victoria, and Gary Ferguson, from Seniors Rights Victoria, Council of the Ageing (Vic). Topics included information on the Active Service Model and the changing direction of aged care services, especially Home and Community Care, the importance of policy, advocacy and partnership work in meeting aged care needs for ethnic communities, and the issue of elder abuse. Two club leaders also spoke, sharing their achievements: Nurten Hasan, President of Hampton Park Turkish Seniors Club and Val Motta President of Cranbourne Italian Senior Citizens Club.



*Team Leader Anne Jones, Cranbourne Italian Senior Citizens president Val Motta address the forum*

## International Women's Day

On Tuesday the 8th March MRC Staff celebrated the 100th anniversary of International Women's Day. Guest speaker Sara Heras discussed her work in Afghanistan with young women and girls, supporting their educational and career development needs. Sara spoke to the staff about the disadvantages and cultural barriers this group continues to face. Sadly, her work in Afghanistan, most recently with the United Nations' World Food Program has been cut short by threats that have forced her to relocate to Australia. Her commitment to social justice and improving the lives of those most in need is continuing. The MRC staff participated in activities to discuss 'what it means to be a woman in 2011'. This process allowed staff to reflect on the achievements that women have reached while also looking at the journey ahead as women face barriers to equality in many areas in life. Following the guest speaker and activities was a ceremonial cake-cutting led by the Settlement Services Manager Despina Haralambopoulos.





# Highlights

## Seniors 'Live Life'

The Seniors Week theme was 'Live Life,' supporting the idea that it is never too late to learn new skills and meet new people. The event was listed in the City of Greater Dandenong Seniors Week events booklet. MRC CEO Jenny Semple spoke about the MRC's involvement in celebrating Seniors week, she described Seniors' Week as the largest festival for senior Victorians with events and activities taking place across the state. Participants included clients from all MRC HACC programs and a small number from the wider community including, senior citizens club members, a CGD PAG and nursing home guests. The event was partly funded by a CGD grant for Seniors Week. The staff and several volunteers served a beautiful morning tea including some wonderful cup cakes. Entertainment was provided by a group of Croatian women who sang and played the piano accordion. This was a wonderful example of positive ageing and rich entertainment.

The participants were encouraged to dance to familiar songs performed by Kingsley, who had a great stage presence and the participants really enjoyed the interaction. One of the volunteers also taught the dancers a new line dance. It was very evident by the smiles on the faces, that for the participants who could not actually get up and dance, the opportunity to be out in the community and be part of the atmosphere was very much appreciated. This opportunity allowed MRC to demonstrate that we value our seniors from culturally and linguistically diverse backgrounds and promote active ageing as a life-long process. MRC HACC programs are committed to facilitating people reaching their physical, social and mental health and well-being potential throughout their lives.



MRC staff and seniors celebrating *Seniors Week*

# Highlights

## Immigration Minister Senator Chris Evans visits MRC

In August 2010 the MRC received a visit from Federal Minister for Immigration and Citizenship, Senator Chris Evans, and Mark Dreyfus MP, Federal Member for Isaacs. The visitors met MRC Board members and staff, and community leaders from this region. Senator Evans spoke about the challenges facing governments around the world dealing with the needs of refugees of asylum seekers, and difficulties associated with these groups in new and emerging communities in this growth corridor. The Minister took questions from community representatives and met informally with individuals. This was the Minister's second visit to SERMRC, having spoken at a previous Annual General Meeting, in 2008.



*Minister for Immigration and Citizenship, Senator Chris Evans MP, with John Pandazopoulos MP and Fr Michael Protopopov (Chairperson of SERMRC) speaking to local community representatives and staff*

## Active Service Model

In recent years, the Victorian Government has been developing a new approach to Home and Community Care Services known as the Active Service Model (ASM). This is an approach to improve services for older, disabled and frail people, to help them stay involved in everyday activities for the purpose of maintaining or rebuilding their confidence and to remain active and healthy. This quality improvement initiative promotes capacity-building and restorative care in service delivery. It is holistic person and family-centred, promoting wellness and active participation in goal-setting and in decisions about care. The ASM promotes collaborative relationships between service providers, improved service coordination, and helps people to develop improved capacity as well as ensuring that Home and Community Care Services are organised around the person and their carer. SERMRC has been working with staff and service providers this year to prepare for the Active Service Model. This preparation has included changing the way we offer refreshments, how we encourage clients to participate in exercise, and how we provide information about healthy eating and nutrition. We have also incorporated visits from allied health professionals to activities and we have brought more variety into our programs to create greater interest in activities. During the next 12 months we will be improving data systems and inter-service referral processes, as well as monitoring ongoing improvement in our delivery of programs and services.

# Highlights

## Sri Lankan Cultural Tour

Our latest version of the Community Partners Program has been funded by Department of Health and Ageing for specific assistance to the Sri-Lankan and Cambodian communities. This project involves providing education to Sinhalese older people and their carers and families about aged care services in this region and finding ways to support aged care services to provide appropriate care. Staff in this program organised a tour for service providers of HACC, CAPS, EACH, EACH-D and Residential Aged Care to receive an introduction to Sri-Lankan Sinhalese culture, beliefs and cuisine through an interactive experience. Sri-Lankan Sinhalese are mainly Buddhists and Christians, from a culture largely shaped by strong religious beliefs, language and cuisine. By visiting relevant places of worship, the service providers gained a greater understanding of these strongly embedded beliefs.

At the Keysborough Buddhist Temple and the New Covenant Pentecostal Church in Clayton, descriptions were provided by a Buddhist monk and a Christian pastor respectively, outlining why the Sinhalese value opportunities to attend a place of worship, why some Sinhalese are vegetarian, and why terminally ill Sinhalese prefer to see or even hear words spoken by a clergyman. The tour also visited Royal Bake House Noble Park, a Sri-Lankan restaurant where service providers tasted the food and learnt to design culturally inclusive menus. The cook gave a practical explanation how to prepare hoppers (a traditional Sri-Lankan meal). During lunch, two Sri-Lankan club leaders spoke about their activities. During the tour there was a lot of discussion between participants about the differences and similarities between cultures. The MRC has also developed a Sri-Lankan community profile (of older people), available for free download from our website [www.sermrc.org.au](http://www.sermrc.org.au)



# New Programs

## HIPPY program

The MRC has been successful in gaining funding for the HIPPY program in 2011/12, with a duration of two years. HIPPY stands for Home Interaction Program for Parents and Youngsters. It is a two-year home-based early childhood enrichment program, providing fun and stimulating learning experiences and activities. It costs nothing to join HIPPY, as this program is fully funded through the Australian Government Department of Education, Employment and Workplace Relations (DEEWR). The Brotherhood of St Laurence (BSL) is licensed to operate HIPPY in Australia.

A trained home tutor supports parents with fortnightly home visits to explain and demonstrate the activities. Parents then spend around 15 minutes each weekday doing an activity with their child. This enhances the relationship between parent and child as well as promoting school readiness through activities like drawing, cutting, listening, and sound and letter awareness. Families are linked with a tutor from a similar cultural background. Parents meet in a group each fortnight to practice new activities, meet other parents, share ideas, learn about child development and hear about other local services. A free crèche and morning tea are provided. The response to the HIPPY program in Dandenong has been very positive. The target populations for our HIPPY program are culturally and linguistically diverse (CALD) parents including those arriving on refugee visas, with children aged 4 years. Contacts made so far are keen to pass on the word to local families. Advisory group members met for the first time in February. We have 35 families in this program and 3 tutors.



## Active Children and Families project

Funded by FaHCSIA through Mission Australia's Communities for Children Initiative, this project targets Culturally and Linguistic Diverse (CALD) children and families, with a particular focus on newly arrived families. The program builds on the foundations of the Active After-School Communities (AASC) and uses a 'game sense' approach. It provides children between the ages of 5-12 years and their families, residing in Dandenong, the opportunity to participate jointly in physical and health focused activities. The aims of the project are to: (1) strengthen the health and wellbeing of families through physical activity, social and community integration (2) increase parents' confidence in actively joining with their children in play (3) increase local schools' awareness of family engagement strategies (4) improved attitude of children and families towards structured activity health and well being (5) improved motor skills development. Volunteer facilitators are recruited to the project and complete the Community Coach Training Program delivered by Australian Sporting Commission. This year, the project operated in Dandenong West, Dandenong South and Woorana Park, running weekly after school.

# New Programs

## Creative Ways to Care

There is a lack of knowledge among CALD communities about Dementia, which can lead to under-reporting or under-presentation for diagnosis. The Creative Ways to Care project has been a DHS-funded initiative for Dementia Care projects targeted at CALD and ATSIC communities. Together with the Commonwealth Respite and Carelink Centre (CRCC), we embarked on a partnership with various ethno-specific organisations, including the Springvale Indo-Chinese Mutual Assistance Association (SICMAA), the Federation of Chinese Associations (FCA), Victorian Arabic Social Services (VASS), Serbian Community Association of Australia, Fronditha Care, the South Eastern Region Chinese Friendship Centre of Victoria, Melkite Welfare, South East Arabic Seniors Group, the Australia Coptic Society, and Alfred Health. The outcomes were achieved through the work of dedicated staff who helped to deliver Dementia information sessions for Vietnamese, Chinese and Arabic-speaking communities, as well recruitment drives at the Dandenong Market and at shopping centres, and letter-drops to GP clinics, pharmacies and senior citizens centres. The Dementia workshops focused on an experiential approach that allowed carers to practice alternative ways of communicating and interacting with the person with Dementia. Carers were encouraged to practice developing and using activities that reflect the history, culture, skills, abilities and interests of the person with Dementia. Our multi-lingual staff also assisted CRCC to ensure that translations were effective and cost-efficient.



*(Far left) Alison Wright (CRCC) and (far right) Galina Kozoolin (Aged Care Manager SERMRC), with members of Vietnamese Creative Ways to Care carer and care recipient participant group, with SICMAA representatives My Dung and Bic Gretszy.*

# New Programs

## Information and Community Technology Project for Refugees

During 2011 we have been working in partnership with five communities from refugee backgrounds to provide the communities with skills in information and communication technology (ICT). This project has been funded by the Department of Planning and Community Development via Vicnet and will result in approximately 200 community members learning new skills this year. We have tailored the project for maximum benefit on three levels. Level One: we are working with a steering committee comprising senior members of the community association partners to develop their project management skills and experience. Then some of the community partners will apply for funding to run their own community ICT skills

projects. Level Two: ten community facilitators are being trained to deliver ICT skills to their communities. We expect each worker to deliver two series of ten classes each during school terms 2 and 3. The training of facilitators has been developed and delivered by two Information Technology professionals from our Skilled Migrants Employment program, Nestor and Karthikeyan. Level Three: participants from each of the communities are recruited by the facilitators, with support from steering committee representatives, with the classes timetabled so everyone can share use of the notebook computers, projector and multi-function printer-fax-scanner purchased for the project.



*Nestor Riquelme and trainee community facilitators from Burundi, Sierra Leone, Sudan and Afghanistan*

## Afghan Women's Driving Project

For newly arrived Afghans, learning to drive is considered a significant challenge for most, particularly the women. Being unable to drive means many Afghan women are very isolated. By obtaining a driver's licence, Afghan women become more independent, which helps with family life, gaining an education and the ability to work. This project is being undertaken by staff of the Refugee Action Program, a partnership between the MRC and SCAAB, and funded by the Victorian Multicultural Commission with a focus on community

development for refugees in the southern region. This project has been supported the Association of Hazaras in Victoria and the Afghan-Australian Women's and Youth Association to develop a specific driving project for Afghan women. The Rotary Club of Cranbourne has generously decided to sponsor this project. It begins with classroom sessions to assist learners with road safety knowledge. The sessions are supported by expert agencies such as Victoria Police and Roadsafes. The participants can then have lessons with professional instructors. The project aims to assist 30 women gain their driver's licences.



*Chairperson of AAWYA, Mrs Nazifa Nader, addresses the women at the commencement of the project.*



# Our Clients' Stories

## Who are our clients?

The MRC exists because of the need for services for migrants and refugees in this region. Our clients come from all corners of the earth. They include refugees, skilled migrants, aged and frail migrants, and volunteers assisting us with delivering services to migrants and refugees. People come into contact with the MRC for a variety of reasons and in a variety of ways. Some also become MRC members and some become Directors of the Board. Some clients only come to the office for one appointment, and others we can work with for a few weeks, months or years, depending on their needs and circumstances. Others volunteer in a different capacity or participate in our many programs and activities. The following clients offer a small selection of the MRC's large bank of client stories.

## Josraj and Jaisraj George (Skilled Migrant Employment Project)

The Skilled Migrant Employment project, funded by Department of Education, Employment and Workplace Relations, has provided assistance for people who have arrived in the last two years on a Skilled Migrant visa, living in this region and not in receipt of government financial support. Skilled migrants have been placed in jobs where their skills and qualifications reflect the work required for the position. In August 2010, a position for an IT support technician became available at Traralgon Secondary College. The MRC sent CVs for two of our clients, who both attended a selection interview. These jobseekers are twin brothers, Josraj and Jaisraj George, both Information Technology professionals, from India on Skilled Migrant visas. Both waited anxiously for several days to find out which one had been successful in the job. At last the phone call came. The brothers were informed that both had been successful. The recruiters were so impressed that the college decided to create an additional position. This result was a cause for celebration by both jobseekers and a highly successful outcome for the college and the program.



# Our Clients' Stories

## **Maria, Partners in Care (Community Aged Care Packages)**

Maria is from a small village in Italy. She never attended school or had a job. Her family is her life. Maria lives with her son Peter and his wife Mary. The MRC case manager visited Maria to provide a package of care. Maria smiled as she told our case manager she didn't need anything and went back to her cooking. But then Mary shared the family's concerns out of her mother-in-law's presence. At night, Maria will often shout at Mary for no reason. If Mary tells her to take medication, Maria argues or ignores her. Whenever unknown people visit, Maria gets distressed and blames Mary for trying to send her to 'an old people's home'. Maria's GP says he finds it difficult to diagnose dementia for Maria because of the language barrier. The suggestion of taking a brain scan upset Maria, creating tension with her daughter-in-law. The MRC case manager explained to Peter and Mary about dementia and the importance of diagnosis for providing the best care to Maria. Finally Peter understood and encouraged his mother to have further tests. With his encouragement, Maria agreed to see a clinical nurse from the same language background. The nurse conducted a screening test, which indicated some level of cognitive impairment. Based on this test, the GP referred Maria for a brain scan. As a result of the report, we referred Maria to the memory clinic. Mary's stress was reduced as her concerns about her mother-in-law's health had been acknowledged and a process of investigation has begun.

## **Galaa, Mitra & Hassan (Homework Support Program)**

This project is delivered at 6 schools across the region, and includes volunteer tutors who assist refugee students with the skills needed to improve their studies.

### **Galaa**

“My name is Galaa and this is my first year at the Homework Support Program. I enjoy coming because I love the support and help that the tutors give. I also like the tutors' politeness towards us. I try to attend every lesson that I can.”



*Galaa, with Max, English tutor*

### **Mitra**

“My name is Mitra and I have been in Australia for 3 years. I was really bad at English then one day a friend told me to come to Homework Support Group. At the group I had a lot of help from the teachers and now I am really good at English. I would like to say thanks to the teachers in the Homework Support Program.”





## Hassan

“My name is Hassan. I am in year 10. I have been attending the Homework Support Program for a year. I find the program very useful because the tutors are helpful and kind. If I did not know about the program, I would have had a lot of trouble in my school work. I thank the Homework Support program for helping me to do my work.”



## Charmaine Sariffodeen, (Social Support Volunteer)

“It is an honour to serve the community through the Migrant Resource Centre. My late father was invited to join the PAG two years ago, although he was suffering from a few disabilities due to a stroke. His health condition would have made him stay in bed without social activities. But the coordinator of PAG arranged this weekly social outing for him. I was his carer and this PAG gave me time to do shopping and other necessary chores. My father was a man with few words, and due to his disability he became very grumpy. But for his Tuesday Group appointment he willingly permitted me to prepare him, and he would choose his clothes for the event. He thoroughly enjoyed his weekly socialising with other members. Sadly, a year later, he passed away and my contact with the Migrant Resource Centre ceased. 6 months after the loss of my father, I walked past the Noble Park PAG centre and saw the coordinator. I know her to be a kind and pleasant worker. She greeted me with her pleasing smile and I felt I'd found a long lost relative. She said they were short of volunteers that day and needed some support. I immediately said I would love to join them as a volunteer. I enjoy every aspect of my role as a volunteer, assisting the MRC coordinators with the group, helping with games, serving tea and lunch. As a volunteer worker I am able to be part of the team whose efforts extend towards the welfare of senior citizens attending weekly activities.”



# Our Clients' Stories

## Migration Advice (free service)

Mr X came to Australia in 1995. He applied for a temporary Protection Visa and Permanent Residency after 3 years. He then proposed his wife and children on a humanitarian visa under split-family provisions. In 2007, Mr X approached the MRC regarding his problem with the family's application. The MRC migration agent contacted Islamabad Post and the family was granted the visa. When the family arrived in Australia, Mr X brought his family to meet MRC staff as a gesture of their gratitude. They were very happy to be reunited after a long year of separation. A few months later, Mr X returned to ask for help regarding his son's school problems. He was in a class of children outside his age group. The school requested the family to change his date of birth with the Department of Immigration before they could put him in a class appropriate for his age. The MRC assisted with that. The student underwent a bone density test which determined his biological age. He is now coping well in school as he is in a class appropriate for his age. In 2009, the eldest son sponsored his fiancée, with the help of MRC migration agent. His fiancée received her visa in March 2011. She arrived in Australia in May. A few months later, the daughter went to Pakistan to get married. When she returned to Australia, she asked the MRC for help with her partner's visa application. With our help, the partner was granted the visa. Satisfied customers all round.

## Jiguang Liu (Flexible Respite Program)



*Translated from Chinese*

“I am a carer and I am sixty years of age. I have been doing this since 1997. I looked after my father who suffered from dementia and my mother who suffered from a stroke. They passed away one after the other a few years ago. I am now caring for my wife who suffers from psychosis and my brother who suffers from epilepsy. We have a traditional Chinese family. My parents overcame a lot of hardship and worked hard to raise us to become useful people in society. That is why I did my best and spared no effort to care for them in their old age, when they were fragile and sick before they left this world peacefully.

Our family is a unique family. We have three generations living together. It is very challenging to live harmoniously in a family like ours. I give a special thanks to my wife. Although suffering from psychosis, she did a lot of housework including some tasks of looking after my parents. She acted in a tolerant and magnanimous manner after family disputes and continued to help and support me to care for them.”

“The Migrant Resource Centre has provided lots of assistance to us. They have sent people to help to shower my father and they have referred my mother, who suffered from a stroke, to see a doctor. They have sent people to clean for us and organised various activities such as day trips, family holidays at the seaside, visits to parks and the Melbourne Aquarium, picnics, eating out in restaurants, and doing physical exercise to improve our wellbeing. The whole family has been in great joy after participating in these activities. Whenever I meet and get a tender hug from a kind-hearted worker at MRC I always feel the warmth of being just like a member of a huge family in Australia. I believe that it is the grace and love of God that protects this beautiful land of ours and enables hundreds of ethnic groups to live harmoniously. I hope that the Australian Government will continue to support unfortunate families like us and to provide more services of caring.”

# MRC Programs

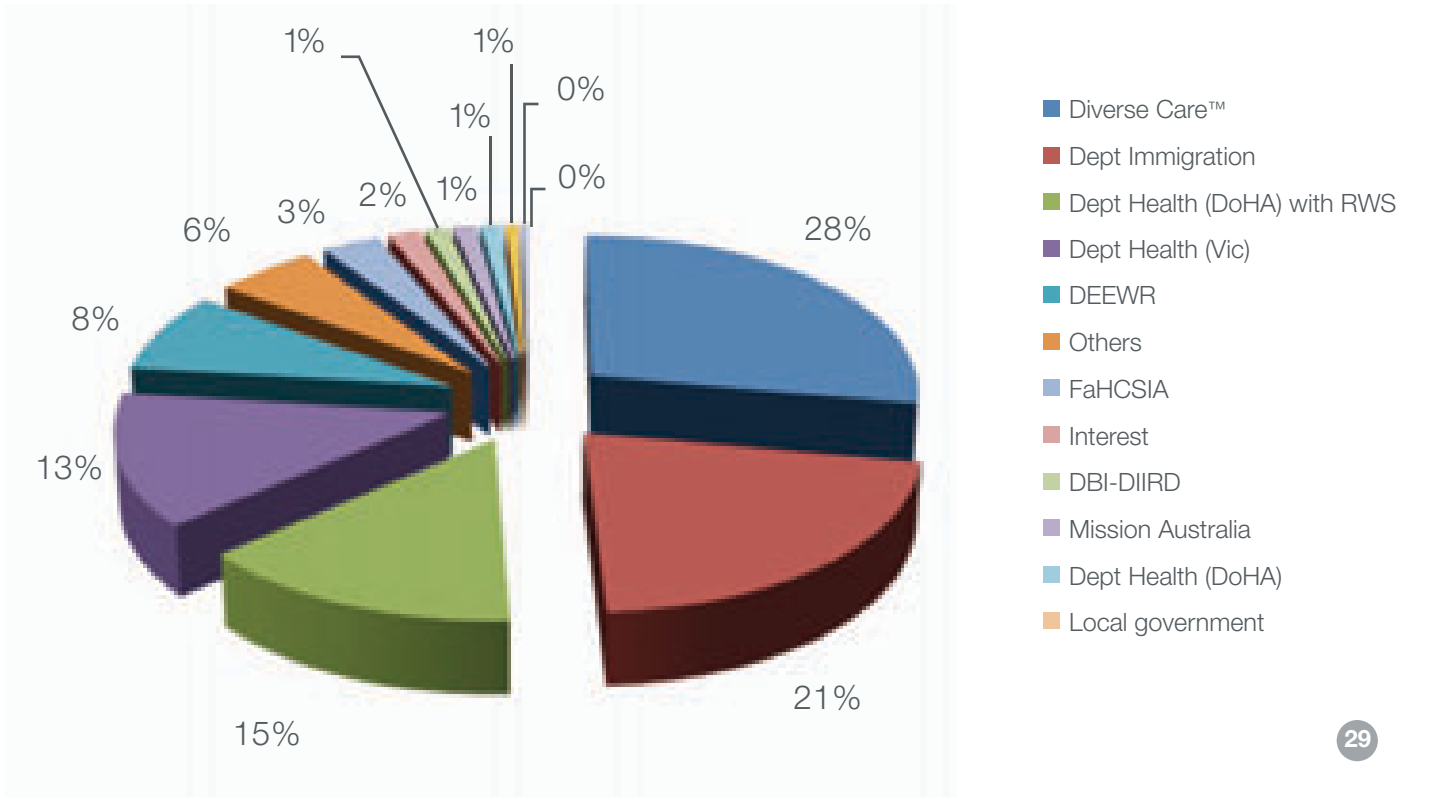
Settlement Services	Funding Body
Settlement Grants Program - to provide information and referral as required for refugees and humanitarian entrants.	DIAC
Refugee Minor Program: to facilitate family conferencing meetings with minors, their families and DHS to ensure smooth transition for families and minors.	DIAC
Driver Education: to provide information for refugees on driving, road rules, the role of police and other driving-related matters, plus provide and practice driving and limited driving lessons.	DIAC
Youth Settlement: to provide information and referral to services as required for refugee youth, provide activities and recreation, and work with schools and other youth agencies.	Office of Youth
Youth Foundations Victoria: to provide leadership development opportunities for youth in Narre Warren South and Hampton Park.	CMY (DEECD)
Access and Equity Program: to work with groups, communities and associations with the aim of providing refugees with better access to services, information sessions and forums to service providers, providing relevant material and data to service providers and Government as requested.	DIAC
Family Relationships for Humanitarian Entrants Program: to provide family counselling, parent support and parenting across cultures sessions.	FaHCSIA
Kar Kulture - to provide the opportunity for refugee youth and Australian born young people to meet and work together on restoring a vehicle which is then used for driving practice.	VicHealth
Active Children and Families project: to provide parenting sessions 'Strengthening multi-ethnic families' programs.	Mission Australia. Communities for Children, (FaHCSIA)
Multicultural Sewing Centre: to provide lessons in sewing for refugee women.	MRC and City of Greater Dandenong
English language classes: to provide ESL to eligible participants.	ACFE
Refugee Action Program: community development for refugees – in partnership with SCAAB.	SCAAB (VMC)
ICT skills for Refugees: computer skills for refugees.	DPCD/ Vicnet
Migration Advice: free advice limited to eligible refugee and humanitarian entrants in this region.	MRC
Tax Help program: to provide assistance via trained volunteers for migrants to complete their taxation papers for the year.	ATO
Employment Services	Funding Body
Skilled migrant employment program: to provide a training, pre-employment preparation, mentoring and referral service for recently arrived skilled migrants to Australian professions with skills in demand.	DEEWR
New Workforce Partnerships: to provide assistance and advice to jobseekers and refugees with the aim of finding employment.	DIIRD / DBI

# MRC Programs

Aged Care Services	Funding Body
Community Aged Care Packages: to 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 of Health & Ageing (federal)
Access & Equity: to improve the uptake of aged care services (with a focus on HACC) and assist aged care agencies to be more culturally responsive, especially targeting Arabic, Tamil and Vietnamese communities.	DHS / now DoH
Social Support: to provide a friendly visiting program to visit elderly CALD clients to prevent social isolation.	DHS / now DoH
Community Partners Program: to create partnerships between aged care services, specific ethnic communities and the MRC, to improve access to culturally appropriate aged care services.	Department of Health & Ageing
Planned Activity Groups: to provide centre based recreational activities and meals for CALD clients, and provide transport for 6 groups.	DHS / now DoH
Flexible Respite: to provide support and activities for carers, facilitate a support group, and respite when required.	DHS / now DoH

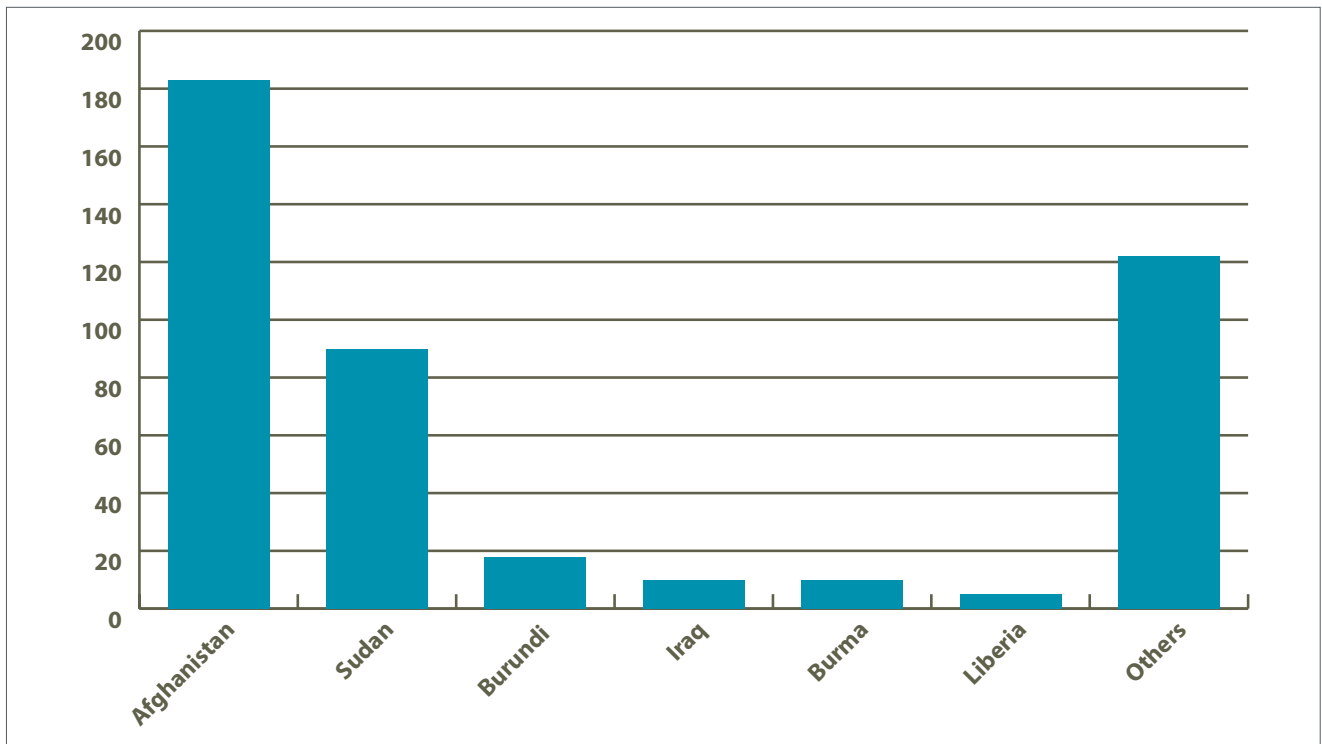
Social Enterprises
“Diverse Care”: to provide qualified bilingual bicultural workers to deliver personal care to elderly CALD clients living in their homes.
Migration Advice: to provide advice (fee-paying) to all clients ineligible for the free service.
Cross-cultural training course: ‘Working Effectively with Refugee Families’.

# Funding Sources

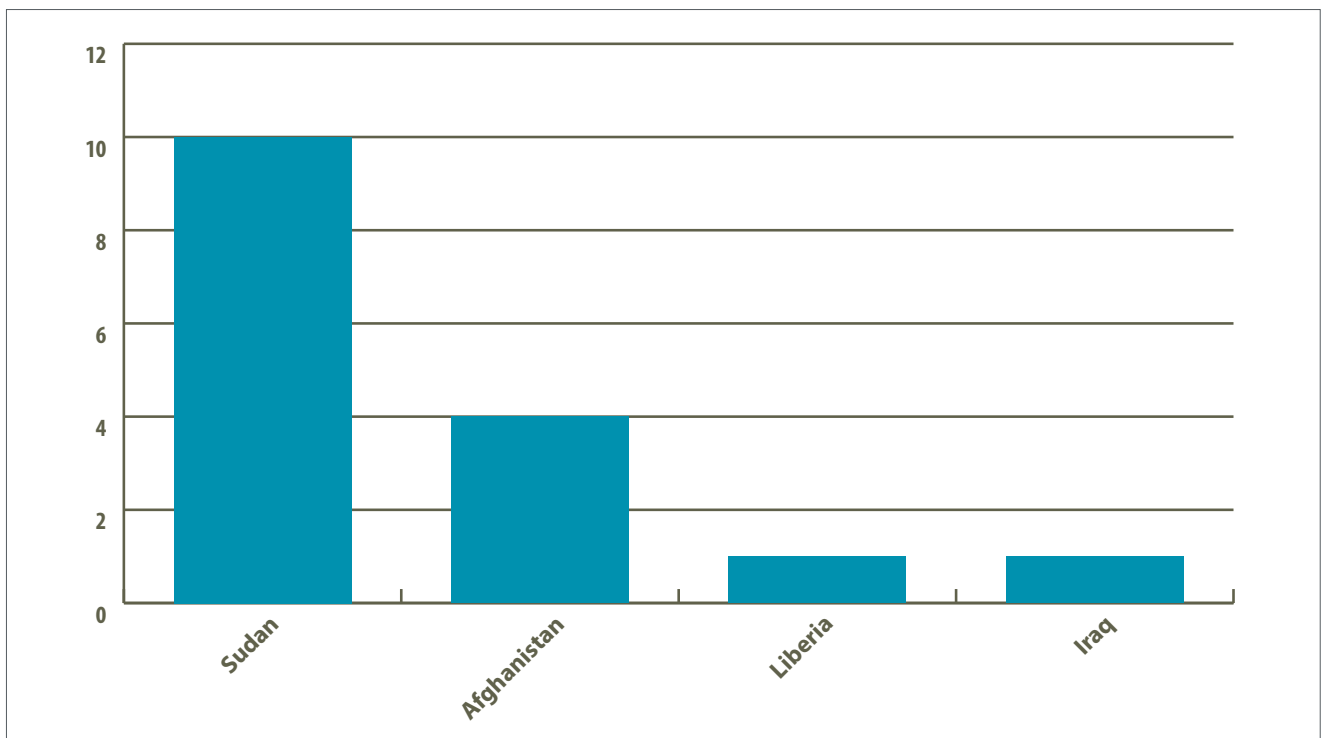


# Settlement Services Data

## Settlement Services



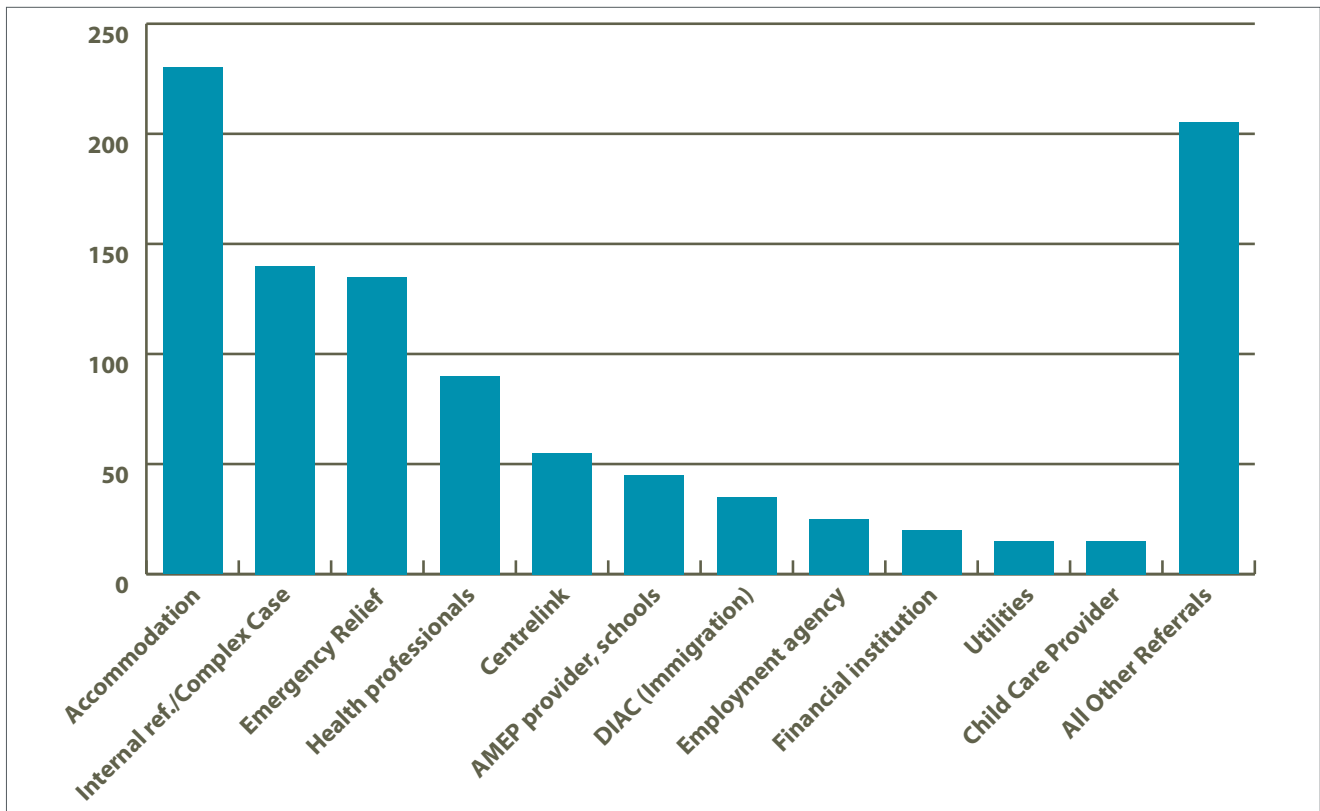
Casework-by country of birth. Source: DIAC (OSCAR)



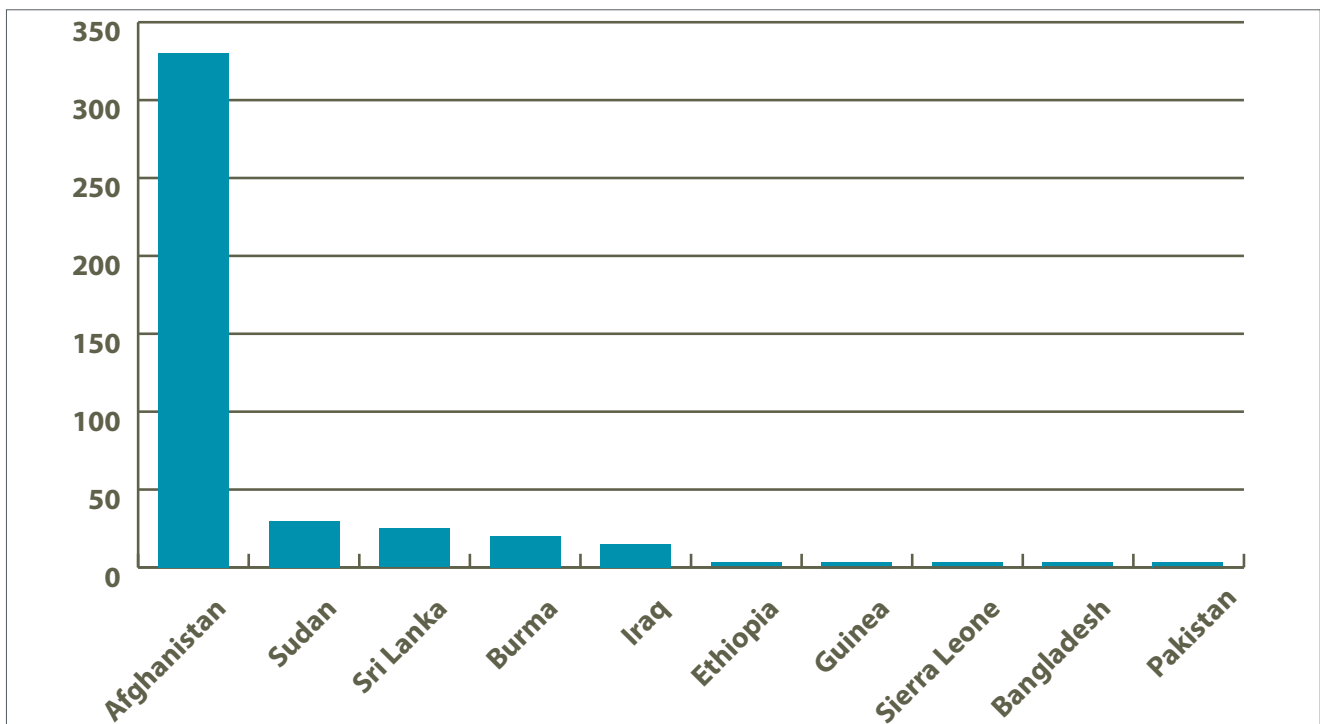
Refugee Minor Program casework- by country of birth. Source: DIAC (OSCAR)  
Total 20 families for the year.

# Settlement Services Data

## Settlement Services



Outgoing referrals from casework. Source: DIAC (OSCAR)



Free Migration Advice service - by country of birth

Reception: Settlement-related visits and calls: monthly average 1,365 (65 per day), yearly 16,380

Driver Education for Refugees:

185 session participants (from Africa, Afghanistan, Iraq, Burma and Sri Lanka)

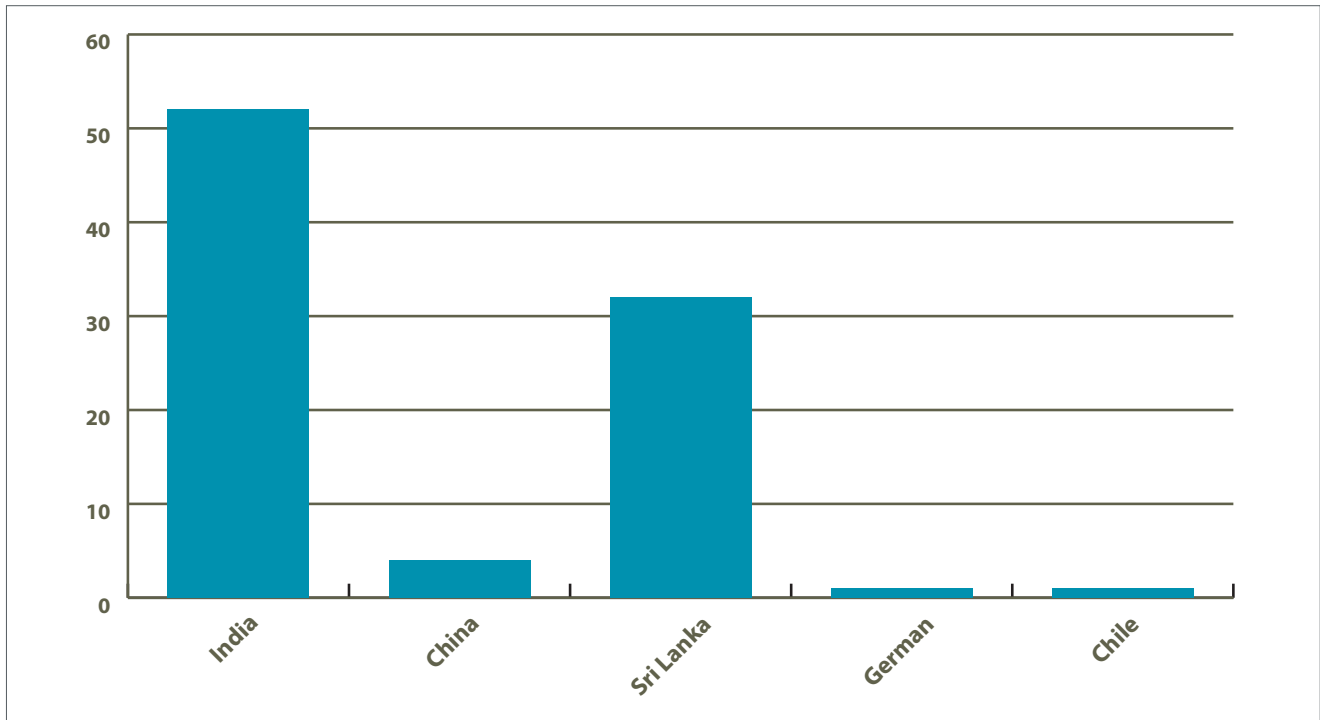
141 course graduates

105 people received subsidised driving lessons

Complex Case: Clients 28

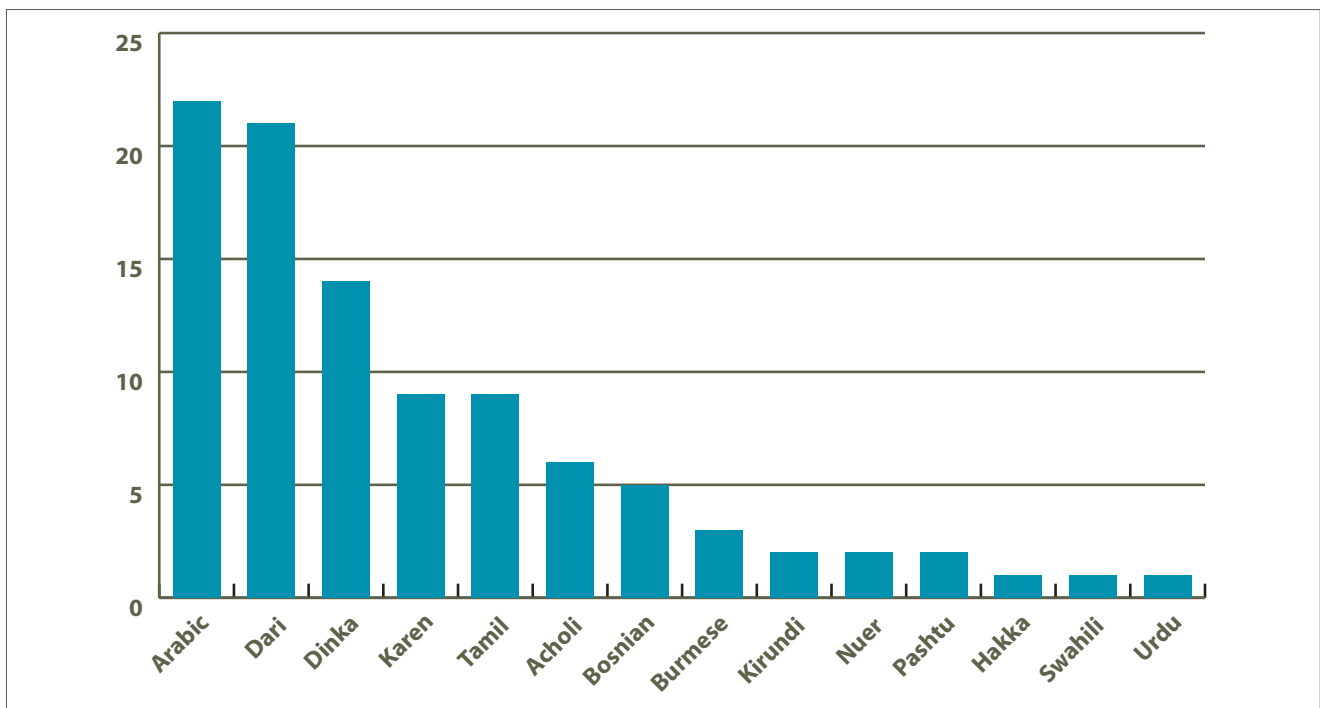
# Client Services Data

## Skilled Migrant Employment Services



Job placement for skilled migrants - by country of birth. Source: DEEWR

## Family Relationship Services

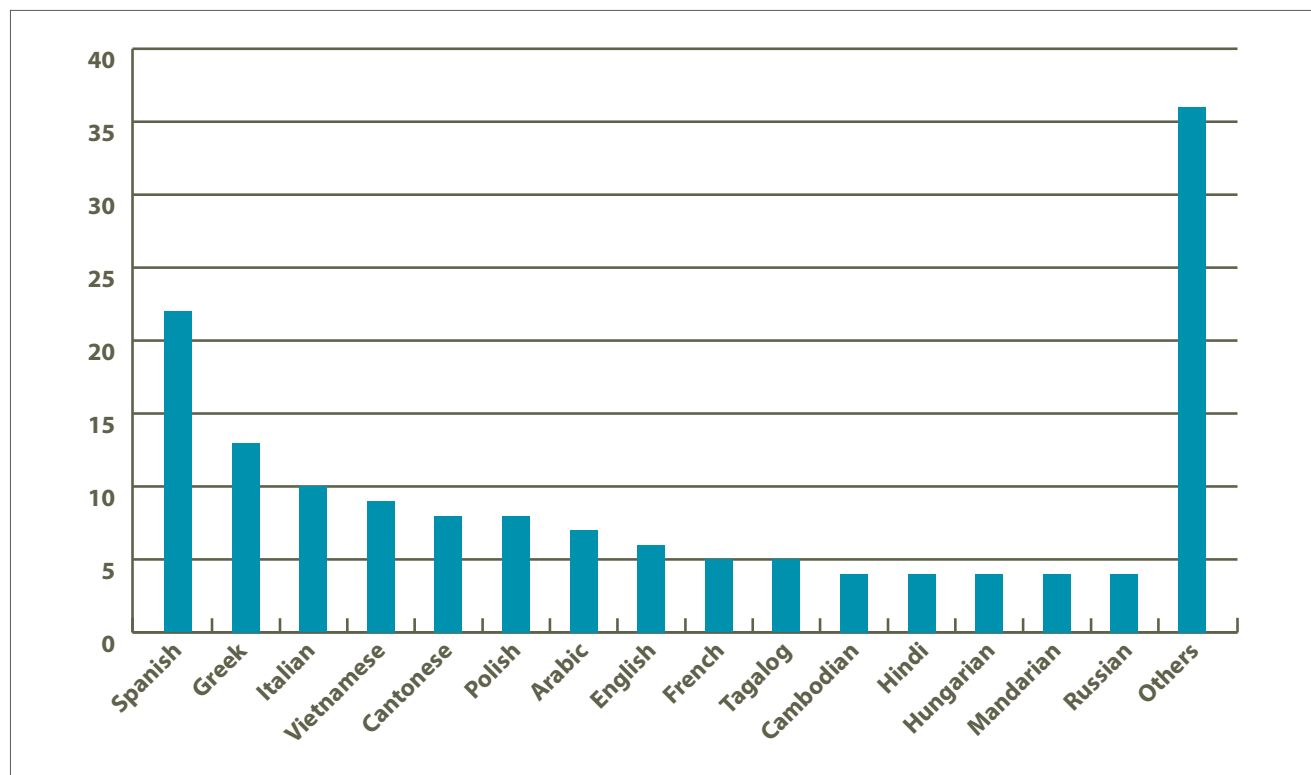


Family services casework - by language spoken. Source: FaHCSIA  
Total 558 clients for the year (case work, counselling and group work).  
Also includes clients from MIC (partnership).

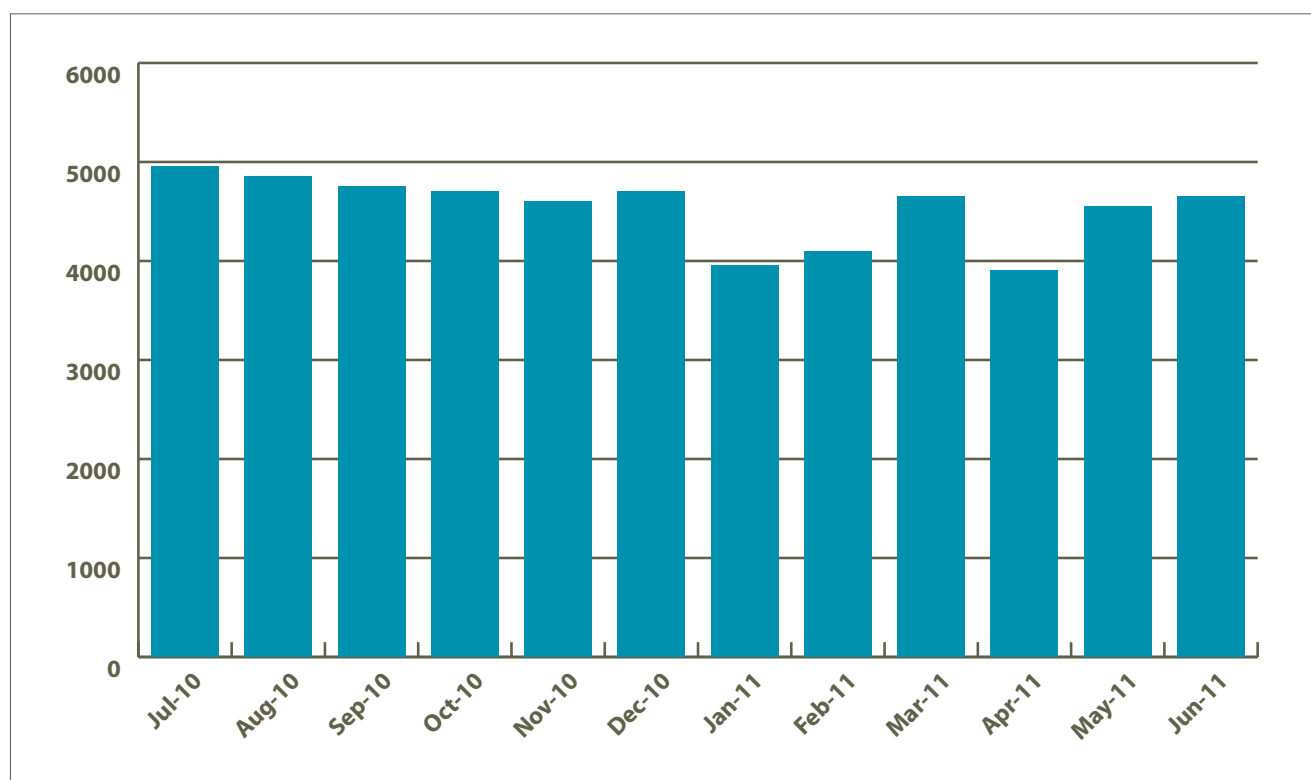


# Social Enterprise Data

## Diverse Care



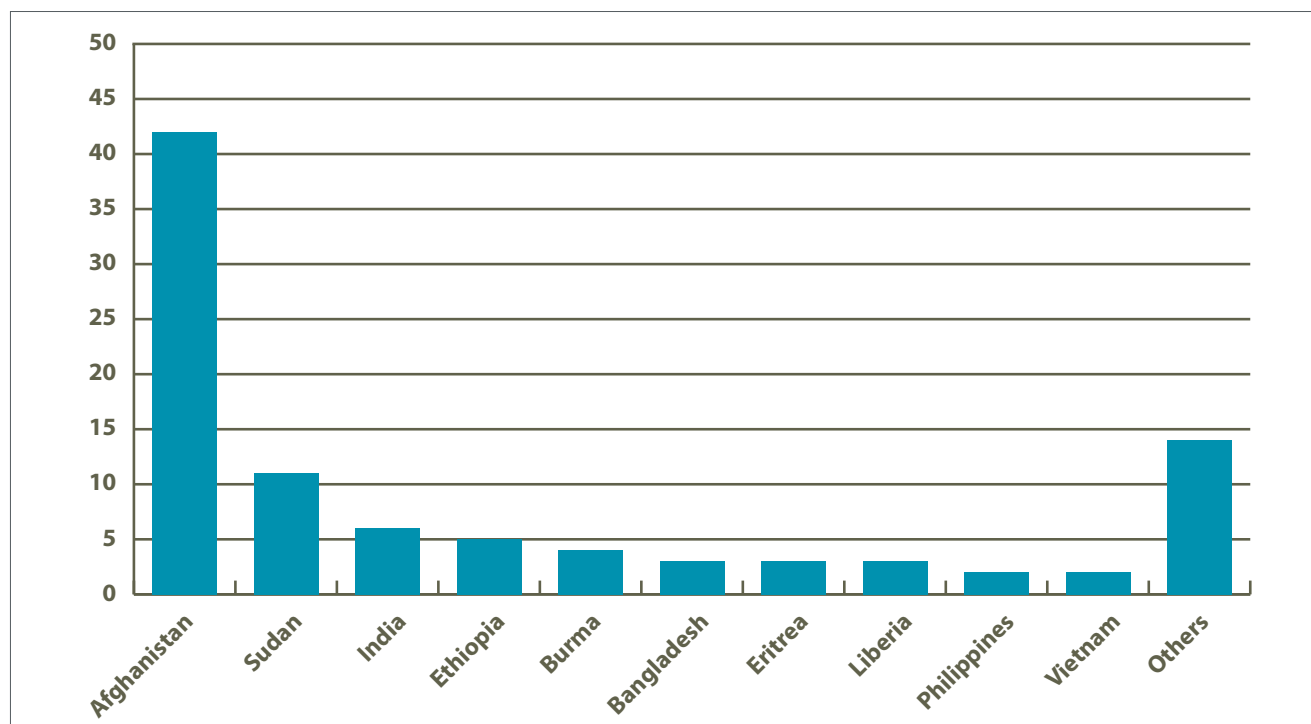
Diverse Care™ personal care workers - by language



Diverse Care™ worker service hours

# Social Enterprise Data

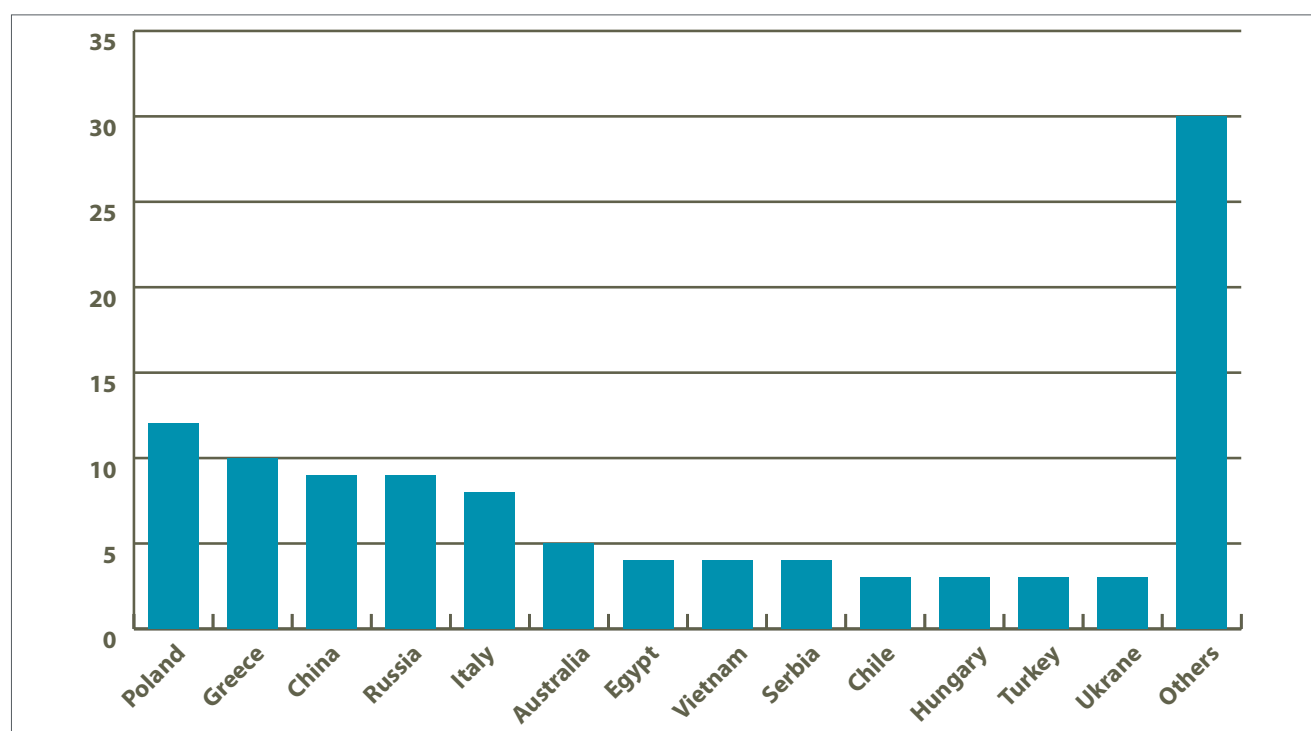
## Migration Advice



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

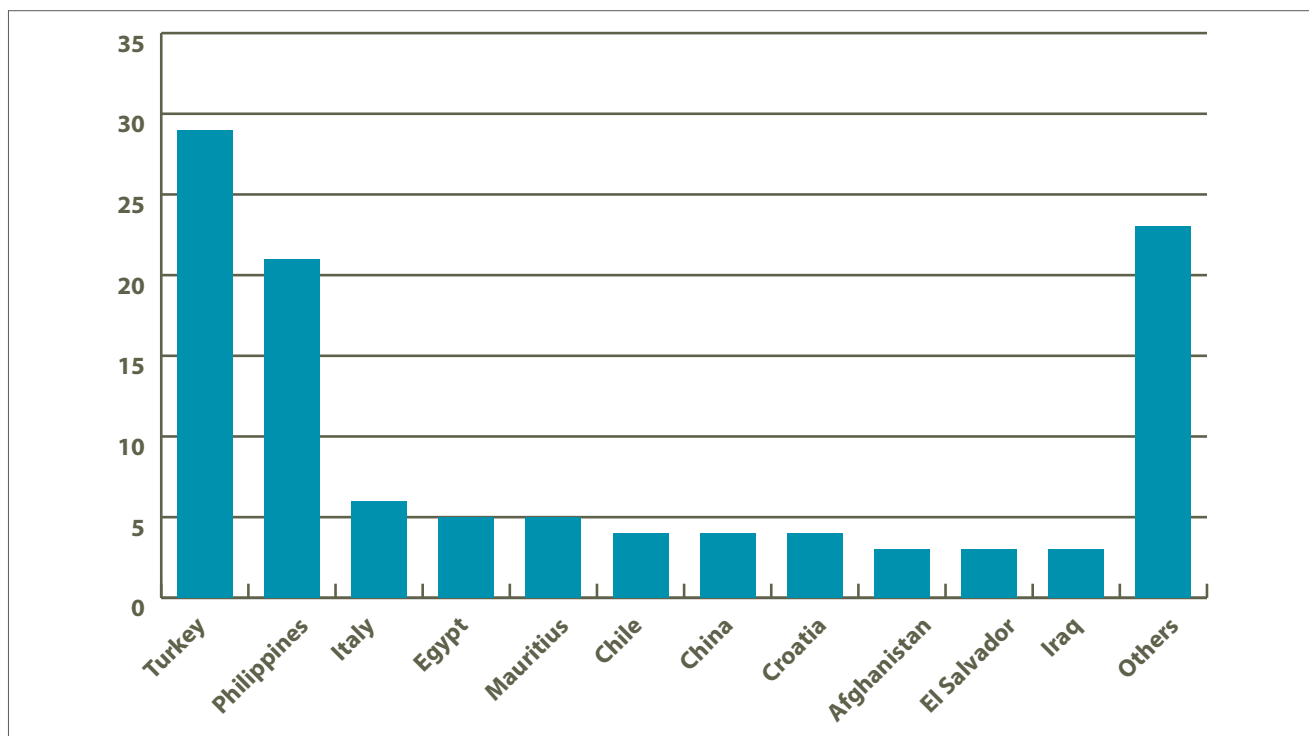
# Aged Care Services

## Aged Care Services

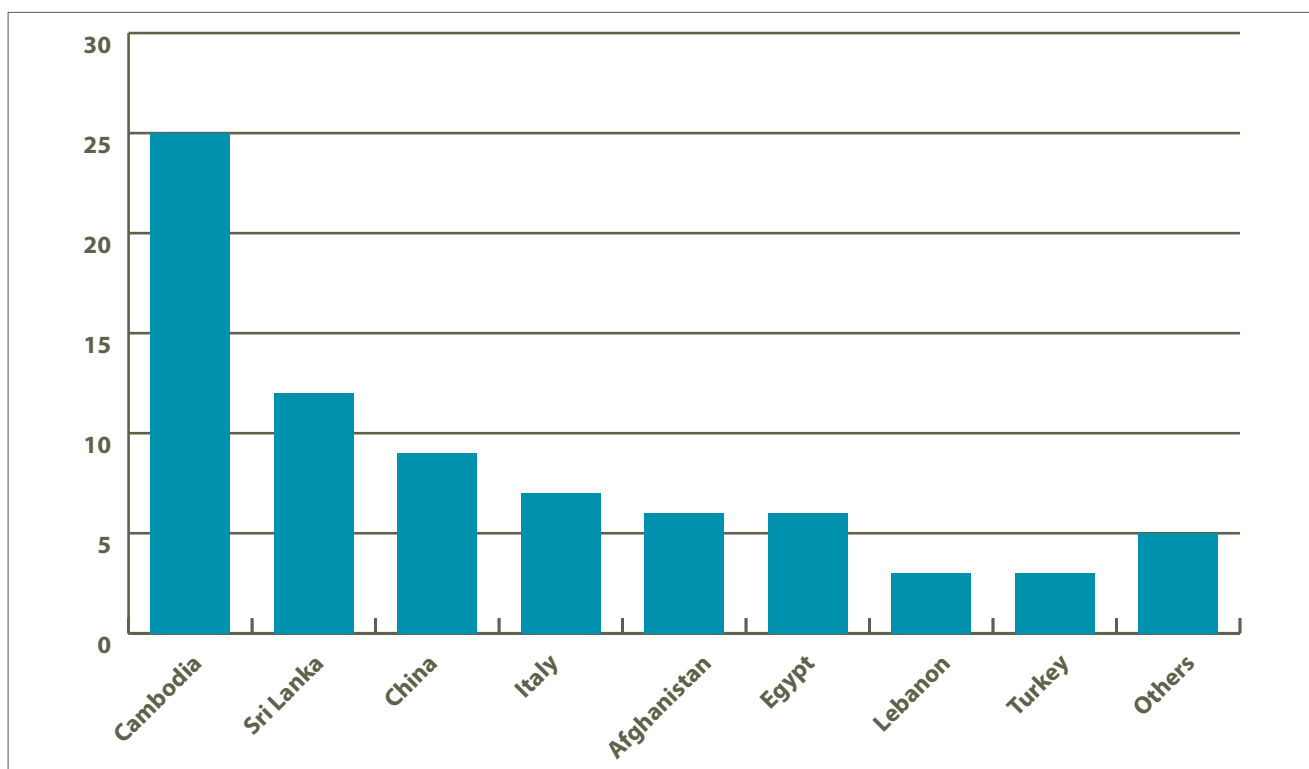


Community Aged Care Packages - by country of birth. Source: TCM

# Aged Care Services



Planned Activity Groups - by country of birth. Source: TCM



HEAP support access clients - by country of birth. Source: TCM

# Independent Auditor's Report

*Independent auditor's report to the members of South Eastern Region Migrant Resource Centre Incorporated*

## Report on the Financial Report

We have audited the accompanying financial report of South Eastern Region Migrant Resource Centre Inc. (the association), which comprises the statement of financial position as at 30 June 2011, and the statement of comprehensive income, statement of recognised income and expenditure, cash flow statement for the year ended on that date, a summary of significant accounting policies, 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

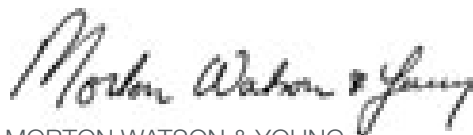
In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

## 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 2011 and of its performance and its cashflows 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

3rd Day of October 2011

# Statement by Members

## STATEMENT BY MEMBERS OF THE BOARD OF DIRECTORS.

In the opinion of the Board of Directors the financial report as set out on page 38 of the annual report.

1. Presents a true and fair view of the financial position of South Eastern Region Migrant Resource Centre Inc. as at 30 June 2011 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 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:**

Brian Oates JP



**Treasurer:**

Melody Wells-Jansz CPA

Dated this 30th day of September 2011

# Income Statement

for the year ended 30th June 2011

	Note	2011 \$	2010 \$
Revenue	2	6,609,188	6,627,965
Other revenues	2	10,784	-
Administration expenses		(131,147)	(162,139)
Communication expenses		(96,185)	(64,307)
Depreciation expenses	3	(49,283)	(49,624)
Employment expenses	3	(4,817,663)	(4,370,065)
Internal expenses		-	(691,749)
Occupancy expenses		(330,165)	(325,027)
Program related expenses		(790,123)	(603,576)
Travel and vehicle expenses		(198,426)	(170,876)
Other expenses		(7,350)	(15,941)
<b>Profit before income tax</b>	3	<b>199,630</b>	<b>174,661</b>

# Balance Sheet

as at 30th June 2011

	Note	2011 \$	2010 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	342,308	372,996
Trade and other receivables	5	996,855	728,342
Financial assets	6	1,693,036	1,812,392
Other assets	7	35,920	22,245
<b>TOTAL CURRENT ASSETS</b>		<b>3,068,119</b>	<b>2,935,975</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	190,088	168,918
<b>TOTAL NON-CURRENT ASSETS</b>		<b>190,088</b>	<b>168,918</b>
<b>TOTAL ASSETS</b>		<b>3,258,207</b>	<b>3,104,893</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	353,945	296,061
Short-term provisions	10	286,376	266,013
Other current liabilities	11	878,511	1,038,511
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,518,832</b>	<b>1,600,585</b>
<b>NON-CURRENT LIABILITIES</b>			
Long-term provisions	10	214,754	179,317
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>214,754</b>	<b>179,317</b>
<b>TOTAL LIABILITIES</b>		<b>1,733,586</b>	<b>1,779,902</b>
<b>NET ASSETS</b>		<b>1,524,621</b>	<b>1,324,991</b>
<b>EQUITY</b>			
Retained earnings	12	1,524,621	1,324,991
<b>TOTAL EQUITY</b>		<b>1,524,621</b>	<b>1,324,991</b>

# Statement of Changes in Equity

for the year ended 30th June 2011

	Note	Retained Earnings \$	Total \$
<b>Balance at 1 July 2009</b>		1,150,330	1,150,330
Profit attributable to members		174,661	174,661
<b>Balance at 30 June 2010</b>		1,324,991	1,324,991
Profit attributable to members		199,630	199,630
<b>Balance at 30 June 2011</b>		<b>1,524,621</b>	<b>1,524,621</b>

# Cashflow Statement

for the year ended 30th June 2011

	2011 \$	2010 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Grants & income	6,065,354	6,053,768
Payments to suppliers and employees	(6,257,371)	(6,301,245)
Interest received	109,626	91,853
Donations received	2,800	8,270
<b>Net cash used in operating activities</b>	<b>(79,591)</b>	<b>(147,354)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of property, plant and equipment	10,454	-
Proceeds from sale of investments	119,357	126,425
Payments for property, plant and equipment	(80,909)	-
Payments for investments	-	(128,511)
<b>Net cash used in investing activities</b>	<b>48,902</b>	<b>(2,086)</b>
<b>Net decrease in cash held</b>	<b>(30,689)</b>	<b>(149,440)</b>
Cash at beginning of financial year	372,997	522,437
Cash at end of financial year	342,308	372,997

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

## MRC Gratefully Acknowledges:

City of Casey  
HSP Electrical Engineering Products

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***

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