



Southern
Migrant & Refugee Centre
Annual Report 2011–2012

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

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Organisational Charter

Our Vision

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

Our Values

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

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

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

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

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

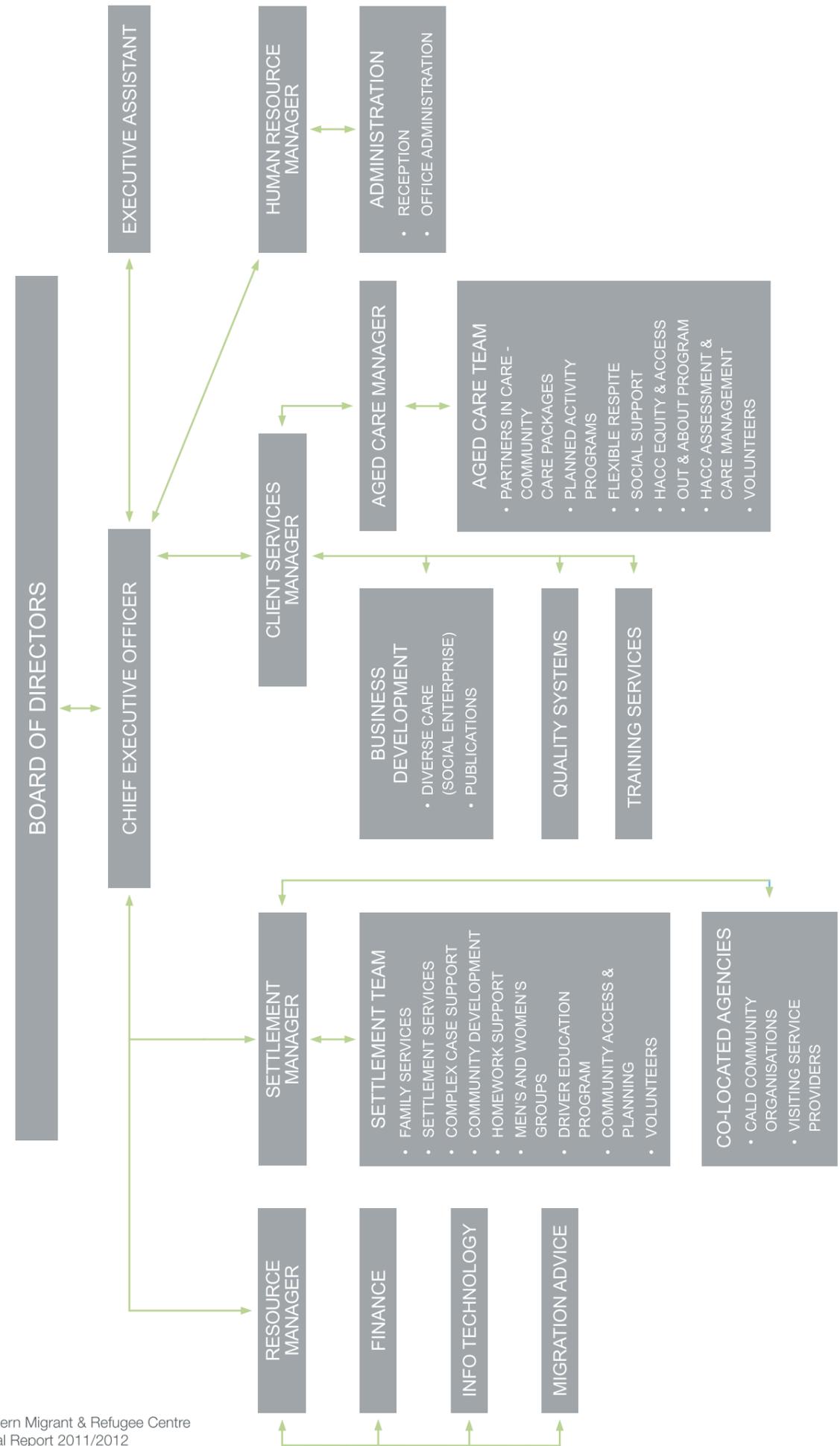
Resilience: in the management of our human, physical and financial resources to ensure our organisation is responsive, adaptable and sustainable.

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

Our Strategic Priorities (2011-2015)

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

Organisation Chart



Chairperson's Report

For the SMRC this last year has been one of review and consolidation, and what great progress we have achieved. Although there are still a few loose ends to clear up the Board has now developed robust systems and policies to manage the governance of the organisation in a much more professional manner into the future. Everyone feels more comfortable and confident when they have a process that is properly documented to guide them.

We are very proud of our Strategic Plan that we at the SMRC all now recognise as our combined active map for future directions over the next 4 years. The plan has led us to make some firm decisions about the future pathways we would like to see the SMRC take, in line with our stated vision and commitments to multiculturalism, social justice and equity. If we are all sure of our stated collective goals this also gives consistency of approach. The Board is determined to make investments for growth in the future and we have made decisions to broaden and activate the SMRC membership. The organisation will also continue on our chosen path to develop our own facility in the future. These and other strategies are explained in more detail in the 6 priority areas within our Strategic Plan. We aim to enter into more strategic partnerships with other organisations in this region, a region that is becoming more multicultural with each passing day.

We also continue to recognise and value our volunteers who do so much for the organisation. The Board of Directors are all volunteers and we are aware that there are a large number of people who also give of their time in various ways to assist the organisation in our efforts to provide settlement and aged care services to our communities. I am constantly amazed by the stories I hear of the activities of volunteers, they make things happen in many ways and although I know that there is a lot of personal satisfaction that can be gained, very few ever want to be recognised, it is good to know that your work as a volunteer is recognised and appreciated. So I would welcome any volunteer of the SMRC contacting me, and letting me know how we can better recognise the work of volunteers in the future.

I take this opportunity to thank all our volunteers, including my fellow Board members, for your good work over the past 12 months. I would also like to thank the MRC members who continue to support this organisation. Of course none of this would be achieved without the great work of our CEO, our management team and staff. We have a great multicultural crew here who are very dedicated and committed to their work. I thank them for their efforts, their support and their input over the past year and look forward to catching up with many of you as we go into our twentieth year of operation in 2013.

Brian Oates JP
Chairperson, Board of Directors

Board of Directors



Mr Brian Oates JP
Chairperson



Ms Helen Cester
Vice Chairperson



Mr Phil Dalling
Secretary & Public Officer



Mr Ray Jopling
Treasurer



Mr Costa Azzam
Member



Mr Hafez Abdul Wahab
Member



Mr Ismail Demiri JP
Member



Mr Nawzat Baroun-Agob
Member



Ms Kerry Boland
Member



Ms Virginia Simmons
Member



Ms Deivina Peethamparam
Co-Opted Member

Mr Bashir Keshtiar
Treasurer, resigned

Chief Executive Officer's Report

This year we started implementing our 4 year Strategic Plan, together with our new VISION, MISSION and VALUES for our organisation, together with a new LOGO and last, but not least, a new NAME. Above all we continued to provide all our services and programs to migrants and refugees in this region.

The values were developed by the Board and staff and we aim to mirror and consistently embody these values in our ways of working.

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



Our logo is built upon the idea of people supporting each other within the Southern Migrant and Refugee Centre community. The organic shapes reflect the diversity and individuality of the people, creating a distinctly unique mark that is approachable, down to earth and not overly stylised. The positioning of the people in the circle is positive, warm and welcoming and that is what we believe we are and what we want to continue to represent. We are very excited about the new name and logo and believe it fits with who we are and what we stand for.

This year we have seen many changes and are aware of future changes and reforms for us to contribute to, and be a part of, in both aged care and the settlement sector. The Living Longer, Living Better Aged Care Reform Package has commenced and includes changes in funding to community providers and residential care, and the introduction of an Aged Care CALD strategy and consumer directed care along with other reforms over the next 5 years. The client groups in settlement in this region and in Australia have changed and now include people in community detention and those on Bridging Visa E. This has had impact on mainstream community agencies as well as those in settlement. These changes keep us challenged and we continue to do things differently, learn and work with others to manage the local issues.

We have continued to provide our key aged care programs, community aged care packages with Russian Welfare Society as our partner, planned activity groups with major growth in this area, support for carers, friendly visiting, and access and support. Diverse Care continues to grow with increased demand for bilingual qualified personal care workers.

Our work in settlement continues unabated. Demand for our driver education program grows each year; our group work has expanded to include work readiness, and an increase in women's support groups. Our mentor program for young people has developed with 38 mentors in 3 school locations. SMRC migration and SGP migration advice services continue to be in high demand.

Every year we consult with our communities on aged care and settlement issues. The Hon Nicholas Kotsiras, Minister for Multicultural Affairs and Citizenship attended a consultation with the African leaders. Board Members

attended a consultation with the Hazara and other new and emerging communities to hear first hand of issues from the local community leaders.

I have continued my work on the Refugee Resettlement Advisory Council (RRAC) and also the Refugee Council of Australia (RCOA). We also continued to work with City of Casey in our endeavour to provide services based in suitable accommodation in the Casey area. I had the opportunity to attend an international aged care Conference in Prague, facilitated by the International Federation of Ageing, 11th Global Conference on Ageing, titled "Ageing Connects". I presented at the conference on our "Diverse Care" program.

Thank you to all the Board who have contributed substantial time and support in their role of governance for the SMRC. The Board has continued to improve and consolidate our governance policies and practices. It is a pleasure to work with the Board and I feel fortunate to be working for them.

The staff as always, have continued to work hard, with dedication and passion for our clients and for the SMRC. We have managed our challenges and continue to plan and strive for future goals. Thank you to all staff, and the management team whom I work closely with.

Our volunteers are invaluable and I had the opportunity to thank them at a function this past year. It is important to recognise that we couldn't provide the services we do without their commitment and dedication in all our settlement, aged care and youth programs, and on our Board, you are worth your weight in gold!! We have featured some volunteer stories in our annual report.

Finally, thank you to our funding bodies for continuing to fund us and work with us over the past year. The SMRC also thanks our local Federal and State Members of Parliament for their continued support, and local Councillors and Council staff for their support and interest in the SMRC. Thank you to our partner agencies and all the local, state and national agencies that we work with to support and assist our clients, thank you to local businesses, and those that have donated to the SMRC.

Each year is challenging and rewarding in this position and I feel very privileged to be working for the SMRC, with the Board, and leading the staff and volunteers and working for our clients in the local community.

Jenny Semple
CEO



Staff Christmas 2011

Staff

Chief Executive Officer

Jenny Semple

Managers

Client Services

Bill Collopy

Resources

Jacob Lee

Settlement Services

Despina Haralambopoulos

Aged Care Services

Galina Kozoolin, Cathy Healion

Human Resources

Melanie Babet, Edward Benedict, Alma Talic

Team Leaders

Aged Care: Diverse Care

Penny Taramides

Partners in Care

John Chu

HACC Planning & Projects

Anne Jones

Planned Activity Groups

Sylvia Wan

Settlement: Access & Information

Sharon Smith

Youth Services

Kate Jackson, Kathy Georgakopoulos

Case Management & Counselling

Marilyn Greeff

Communities

Deb Holmes

Staff

Adam Shaw

Godette McGregor

Marie Parker

Sanja Grahovac

Alice Watson

Hannah Jakubenko

Marilyn Hoogenboom

Sarah Williams

Andi Jones

Hany Boulous

Marina Savron

Shannon Winzer

Anna Perry

Hemalatha

Marlena Kupczyk

Sharon Rousselin

Asuman Sue Akcali

Murugesan

Mary Zettl

Shashi Rane

Atiqur Rahman

Holly Ralph

Mercy Thatiparthi

Sina Ah Lam

Ayumi Roberts

Iman Allaf

Mitra Amin

Sitara Samaranayake

Watanabe

Iraide (Iris) Mozoroff

Myint Myint San

Tatjana Krneta

Belthrand Habiyakare

Jacqueline Rice

Nary Sam

Tumema Fuimaono

Bernadette Cherry

Jarrold Laphorne

Natalia Micsunescu

Vesna Stevcic

Champa

Jennifer Dunne

Nazira Maleab

Vilma Egan

Wattegamage

Joanne Marron-Mill

Neela Kareemy

Vilma Maruzza

Chongwei (Wayne)

Johny Mattom

Nicola Tatlow

Wai Yee Luong

Luo

Josephine Khoshaba

Noreen O'Brien

Wendy Fox

Christine Green

Karen Prasser

Nyajany Dei Wal

Yembeh Forna

Daniel Winstone

Kavindi Wadumestri

Patricia Kimtia

Yumiko Powney

Evelyn Paguio

Kody Jacobson

Perla Mazie

Zlatica Bukarica

Felicita Sivasudasan

Leonie Djakovic

Rubina Nawabi

Georgia Crawford

Liz Currie

Ruot Marwang

Gloria Kiri

Mariana Maseudi

Sandra D'Souza

Casual Staff

Amina Rezaiee

Frank Elliott

Nadia Abu

Radinka Kavedzic

Amina Tawa

Hayatullah Rahimi

Nimeh Awad

Sakineh Esmaeili

Arosha Hewage

Jamal Malaeb

Nishana Azadzi

Severino Hobon

Bwe Thay

Kai Chung Lin

Noela Gregson

Shirin Ershad

Danuta Kussowki

Maisaa Olabi

Noushin Amin

Soundhari Sriharan

Elena Phelan

Margaret Choul

Nyawargak Dei Wal

Veronica Bar

Estafania Annie Gocon

Mary Yabong Biel

Parveen Babak

Virgilio Romero

Farida Bezhan

Riek

Pashtoon Rahmani

Wazhma Bezhan

Fazela Tahery

Marzia Masood

Paula Prinzi

Zubaria Nasir

98 Personal Care Workers – *Diverse Care Program*

Volunteers

Homework Support

Abida Khan

Angela Lynage

Cheng Heng

Cherie Doan

Daniel Lloyd

Deborah Garang

Dr. Geoffrey Smith

Eng Chen

Gillian Mclean

Grisha Goureo

Gwen White

Hanifa Shafaie

Hanin Awad

Hareth B Wassiti

King Chuen Tat

Kok-Eng Koh

Laith Egab

Maison Abdul Said

Max Waugh

Megan Gill

Michelle Noguiera

Naghma Hadi

Najmia Safi

Neha Handa

Roseana Mia Tira

Ruhullah Rahimi

Sebastian Moon

Sofia Ayubi

Steve Young

Thomas Niazmand

Thuong Le (Tom)

Tien Hoang

Trudy Loos

Uma Muthia

Migration Service

Tahira Tahira

Hayatullah Rahimi

Sara Nazari

Richard Hardie

Keith Tan

Active Children and Families Project

Jaihoona Kakar

Sakinah (Negar) Esmaeili

Pashtoon Rahmani

Mahjabeen Azim

Wazhma Bezhan

Driver Education

Atiq Abid

Amara Sahr

Malik Atit Mahmood

Bostan Mozaffari

Yien Wang

Michael Jang

Aged Care

Alia Malaeb

Alina George

Amalia Hatzemihelakis

Anna Giummarra

Antonia Legaie

Antonio De Vito

Brigitte Blackburn

Charmaine Sariffodeen

Christine D'Silva

Connie Marateo

Connie Scata

Dorota Wagan

Eva Campos

Edgardo Senese

Fatah Mohmand

Hoeung Muk

Huseyin Kiyagan

Jennifer Flew

Jenny Poole

Jovita Calma

Lina Villella

Lucy Germano

Luxmy Maharatham

Luz Aquino Philip

Maria Erdeg

Maria Jordanou

Mauricette Clair

Meg Cornell

Mehtab Khan

Melvonne Antony

Mujgan Kabakci

Nelida Barroso

Nenet Banki

Nita Ivancic

Parveen Janmohammad

Romaine Todd

Roula Theodorakis

Satha Heng

Shahnaz Zamani

Shereena Rajesh

Sisouphane Thadavong

Suha Loli

Tamainetutai Nooroa

Tamara Porublev

Tammy Nguyen

Teokotai Taramai

Ursula Girstun

Vivienne Salvatore

Zdenka Nikolic

Co-Located Organisations

Afghan-Australia Women & Youth Assoc. Inc

Australian Burundian Community in Victoria Inc

Federation of Chinese Associations (Vic) Inc

Logomua Fono Samoa Inc

Lopit Community Association of Australia Inc

Nasir Community Association Inc

South Eastern Region Melbourne Oromo Community Association in Victoria

Somaliland Society of Australia Inc

Sudanese Community Association of Australia Inc

Sudanese Disability Action Group in Victoria Inc

Ventana Hispana (Spanish Window) Inc

Victorian Arabic Social Services Inc (VASS)

Our Partners and Supporters

AMES	Ethnic Communities Council of Vic	SELLEN
Baptcare	Footprints	Settlement Council of Australia
Cardinia-Casey Community Health	Foundation House	Sheriff's Office Victoria
CarX Australia	Gleneagles Secondary College	Shire of Cardinia
Casey Multi-Faith Network	Greater Dandenong Community Health	South East Healthy Communities Partnership
Casey North Information & Support Services	Hampton Park Secondary College	South East Melbourne Medicare Local
Centre for Multicultural Youth	Handbrake Turn	South East Palliative Care
Centrelink	Lifesaving Victoria	Southern Health
Chisholm Institute	Living and Learning Pakenham	Springvale Community Aid & Advice Bureau
City of Casey	Maroondah Business Association	Springvale Community Health Centre
City of Greater Dandenong	Maurice Blackburn Solicitors	Springvale Indo-Chinese Mutual Assistance Association
City of Kingston	MECWA (Malvern Elderly Citizens Welfare Association)	St John of Kronstadt Russian Welfare Society
Commonwealth Carers Respite Centre	Migrant Information Centre	Sudanese Community Assoc of Aust
Connections	Mission Australia	Vic Roads
Consumer Affairs Victoria	Monash University	Victoria Leisure
Cranbourne Secondary College	Narre Community Learning Centre	Victoria Police
Dandenong Community Aid and Advice Bureau	New Hope Foundation	Victorian Sherriff's Office
Dandenong High School	Noble Park Secondary College	Victorian Arabic Social Services
Dandenong South Primary School	Oakgrove Community Centre	
Dandenong West Primary School	RACV Insurance	
Department of Human Services (Refugee Minor Program)	Refugee Council of Australia	

Highlights

Christmas Toy Donations

We give special thanks to the Maroondah Business Association (MBA) for their generous donation of \$1,889 towards purchase of toys for refugee children at Christmas. MBA secretary Lynette Mitchell said "It was the first time the association had made such a donation to a community group. The resource centre is an extremely worthwhile cause, they do such good work there." And the families of those refugee children had a happier Christmas as a result of this civic-minded generosity.



Left: Lynette Mitchell (secretary) and Derek Wilson (president) from Maroondah Business Association, with SMRC Settlement Manager Despina Haralambopoulos, Case Management & Counselling Team Leader Marilyn Greeff and Family Support Worker Alice Watson.

Highlights

SMRC hosts International Delegates

In February the SMRC hosted an event for the Global Working Group on Resettlement, organised by DIAC and Refugee Council of Australia, in co-operation with UNHCR's Resettlement service in Geneva. The delegates consisted of 87 people from 17 countries. Visiting delegates represented the United Nations High Commissioner for Refugees, the International Organisation for Migration, and international leaders of government and non-government resettlement organisations from around the world. The delegates visited different sites across Victoria, and we were all able to show case our best practice examples of refugee settlement services delivered in Victoria.

Delegates attending our Dandenong office met staff from the SMRC and Centre for Multicultural Youth, and participated in discussions, activities and presentations with various local service providers.

The delegates also enjoyed local Afghan cuisine and took a walking tour of the Little India/Little Afghanistan food precinct which includes a large variety of restaurants and cafes offering African, Asian and European cooking and catering. We hope the delegates enjoyed their time in Australia, and in Dandenong especially, and that they gained valuable insights and ideas on resettlement to take back to their respective countries and organisations.



International Delegates, DIAC, SMRC, CMY and local service providers.

Highlights

Refugee Week in Casey

In the City of Casey council chamber on World Refugee Day, 20th June, member agencies of the Casey-Cardinia Migrant Settlement Committee (SMRC, AMES, Centrelink, City of Casey, Shire of Cardinia, DIAC, Casey North Community Information and Support Service, and Casey Multi-Faith Network) conducted a forum with service providers to celebrate and explore the changing nature of refugee settlement in this region. Speakers included the Deputy Mayor, Cr Shah Balmes, staff from the SMRC and Red Cross. Speakers covered topics including recent developments in the delivery of Community Detention and Bridging Visa support services. Participants also discussed a range of ways in which the service sector can work collaboratively to assist with the successful settlement of refugees into our community. A highlight of the event was a facilitated interview with two young men of different refugee backgrounds, Mr Albert Mambo from Sudan and Mr Mladen Krsman from former Yugoslavia, who is an active community volunteer in the City of Casey. Southern Migrant and Refugee Centre wishes to acknowledge the assistance of the Department of Immigration and Citizenship for providing funds under the Settlement Grants Program to assist with this event. Delicious authentic Burmese cuisine was provided afterwards by the Free Burma Café of Springvale.



Service providers in City of Casey participate in the forum



Deb Holmes, MRC Communities Team Leader speaks with former refugees Albert Mambo and Mladen Krsman

Community Consultations

We believe that to provide effective programs and activities in refugee services, it is essential to know the current needs of our new and emerging communities. Accordingly, this year we have held 4 formal consultations with leaders and representatives from the various refugee community associations in this region. We have been gratified by the time and effort taken by these dedicated volunteer representatives and by the quality of information they have provided. In November the State Minister for Multicultural Affairs and Citizenship the Hon Nick Kotsiras met with the African Leaders to discuss local issues for this community. The SMRC Chair and some Board members attended the Hazara leaders consultation held in March, to hear directly from the leaders about their issues and concerns and for the leaders to learn more about our services.



MRC Chairperson Brian Oates, CEO Jenny Semple and Settlement Manager Despina Haralambopoulos with representatives from the Hazara Afghan associations

Highlights

Multicultural Aquatics Project

SMRC (C4C program) partnered with Life Saving Victoria to deliver this project in Dandenong. Life Saving Victoria say that swimming lessons for multicultural communities are one of their most requested services. There was a very positive response among families about this learn-to-swim program. 33 children had a swimming assessment and registered for lessons. As part of the project, the children received 15 weeks free lessons at the Dandenong Oasis Pool, during which time they had a family pass for the pool. As a result of this project, people who may not have had the chance to learn to swim have had that opportunity, as well as increasing their involvement in mainstream community recreation.



Refugee Week in Greater Dandenong

On 21st June, the SMRC, in partnership with City of Greater Dandenong, hosted an indoor soccer tournament at Mills Reserve to celebrate our diverse communities from migrant and refugee backgrounds. It was a cold and rainy night but that didn't keep dedicated football players and their supporters from attending this event. A total of 4 teams competed in a round-robin format and finals playoffs. Teams were made up of players from migrant and refugee communities, including Sudan and Afghanistan. All games were close and the skill level was very high. After an exciting grand final and nail-biting penalty shoot-out, the Big Issue Street Soccer team took out the tournament title, narrowly beating Hazara Legends. 3rd place went to the AMES Dandenong team, and 4th place to Reds FC (from Centre for Multicultural Youth). In addition to the soccer matches, players and supporters were entertained by performances throughout the night. Half-time entertainment was provided by talented young female singers from Dandenong high school. Closing ceremony entertainment featured the Hip Hop dance troop 'Culture Crew' (provided by Footprints) and guest speaker Josh Bondin from the Melbourne Heart Football Club. We thank the Department of Immigration and Citizenship for funding under the Settlement Grants Program to run this event. We would also like to thank the Rotary Club of Noble Park for providing a free sausage sizzle for all players and supporters on the night.



Culture Crew performing hip-hop routines



Winners Big Issue Street Soccer team
Stuart McGown, James Tut, Mathew Simson,
John Langa Langa, Choul Fouch,
Michael Myszka, Silviano

Highlights

Kar Kulture

The aim of the Kar Kulture project was to build positive relationships and develop friendships between young people from all backgrounds, whilst restoring a second hand car, with the guidance of an experienced mechanic. 38 young people Australian born and from refugee or CALD backgrounds, participated in this Kar Kulture project. The project benefited from the assistance of an experienced motor mechanic, with participants learning the basics of car safety and mechanics. The project also included driving lessons funded by the RACV driving school. As genuine friendships emerged, former negative attitudes either disappeared or diminished. We also wish to thank RACV for providing \$14,000 worth of Drive School vouchers to young people involved in Kar Kulture. RACV Executive General Manager Membership Services, Susan Allen, said "RACV is supporting Kar Kulture through its Good Citizen Program. This program provides funding for not-for-profit community organisations in the areas in which RACV businesses are located. RACV is pleased to support this important community initiative aimed at making a difference to the lives of disadvantaged youth by providing them access to highly-trained RACV driving instructors to learn road rules, driver behaviour and driving skills." This donation meant that every eligible young person who participated in the program had access to up to 10 RACV-funded driving lessons. The SMRC CEO Jenny Semple said: "We have an established positive working relationship with the RACV Drive School, which has been providing driver safety presentations for us in our Driver Education program since 2006. We are thrilled with RACV's contribution of driving lessons, which will go a long way towards helping these young people in the project gain their licence and become safer drivers." Thank you to the Department of Immigration and Citizenship for assisting to fund this program through the Diversity and Social Cohesion Program for 12 months.



Kar Kulture participants Ms Sameera Ahadi and Mr Jayden Pretty with Kar Kulture tutor and mechanic Mr Frank Elliott.



Highlights

Community Transport Project

This project has been funded by Department of Health (Victoria) as part of the Active Service Model. Its aim has been to promote healthy transport options for migrant seniors and carers. The project has helped to:

- Reduce social isolation and transport barriers.
- Raise awareness of public transport choices.
- Provide information and resources that are culturally language specific.
- Provide education and assistance to CALD seniors so they are able to travel independently on public transport.
- Help seniors improve their access to community services.

We have also been working in collaboration with the Transport Ticketing Authority, who have been most helpful. Several of our PAGs (Planned Activity Groups) have been learning about the MYKI public transport system this year. Officials from MYKI have visited the PAG's to speak to individuals and groups about the system. We have taken a number of groups on excursions via train to the city. There have been plenty of chances for clients to use the 'touch on' and 'touch off' checkpoints using their MYKI cards. Members of these PAGs have brought back colourful impressions of their day out and at the same time they have learned how to get around on public transport, using the new technology. This has improved their self-reliance and confidence in independent travel, thereby reducing the burden on their families and carers.



Planned Activity Groups (PAG)

These groups for multicultural seniors provide social support and recreational opportunities to frail older people living at home or in a Supported Residential Service. We encourage and support our clients to enjoy a healthy lifestyle through physical activities, nutrition and emotional wellbeing. We currently have nine regional centre-based programs. All our PAG groups offer at least one monthly outing. Our programs operate in various community facilities in Dandenong, Noble Park, Doveton, Narre Warren and Berwick. Transport, morning tea and hot lunches are provided.



Highlights

Volunteer Week

Meg Cornell and Antonia Legaie, both volunteers in SMRC's Social Support Program, were thanked and acknowledged at the City of Casey Volunteer Award evening. Meg assists with the Filipino Planned Activity Group held at Brentwood Park Community Centre. She provides delicious meals and encourages the group to participate in all activities. Meg says she provides the same respect and enthusiasm she would provide her own mother. Meg has volunteered with SMRC for 4 years. Antonia provides friendly visiting to French-speaking clients in their own home. Antonia also juggles full-time employment and family commitments, and is exceptional in her dedication to volunteering, which she has done for 8 years. MRC's Social Support Program volunteers celebrated National Volunteers Week at Brentwood Park Community Centre in Berwick. Volunteers from 24 different countries came together to dance for a Zumba workshop run by Madi Braim. Jenny Semple (CEO) and Catherine Healion (Aged Care Manager) congratulated and thanked the volunteers on their commitment and passion for the program, which provides social support through Friendly Visiting and Planned Activity Groups. Jenny said: "It is hard to fully appreciate the value of this regular and individualised support for isolated people." She encouraged the volunteers to continue their great work and to spread the word about their role as we always welcome new volunteers in this program and in our Settlement programs. We would like to thank Dandenong Officeworks, who donated notebooks through their Community Involvement Scheme. Volunteers were presented with notebooks displaying our new name and logo and a message of thanks. We are always looking for more volunteers to support our Friendly Visiting program and Planned Activity Groups.



Kneeling: Cathy Healion, Aged Care Manager; Jenny Semple, CEO; Bernadette Cherry, Social Support Coordinator; Sylvia Wan, PAG team leader. Standing and sitting: SMRC volunteers.



Meg Cornell, Anne Jones (HACC Programs and Projects Team Leader), Antonia Legaie

Dandenong Pop-Up Park

Our Planned Activity Group (PAG) for Aged Care was provided with 5 raised community garden beds in Dandenong Pop up Park. Working on these raised garden boxes has provided our PAG clients with a sense of community inclusion as we participate in planting and watering days. We share these plots with other agencies such as Wallara, ERMHA, City of Greater Dandenong Youth Services and Vision Australia. The park activities encourage healthy lifestyles and have also increased the physical activity of our clients. Many people feel the joy in being able to return to their passion of gardening.

Highlights

Positive Ageing

SMRC has recently developed and implemented a 10-week exercise program for older migrants. We have developed a measurable assessment tool to record achievements each week, incorporating participants' strength, flexibility and agility. Initial, mid-program and final assessments have been conducted by our qualified fitness instructor. Each client's improvement throughout the 10 weeks has been measured. One client has found empowerment by being less dependent on carers in her family. At the start, she needed to be accompanied by a family member. Soon after participating she felt such increased confidence that she was willing and able to board the SMRC bus by herself and to attend the program on her own. Not only has she excelled in all areas of assessment but she has been able to leave behind her cane and a railing that used to provide her with a sense of safety and security. She beamed a big smile upon receiving the certificate of completion as she had never received a certificate in her life before and she is 87 years old.



Mrs. Cumaravelu and SMRC staff member Mary Zettl.

Chinese Expo

The Chinese Seniors Healthy Ageing Expo was jointly facilitated by the Chinese Community Social Services and the SMRC and held at the Paddy O'Donoghue Community Centre in Noble Park. The two agencies capitalized on the strength of our relationships with local Chinese seniors clubs, aged care providers and shared experience conducting similar expos to Chinese seniors in other regions. Those attending enjoyed a range of presentations and workshops, including healthy cooking demonstrations, hearing tests, respite options for carers, local council Home and Community Care services, information about Aged Care Assessment services and tours of a nearby aged care facility, Noble Manor.

The Expo was officially opened by Mr Hong Lim MP, State Member for Clayton. Guests were welcomed by David Yong JP, the Vice President of Chinese Community Social Services and Jenny Semple, CEO of SMRC. The Mayor of Greater Dandenong, Cr Youhorn Chea, awarded appreciation certificates to all participating providers.



Jenny Semple, CEO of SMRC, with Sarah Leung, dietician.



Mr Long Lim MP with Andrea Donaldson and Diane Lanrki from Kingston Aged Care Assessment Team

Volunteer Stories

SMRC Board of Directors

"My name is Costa Azzam and I have been volunteering since 1995. I have been Director on the Board for that time. As a volunteer I feel I am able to give back to the community and to help others. As a volunteer you also want to make a difference to the lives of people, even if it is a small change to their life. I get a feeling of satisfaction and sense of fulfilment from volunteering. You can make some people's life a little easier. When you see you have made a difference to somebody's life you feel good and your happy. Volunteering is something that comes from the heart. If you have this heart and soul then yes become a volunteer. If you don't have that passion, don't volunteer because it is a commitment to an organisation and an individual's life. As a volunteer you don't get paid and you don't expect to be thanked for the job you do. You expect to make a difference to somebody's life and if you get a "thank you" that means the world to you."



All Directors of the Board are SMRC members and volunteers. The Board meets every month and provides governance to the organisation.

Homework Support Program

"My name is Geoff. My wife 'volunteered' me for the Dandenong Homework group. I was somewhat reluctant to go but from the start I was hooked. The kids were charming, bright, happy, keen and always well behaved, respectful and fun. The work (I normally help with chemistry or maths) was usually within my capabilities and when it wasn't I enjoyed the new learning and could usually stay one page ahead of the student. I soon took on as much tutoring as I could at Dandenong and elsewhere. I've been tutoring for three and a half years now and it gets better every year. The interaction with the kids is my incentive to keep going: when somebody lights up and says 'Ah, finally I've got it!' it's a real thrill for me. I can really recommend tutoring as a wonderful pursuit for retirees. It is not too onerous because you would be amazed how much of your learning comes back to you when you're reminded."



This program is delivered at 6 schools across the south east region, and at an AMES location and is based on volunteer tutors who assist refugee students with the skills needed to improve their studies.

Volunteer Stories

Driver Education

"My name is Bostan. I started volunteering with the MRC driver education program in 2011. I came to Australia in 2010 with my wife and 4 children from Afghanistan through Pakistan. Australia has done a lot for me so I am doing all I can to make sure I give something back."

The coordinator of this program describes Bostan as committed to the program and always ready to help during time off from his paid job, on weekends and weekdays. Bostan has helped to equip many of our clients, especially those from his community who can't speak English, with the confidence required to sit behind the steering wheel and drive. Our staff have received many calls from clients stating their appreciation of his efforts. Bostan believes that the best way to give back to Australia is to be in a volunteering role where he can help the community in whatever way he can.

Driver education provides information to refugees on all areas related to obtaining a drivers license and includes subsidized driving lessons and practise driving. There are 6 volunteers in this program.



CALD Career Mentoring Network Initiative Program

"My name is Paul. I wanted to give something back to the community and I think new immigrants are a large part of the future of Australia. If, in some small way I can help someone make a contribution, then I'll feel it is worthwhile. I was recruited to the SMRC Career Mentoring Program in February this year and commenced in May. I have volunteered in various community roles for about 14 years."

I get a sense of satisfaction from contributing in some small way but I get a lot more from the inspiration and learning I receive from the people I meet. My student, has expressed a strong interest in designing aircraft and other types of transport. He makes models at home from materials such as polystyrene rather than buying kits and he is very knowledgeable about the theory of flight. We have discussed the requirements he needs to meet in order to be an aerospace engineer and maths is one of the key subjects he needs to master. He is keen on maths and is willing to put in extra work to make sure he meets the standards required. I'm helping with this and, as I used to fly, we spend a bit of time talking about aircraft. We have also talked about the need to do well in other subjects such as English and I'm trying to encourage him to read more than just the technical books. His spoken English is very good and I have no trouble having very enjoyable conversations with him."

This program aims to work with Year 7 and 8 migrant and refugee students across three schools in Casey and Dandenong. Adult mentors spend time enjoying activities in group and one-on-one sessions with students, with a focus on education pathways, inspiring and encouraging students to think about their future careers and building a lasting relationship. To date we have 37 students participating and 40 mentors including a reserve list. Our mentors come from all over the world many are migrant students at university as well as business people, retirees and teachers.



Volunteer Stories

Social Support Program

"My name is Tammy. Looking back on my life I have moved many times which has created periods of upheaval. So I think that the grand essentials of happiness in this life are having something to do, someone to love, being loved and something to hope for."

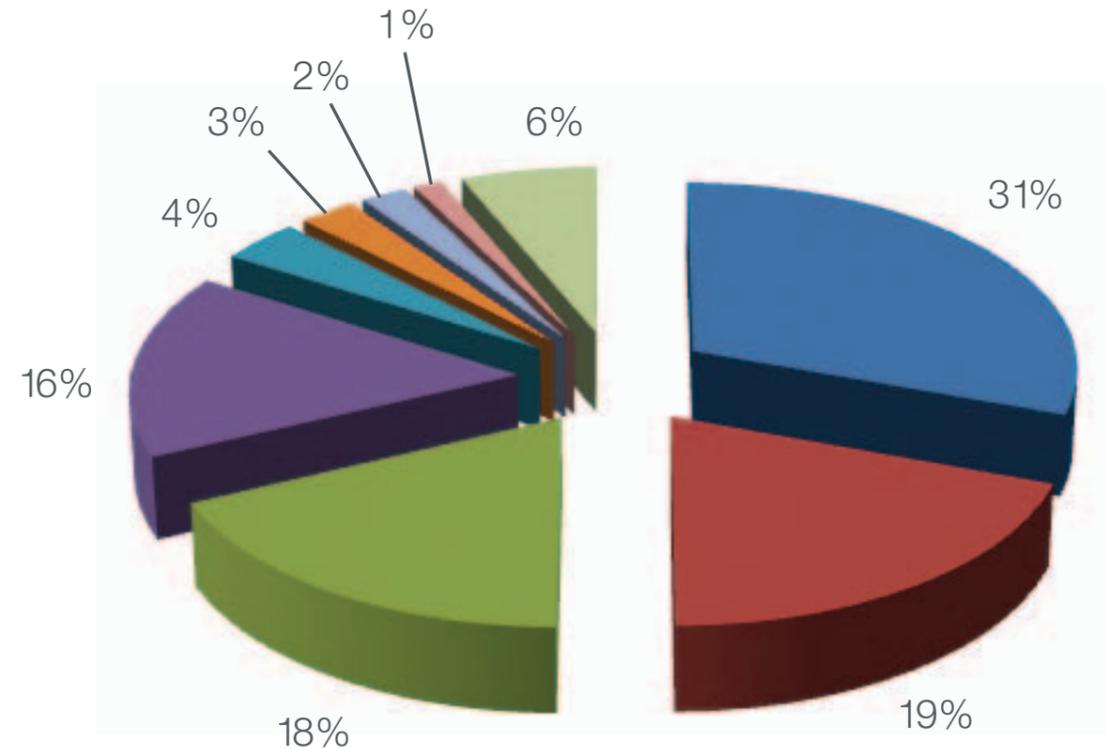
Tammy has been volunteering in the Social Support program for 8 years. She visits 3 Vietnamese people on a very committed basis, and has been since 2004. Tammy arrived in Australia in 1993 as a refugee after fleeing Vietnam after the war and spending some time in a Refugee Camp in the Philippines. She has lived in Springvale since she arrived. The first step she took was to learn English at AMES (Adult Multicultural Education Services). She then went on to Holmesglen TAFE. In 2006, she completed her Diploma in Community Welfare. She currently works for the council as a Community Care worker. As a sole parent, Tammy juggles work, family life and her volunteering role. Tammy is the only Vietnamese speaking volunteer in the program. One of the people Tammy visits, when asked about the impact of her support summed it up as "She is my Tattsлото!"

This program provides friendly visiting to older migrants who are isolated and living in their own home. We have 44 volunteers working in this program.



Thi, Tammy and Tuoc, out and about in Springvale.

Funding Sources



- Diverse Care™
- DIAC
- Dept Health (DoHA) with RWS
- Dept Health (Vic)
- FaHCSIA
- Brotherhood of St. Laurence
- DHS (VIC)
- Dept of Health & Ageing (CPP)
- Others

MRC Programs

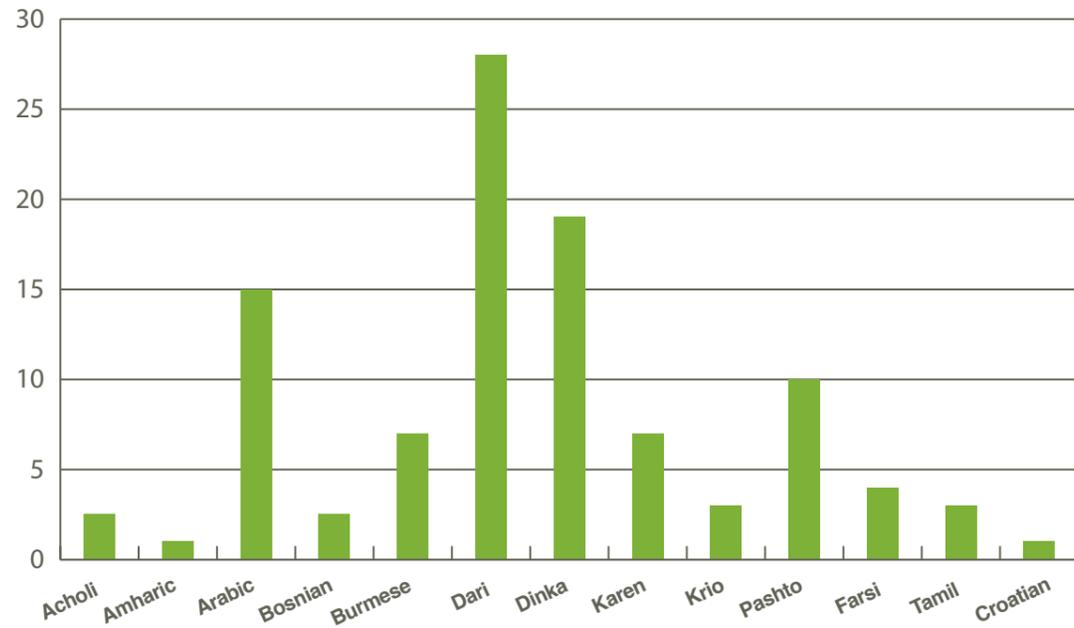
Settlement Services	Funding Body
Settlement Grants Program: to provide information and referral for refugees and humanitarian entrants, group work (including womens social support, life skills and orientation, work readiness program and housing club) assisting refugee groups, communities and associations with better access to services.	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 for refugee youth, provide activities and recreation, and work with schools and other youth agencies.	DIAC
Homework Support Program: to provide young people with volunteer tutors to assist in homework after school. Social activities for young people.	CMY (DEECD)
Family Relationships for Humanitarian Entrants Program: to provide family counselling, parent support and couple/ parenting sessions (sub contract to the MIC).	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.	DIAC, RACV
Complex Case Support Program: to provide case management and brokerage for clients with very complex needs, duration 4 months.	DIAC
HIPPY Program: to provide a 2 year home based educational program for parents that prepares their children for school.	Brotherhood of St Laurence (DEEWR)
Casey Playgroup: to provide the opportunity for parents and children to access a play group to increase their skills and develop social and family support networks.	City of Casey
Family Support Program: to provide family support to refugee and CALD families referred by Connections, Child First Program and other agencies.	Connections (DHS)
Active Children and Families Project: to strengthen family relationships through sport and activities at local schools.	Mission Australia. Communities for Children, (FaHCSIA)
Multicultural Sewing Centre: to provide lessons in sewing for refugee women.	MRC and City of Greater Dandenong

MRC Programs

Refugee Action Program: to provide community development activities for refugees.	SCAAB (OMAC)
ICT for Refugees: to provide computer skills and knowledge to refugees.	DPCD/ Vicnet
Migration Advice: free advice limited to SGP eligible refugee and humanitarian entrants in this region.	DIAC
Tax Help Program: to provide assistance via trained volunteers for migrants to complete their taxation papers for the year.	ATO
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 (partnership with Russian Welfare Society).	RWS (DoHA)
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.	Department of Health (Vic)
Social Support: to provide a friendly visiting program to visit elderly CALD clients to prevent social isolation.	Department of Health (Vic)
Community Partners Program: to create partnerships between aged care services, specific ethnic communities and the SMRC, to improve access to culturally appropriate aged care services.	DoHA
Planned Activity Groups: to provide centre based recreational activities and meals for CALD clients, and provide transport. 9 groups currently operate in this region.	Department of Health (Vic)
Flexible Respite: to provide support and activities for carers, facilitate a support group, and respite when required.	Department of Health (Vic)
Social Enterprise Services	
Diverse Care™ : to provided qualified bilingual bicultural workers to deliver personal care in the homes of elderly CALD clients.	
Migration Advice: to provide advice (fee-paying) to all clients ineligible for the free service.	
Cross-Cultural Training: 'Working Effectively with Refugee Families'.	

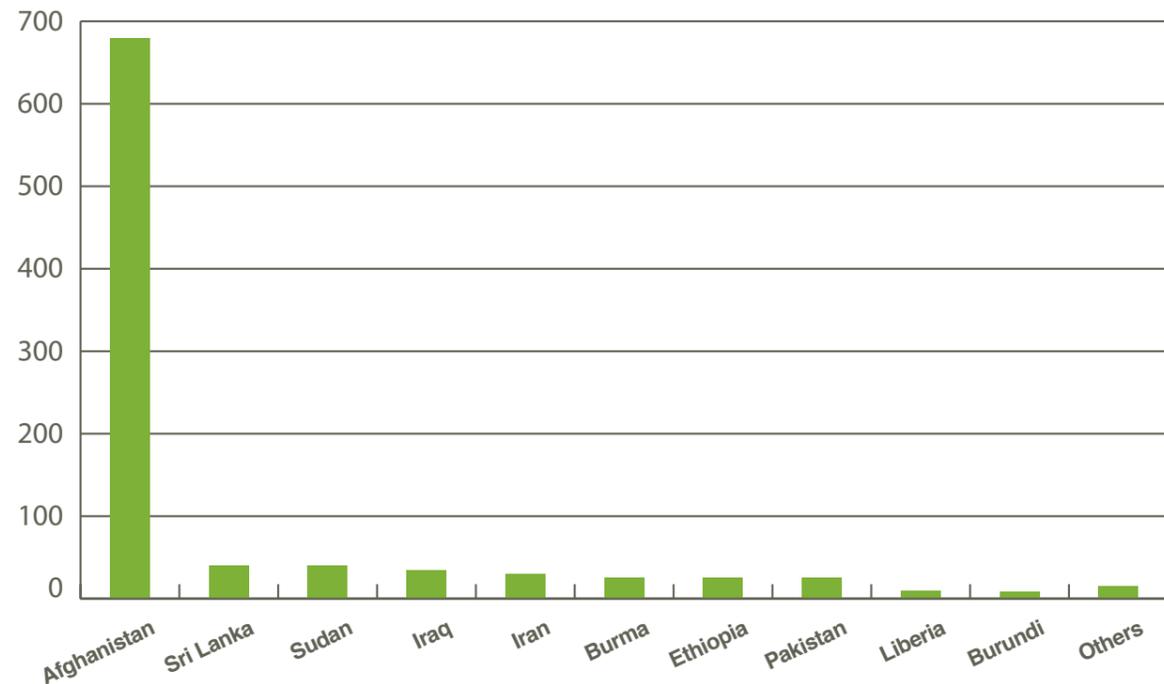
Client Services Data

Family Relationship Services



Family services casework – by language spoken. Source: FaHCSIA . Clients 393 clients (case work, counselling, and group work). Also includes clients from the MIC.

Settlement Services



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

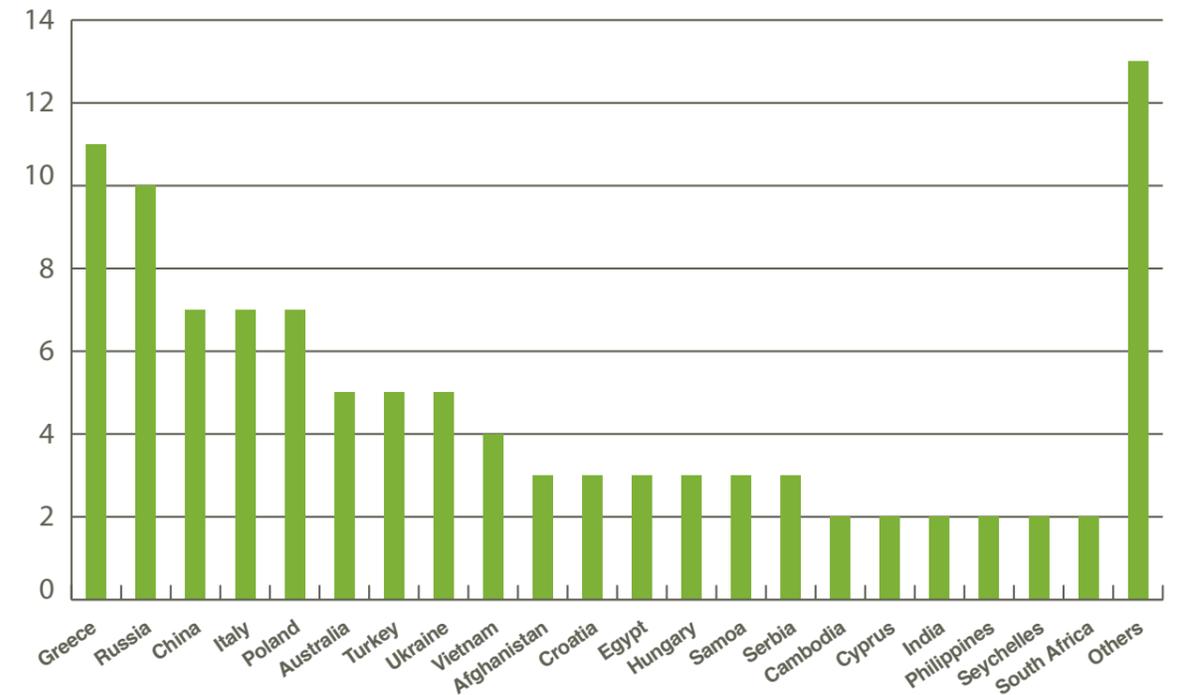
Complex Case: 17 clients.

Reception: Settlement-related visits and calls: monthly total 1600 (85 per day), yearly 19,200
Source: DIAC (OSCAR).

Driver Education for Refugees: 218 participants registered (60% from Afghanistan, the rest from Burma, Sudan, Ethiopia, Sierra Leone, Liberia, Iraq, Pakistan, Iran, Somalia, Eritrea and Congo DRC).
150 graduates of the program.

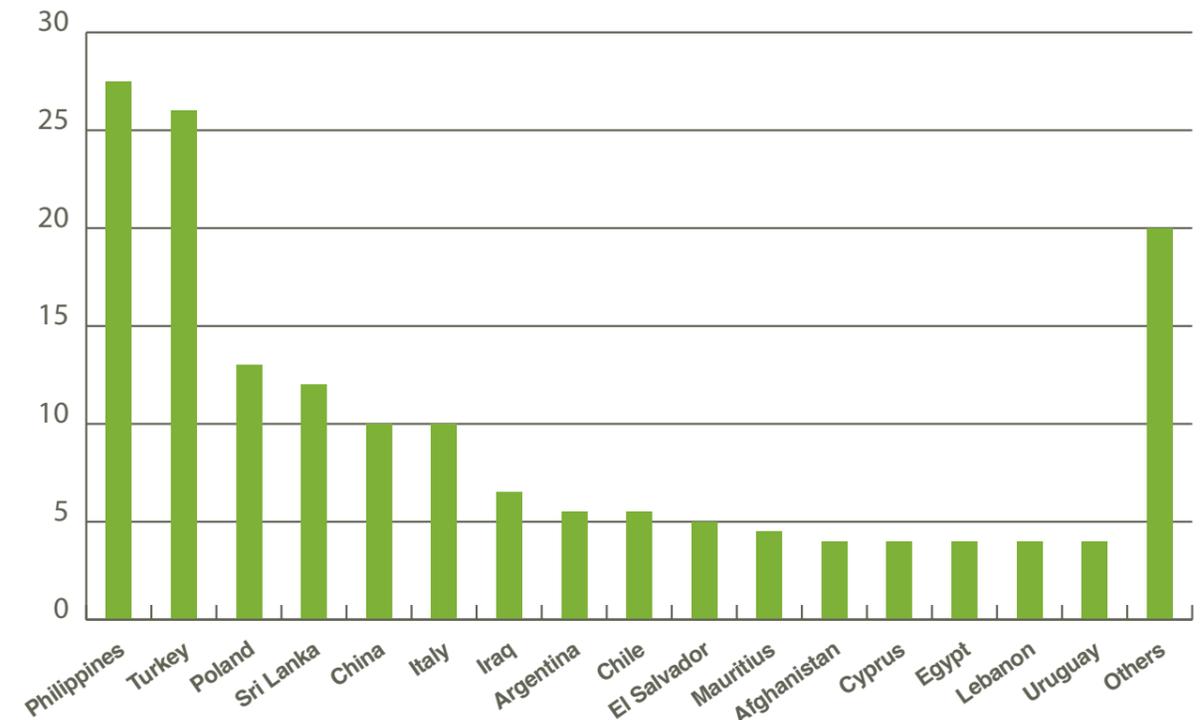
Client Services Data

Aged Care Services



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

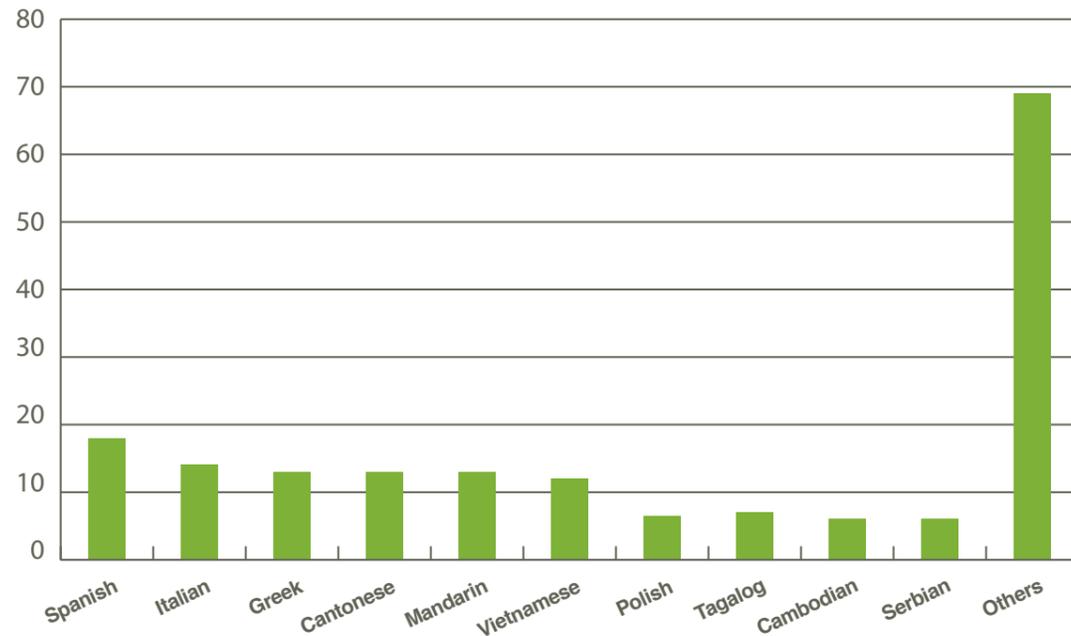
Aged Care Services



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

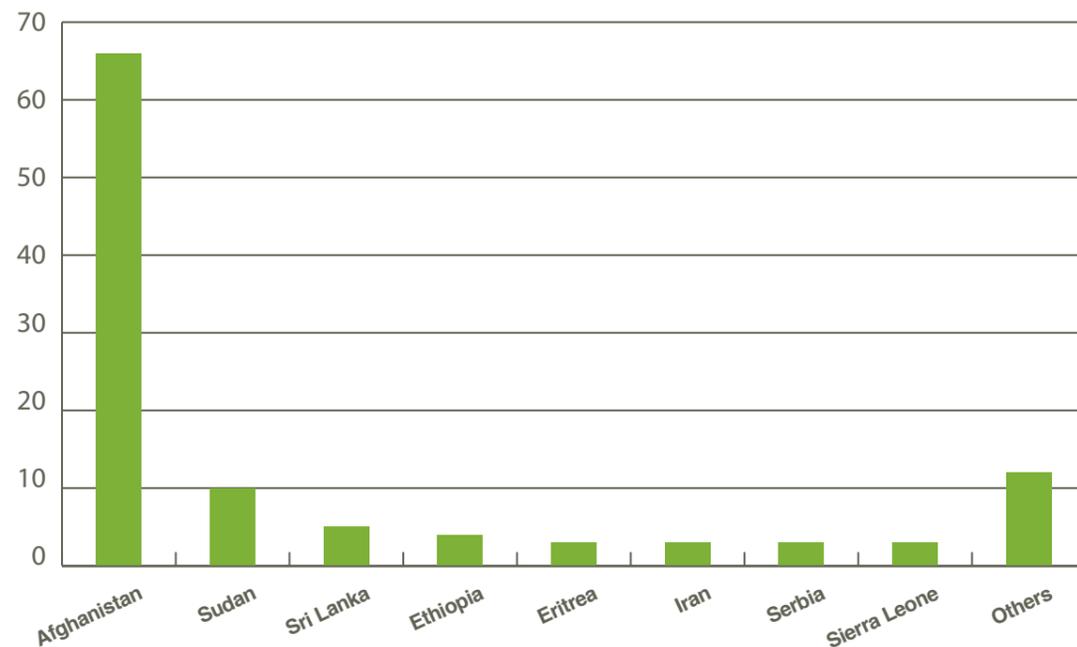
Social Enterprise Data

Diverse Care



Diverse Care™ personal care workers – by language spoken.

Migration Advice



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

Independent Auditor's Report

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

Report on the Financial Report

We have audited the accompanying financial report of Southern Migrant and Refugee Centre Inc. (the association) which comprises the statement of financial position as at 30th June 2012, and the statement of comprehensive income, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by members of the Board.

Board's Responsibility for the Financial Report

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

Auditors' Responsibility

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

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

Independence

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

Auditors' Opinion

In our opinion:

The financial report of Southern Migrant and Refugee Centre Inc. is in accordance with the Associations Incorporation Act Victoria 1981 including:

- i: giving a true and fair view of the Association's financial position as at 30 June 2012 and of their performance for the year ended on that date; and
- ii: complying with the Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporations Act Victoria 1981.

Name of Firm:

MORTON WATSON & YOUNG
Chartered Accountants

Name of Partner:

GRAEME A. HALLAM, F.C.A.

Address:

51 Robinson St, Dandenong Vic 3175

Dated this:

17th day of September 2012

Statement by Members

Statement by Board of Directors

In the opinion of the board the financial report as set out on pages 31.

1. Presents a true and fair view of the financial position of Southern Migrant and Refugee Centre Inc. as at 30th June 2012 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Southern Migrant and Refugee Centre Inc. will be able to pay its debts as and when they fall due.

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

Chairperson:



Brian Oates JP

Treasurer:



Ray Jopling CPA

Dated this 14th day of September 2012

Income and Expenditure

Income Statement for the year ended 30th June 2012

	Note	2012 \$	2011 \$
Revenue	2	6,178,031	6,609,188
Other revenues	2	-	10,784
Administration expenses		(133,109)	(134,374)
Communication expenses		(96,274)	(96,185)
Depreciation expenses	3	(45,044)	(49,283)
Employment expenses	3	(4,829,125)	(4,817,663)
Occupancy expenses		(345,962)	(330,165)
Program related expenses		(535,610)	(790,123)
Travel and vehicle expenses		(185,895)	(198,426)
Other expenses		2,425	(4,123)
Profit before income tax	3	9,437	199,630

Statement of Changes in Equity

for the year ended 30th June 2012

	Note	Retained Earnings \$	Total \$
Balance at 1st of July 2010		1,324,991	1,324,991
Profit attributable to members		199,630	199,630
Balance at 30th of June 2011		1,524,621	1,524,621
Profit attributable to members		9,437	9,437
Balance at 30th of June 2012		1,534,058	1,534,058

Cashflow Statement for the year ended 30th June 2012

	2012 \$	2011 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Grants & income	6,325,900	6,065,354
Payments to suppliers and employees	(6,394,655)	(6,257,371)
Interest received	91,178	109,626
Other income	49,448	-
Donations received	6,127	2,800
Net cash used in operating activities	77,998	(79,591)
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	-	10,454
Proceeds from sale of investments	49,162	119,357
Payments for property, plant and equipment	(19,903)	(80,909)
Net cash used in investing activities	29,259	48,902
Net increase (decrease) in cash held	107,257	(30,689)
Cash at beginning of financial year	342,308	372,997
Cash at end of financial year	449,565	342,308

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

Balance Sheet as at 30th June 2012

	Note	2012 \$	2011 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	449,565	342,308
Trade and other receivables	5	443,053	996,855
Financial assets	6	1,643,872	1,693,036
Other assets	7	316,995	35,920
TOTAL CURRENT ASSETS		2,853,485	3,068,119
NON-CURRENT ASSETS			
Property, plant and equipment	8	164,948	190,088
TOTAL NON-CURRENT ASSETS		164,948	190,088
TOTAL ASSETS		3,018,433	3,258,207
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	499,045	483,233
Short-term provisions	10	183,326	157,088
Other current liabilities	11	596,133	878,511
TOTAL CURRENT LIABILITIES		1,278,504	1,518,832
NON-CURRENT LIABILITIES			
Long-term provisions	10	205,871	214,754
TOTAL NON-CURRENT LIABILITIES		205,871	214,754
TOTAL LIABILITIES		1,484,375	1,733,586
NET ASSETS		1,534,058	1,524,621
EQUITY			
Retained earnings	12	1,534,058	1,524,621
TOTAL EQUITY		1,534,058	1,524,621

SMRC Gratefully Acknowledges:

Autobarn, Narre Warren
Benkel Hire, Hallam
Berwick Woodworkers Association
Dandenong Magistrates Court
Dominos Pizza, Narre Warren
Highvale Secondary College
Maroondah Business Association
RACV, Narre Warren and Noble Park
Rebel Sport, Fountain Gate
Unitracesoft, Narre Warren South
Woolworths, Fountain Gate

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



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E-mail: smrc@smrc.org.au
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