



2021-22

Annual Report



Southern
Migrant & Refugee Centre



The Southern Migrant and Refugee Centre (SMRC) is a not-for-profit community-based agency in operation since 1993. We provide services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

Known for our understanding of diverse cultural groups and our advocacy to protect human rights, SMRC supports the settlement of newly arrived refugees with community-based services for migrants and refugees through in-language social, economic, and health and wellbeing programs

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Chair message

The Southern Migrant and Refugee Centre of today is a very different organisation from a year ago. All organisations go through changes and SMRC is no exception.

There was an urgent need then to adapt our business model and governance to the new economic, financial, and regulatory environment while remaining connected to the original values of this great organisation. While this journey continues, the last year has seen progress made on all fronts.

In a pandemic-impacted work environment, we are proud to have achieved the deliverables to which SMRC is ardently committed, whilst ensuring staff wellbeing remained supported during such a challenging time.

Despite the challenges the organisation has faced, it has been resilient and has embodied our cherished values of Integrity, Compassion, Accountability, Respect and Excellence. The Board and management of SMRC continue to demonstrate their commitment to making the organisation a supportive and welcoming place for refugees and migrants in South-eastern Melbourne.

The Board approved the 2022-2026 strategic plan for the organisation. Reviews were undertaken in the areas of ICT and Diverse Care to further improve service delivery and drive sustainable growth. The Board appointed a new member during the reporting period with Jonathan Walker joining the Board based on his qualifications, experience and commitment toward community work.

SMRC is underpinned by a purpose and a set of common values that are fundamental to long term success. Throughout the year the Board held formal and informal meetings with management to ensure we met our financial and non-financial targets and made progress towards achieving our vision in which migrants and refugees are enabled to achieve their goals and aspirations.

Reflecting on the extent of change in the last 12 months, I have no doubt that SMRC is positioned to succeed over the long term because of the action we've taken and continue to take.

I would like to extend my gratitude to all board members for showing amazing volunteerism, dedication, sparing time out from their otherwise extremely busy schedules to make SMRC an exemplary organisation. A special thanks to SMRC staff and volunteers.

Finally, thank you to our funding bodies and stakeholders whose support is vital for SMRC to deliver high standards of quality, safety, and excellence in all areas of our work.



Malik Atif Mahmood
Chairperson

CEO message

It is with great pleasure that we share our report on activities undertaken by SMRC over the 2021-2022 financial year. The theme of this report is 'our voices, our strengths, our stories'. Despite the year bringing turbulence and change beyond our control, we continued to see in response great examples of strength, resilience and connection. That's what we are choosing to celebrate throughout the following pages. Our achievements over the year as a broad and diverse community. Our differences, our similarities, our strengths, and the positive contribution we each bring.

Throughout the course of the year, we weathered ongoing impacts that COVID-19 and associated restrictions continued to have on us as an organisation and as individuals. We continued to navigate a changing landscape within the aged care sector, with the future of service delivery still relatively unknown. And we balanced generally reduced settlement needs due to border closures, with preparation to support an increase in caseloads as humanitarian refugees prepare to settle in the area.

Whilst challenging, the past year has also shown how strong, how resilient, and how supportive we can be when things get difficult. I'm proud of SMRC's ability to maintain the delivery of quality services and supports despite the hurdles we faced along the way. We saw very little disruption to our service delivery over the period, with an ever-changing combination of face-to-face, online and hybrid models employed to keep our clients engaged, active and connected. As this report highlights, our committed teams delivered a remarkable 100,000 + hours of service delivery across 28 programs and through our social enterprises.

We kicked off FY22 with the design of a new organisation-wide five-year strategy. This gave us the opportunity to fine tune our vision and purpose statements to reflect who we are and where we want to be over the coming years. Our new vision statement places our clients at the centre of what we do, and we are committed to ensuring that all we do delivers on their needs, elevates their strengths, and provides a platform that enables them to achieve their goals and aspirations.

The strategy also puts front and centre the need to improve the agility of our systems and processes, so we are working from a foundation of stability and strength. Over the past year we've invested in improving our client management system, streamlined financial processes, centralised and improved transparency of program planning and implementation, overhauled our external facing website, and commenced building a framework to support an integrated and more effective intake, assessment and referral system across the organisation.

I cannot thank our Board, staff, volunteers, and partners enough for their steadfast commitment, cooperation, good humour, flexibility, and shared dedication to ensuring an efficient organisation achieving positive outcomes for our clients.



A blue ink signature of Colin Solomon.

Colin Solomon
Acting CEO



Our snapshot



145
Staff



160
Volunteers



51
languages spoken by staff and volunteers



28
funded programs across five areas:

- community capacity building
- family support
- health and wellbeing
- settlement
- training and employment

Business improvements



Transitioned client management platform to the Cloud



Mapped client journey across services to inform integration of intake, assessment, and referral processes



Launched new mobile workforce management platform



100%
response rate to online enquires, with top three enquiries:

- 1 referrals for SMRC services
- 2 migration advice
- 3 access to information



Upgraded SMRC website



Responded to COVID restrictions through flexible online, face-to-face and hybrid service delivery



Established IT roadmap for future system upgrades and integration

Our impact



9141 hrs
of support delivered to
365 carers and care recipients



129
participants received 500+ hours of homework support from 8 volunteer tutors



530
clients supported to settle in Australia



40,439 hrs
of social activity and exercise support delivered to 577 people



2470 hrs
of training delivered across 16 training courses



More than 140 people kept fit and connected via 13 10-week Dance Up! groups



174
people connected with a volunteer through more than 4000 hours of face-to-face and virtual visits



123
families accessed family support services



62
Diverse Care Workers provided 45,050 hours of in-home support



401
clients were better able to navigate aged care and general services with advocacy and support provided

Under 65 years: 1064 hours
Over 65 years: 1527 hours



SMRC contributed knowledge and expertise across 28 formalised networks

2022-2026

Our Strategy

Our vision

Migrants and refugees are enabled to achieve their goals and aspirations.

Our purpose

We support and empower migrants and refugees through our delivery of programs that are innovative, inclusive and impactful.

Our goals

- Improve the lives of refugees and migrants by delivering evidence-based services that are measurable.
- Deliver high standards of quality, safety and excellence in all areas of our work.
- Maintain a sustainable and accountable organisation through strong and robust governance.
- Drive sustainable growth by anticipating and responding to opportunities that will deepen and extend our impact.

Our values

Integrity

We are open, honest and transparent and consistently strive to always do the right thing.

Compassion

We are inclusive and employ empathy, kindness and a commitment to treating others as equals in all we do.

Accountability

We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance and behaviour.

Respect

We embrace diversity, and we respect and value the rights, strengths, opinions and experiences of the individuals and communities with whom we work.

Excellence

We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.



“Our strategy reminds us of our reason for being, our vision for a better future, and our plan to get us there.”

– Colin Solomon, Acting SMRC CEO



2022-2023

Our Annual Plan

IMPROVE THE LIVES of refugees and migrants by delivering evidence-based services that are measurable

- 1 We are increasingly co-designing new programs with our clients to ensure fit for purpose solutions.
- 2 Data and insights are guiding our programming decisions through formalised needs assessments and an organisation-wide impact framework that states and helps us to monitor the outcomes we are seeking.
- 3 We have one fully integrated and effective intake, assessment and referral system operating across the organisation.

Deliver high standards of QUALITY, SAFETY AND EXCELLENCE in all areas of our work

- 4 We are meeting all measures of excellence as determined by people’s experience of our services and programs and consumer-reported outcomes as part of our impact framework.

Maintain a SUSTAINABLE AND ACCOUNTABLE organisation through strong and robust governance

- 5 Our systems are integrated, easy to use and efficient.

DRIVE SUSTAINABLE GROWTH by anticipating and responding to opportunities that will deepen and extend our impact

- 6 We are leveraging opportunities for growth by proactively establishing formal strategic partnerships on the basis of our Stakeholder Engagement Plan.

Our voices, our strengths, our stories

At SMRC we understand the power that comes from humans connecting, sharing their stories, and supporting one another on their journeys. We see many examples of strength, courage, compassion, determination, and great success, and we see daily the valuable contributions that migrants and refugees bring as they settle in Melbourne's southeast.

We have attempted to capture and share a snapshot of the voices, strengths, and stories of our communities over the pages of this report. Join with us to celebrate our skills, experience, and achievements.

Our services

Community Capacity Building

Strategic Partnerships Program
Support for South-East Region
CALD Communities Local
Partnership Taskforce

Diverse Care™

Family Support

Chay Khana Men's Group
Family Support Program
Home Interaction Program for
Parents and Youngsters
Homework Support Program
(STAR Club)
Learn and Grow Program

Health and Wellbeing

Access and Support
Carer Respite
Community Visitors Scheme
Dance Up!
Domestic Assistance
EnCOMPASS Connector Program

Exercise Programs
Friendly Visitors Program
Hive Community Garden
Saturday Centre-Based Respite
Social Support Groups
Support for Carers

Settlement

Access Point and Settlement
Casework
Citizenship Classes
Learner to License
Learning Space
Youth Education
Case Management &
Employment Support

Training and Employment

Adult, Community and
Further Education
Bicultural Worker Service
Cultural Insight
Employment Xchange



Family Support

Family Support provided in 2021-22 included services for parents of pre-school children, provision of advice and guidance to school-age students, intensive supports for newly arrived families, and targeted men and women's wellbeing programs.



68

families received intensive family support



55

families received educational support from 5 tutors



160

Homework Support Club sessions delivered



3

information workshops delivered to 36 women



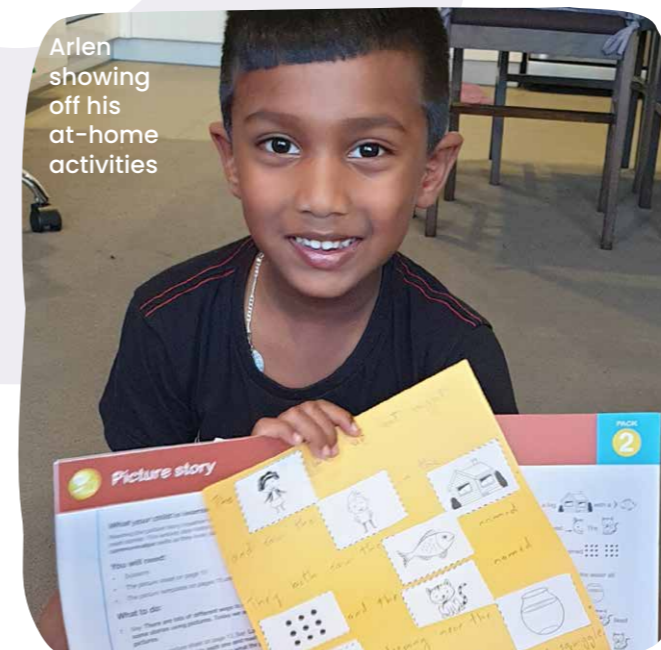
4

Holiday Programs delivered



20

Chay Khana sessions delivered



Arlen showing off his at-home activities

Home Interaction Program for Parents and Youngsters (HIPPY)

Having adapted to online delivery in 2020-21, the HIPPY program successfully navigated shifting delivery models throughout 2021-22, with parents receiving support from our trained tutors to help them become more involved in their child's learning and to help their child prepare for a confident start at school.



Chay Khana session at SMRC

Chay Khana

SMRC's Chay Khana (Tea House) Program launched as part of a broader Suicide Prevention Capacity Building Initiative in partnership with Better Place Australia. Chay Khana sessions and outreach were delivered alongside in-language resources targeted at newly arrived Afghan men in Melbourne's southeast. The Program provides a safe space for men to speak about issues and challenges they are experiencing, while encouraging them to connect to relevant support networks.



STAR Homework Club

Abdul, Ethiopia

Abdul's dream is to one day become a pilot. For the 14-year-old, travelling, speaking different languages, and experiencing diverse cultures is the perfect job. Abdul has been getting help with his homework at the SMRC Homework Club for the past year, so he can get the marks he'll need for his dream career.

He says he's doing well in Physics, but was falling behind in Maths, so the Homework Club provided additional help. He says the program's mentors are great at explaining how to solve a problem: "They're not giving you answers. They're showing you how you do it, so next time you won't be stuck on the same question."

His attendance at the program is paying off back at school:

"I was a bit behind on Maths but after I came here, I started catching up. My last test I got was 87, such a difference."

His grades are so good that he will be able to take on a VCE subject next year.

Abdul hopes to one day volunteer with the program so he can help people who are new to Australia: "When you come here, and all things are in English, and you don't know English ... even though you know the subjects ... it's just too much. They just need something positive and someone to tell them it's not all hopeless. I want to do that for someone else like me."



Chinese Social Support Group playing chess at the park



Chinese group at SMRC's Refugee Week event

Dance Up!

The Dance Up! Program continued to keep participants fit, healthy and connected through cultural dance. Twelve cultural dance styles were delivered in 10-week programs over the period, in addition to a 10-week program of Yoga. Classes held in the latter part of the year performed their dance routines at SMRC's Refugee Week event.



"A place that is unknown to me suddenly became people beside me now. I know each and everybody in this community, so it is only because of SMRC."

Sangeeta, India

Sangeeta has been surrounded by the beauty of dance since she was four years old. Her family had a deep connection to dance and music and encouraged her to compete all over India. "Dance is my first love. It has so many contributions in my life. So I don't want to lose that identity."

Another love drew her to Sri Lanka and on to migrate to Australia in 2017. "For the first few years, only my husband was the bread earner. I think he had faced many challenges and he kept me free from all those difficulties." Like many newly arrived migrants, Sangeeta couldn't help but feel a sense of loneliness as she fell pregnant. However, it was the universal language of dance that sparked her happiness again and provided the connection to community she was seeking.

Sangeeta is passionate about sharing her Indian culture through the universal expression of dance; "Everybody can understand the feeling ... everybody has their own story."



John Lee (left) and Godette (right)

Service navigation

John Lee, Singapore

After being diagnosed with aggressive prostate cancer in 2016, John was referred to SMRC Access and Support worker Godette in early 2022.

"She really stood by me and gave me all the advice and help at that time when I didn't know where to look. Whenever I call her, she never once turned me down or say I have no time, or I am busy."

He reflects on how, after a particularly low moment in his life, he thought, "I'm going to struggle on, I'm going to be strong. Because I remember one sentence – when you are all alone, when no one seems to be with you, then God is walking with you. That was my only hope. I told myself tomorrow, I'm going to call Godette, and I'm going to get things moving. I'm not going to allow the situation to overcome me."

This strength and resilience motivated John to learn skills including getting an email address, joining Zoom meetings and accessing the My Aged Care portal so he could access the services he needed. "[Godette] was the one who guide me, advise me, even show me how to go into the computer and look for the care provider by comparing six or seven of them."

Health and Wellbeing

SMRC offers a broad range of health and wellbeing activities to people from CALD backgrounds. While COVID had a lasting impact on participation in our group activities, our staff and volunteers found new and creative ways to maintain connection with clients and to support health and wellbeing needs.



2163

visits ranging from phone calls, face to face, digital connection and written communication



364

clients attended 16 social support groups



213

clients participated in 10 exercise groups



30

countries of birth



25

languages



15

clients supported with fortnightly shopping outings



13

clients provided with taxi vouchers for medical appointments



Volunteer Visiting Programs

Ederlynn, Philippines

Ederlynn has had a long connection with SMRC, from being in the Support for Carers Program, to volunteering prior to the pandemic. For Ederlynn, volunteering became a way to build a community. "I don't have my own family in this country," she says. When Ederlynn's husband was in hospital she noticed how some patients had no one visiting them and thought to herself, "I should do something for these people. Even just five minutes of my time with them – I'm so happy that I cheer them up." She was drawn to volunteering.

"[Volunteering] makes a difference. You let them know that someone cares for them. Your time is precious to them."

Throughout the last four years, Ederlynn has adapted her support for four clients through face-to-face visits, video and phone calls, greeting cards and messaging. Always faithfully by her side is Teddy, a sweet ex-therapy dog who accompanies her on visits to aged care facilities, bringing extra joy to clients. Asked to reflect on her 14 years of volunteering, she says; "You have to be resilient, you have to be patient and you have to love and be yourself. That's all." Ederlynn reflects on the importance of balance. "You're not focusing on another person, you're focused on yourself first, and then the other person, because no one looks after you if you don't look after yourself. Yes, that's my motto."



Carers Programs

Nabila, Egypt

Nabila feels much more relaxed since having the opportunity to return to casual teaching and go on outings. As a full-time carer for her legally blind husband, she has found the Support for Carers Program not only provides her the opportunity for a well-earned break, but also a "beautiful experience to meet other people." She feels a sense of solidarity and community in sharing stories. "Sharing stories about how they feel and having someone they need to care for reminds me I'm not the only one," she says. She reminds other carers about self-care. "It's very important to find someone to talk to or go out with. You have to take a break and it's good to join a group like the carers group. It will release a lot of pressure and stress. They can send someone to be with the person you care for while I'm out with the group, which is a fabulous idea. I get to go out and have a bit of fun."

Support for Carers Program

53

countries

45

languages

Saturday Centre-Based Respite

13

countries

8

languages



31

care recipients provided with 4787 hours of centre-based respite



18

Social Outings

Weekly visitors La and Shamalie showing off their garden to plate salad



The Hive

The easing of restrictions breathed new life into our Hive Community Garden at Braeside Park. The Garden continued to flourish and provide a much-loved outing location for our social groups. When restrictions were in place, the Hive team continued to connect with clients via Zoom, offering culturally inspired cooking classes and gardening tips.

EnCOMPASS Connector Program

SMRC's participation in the EnCOMPASS Connector Pilot Program saw delivery of 23 community activities ranging from co-design workshops and information sessions, to community outreach. Established by the Federation of Ethnic Communities Council (FECCA), the program provides navigational support to connect older people from CALD backgrounds to aged care services.



33

people supported through 1:1 navigation support



22

carers supported



6

languages: Albanian, Vietnamese, Cambodian, Serbian, Chinese, Italian



1115

people reached



SMRC's Sadiqa, taking our Citizenship Class at Fountain Gate Secondary College

Learning Space

SMRC delivered its Learning Space Program across two locations throughout 2021-2022, with classes on offer including Sewing, Computer Skills, and Intermediate English. New offerings based on demand included in-language workshops on voting in Australia and mental health supports, and two new courses were delivered – Getting Ready for Work and Computer Ready for Work.



Husnia, Afghanistan

Husnia arrived in Australia from Afghanistan 12 years ago. She has been attending Beginner English and sewing classes weekly at SMRC's Learning Space.

"English classes and the teacher are very good, I can join an educational program that allows me to be part of a community. I feel like I belong to a community and family. I meet new people and I am able to enjoy daily life a lot more than before as I am able to communicate with others better than before."



Nahida, our Learning Space sewing teacher

Settlement

SMRC offered a wide range of supports to assist humanitarian entrants and other vulnerable migrants with their settlement needs during increasingly uncertain times with border closures and increasing political unrest overseas.



530

people assisted with case management



165

clients attended learning space programs across 3 sites (Dandenong, Clyde North and Lynbrook)



21

clients attending driving programs achieved their Learners permit



7

gained their probatory licence



360

intake sessions were held online, at Dandenong Head Office and at Hampton Park Secondary College



90

clients attended citizenship classes

Learner to License Program

Access to transport is a critical enabler of both social and economic participation for newly arrived refugees and migrants, however understanding and navigating Victorian road laws can be difficult. SMRC delivered four Learner to License Programs across the year, supporting participants to gain their Learner Permit and progress towards gaining a full license.



Marzia, Afghanistan

39-year-old Marzia is a single mother who came to Australia from Afghanistan with her three children and her mother in 2019.

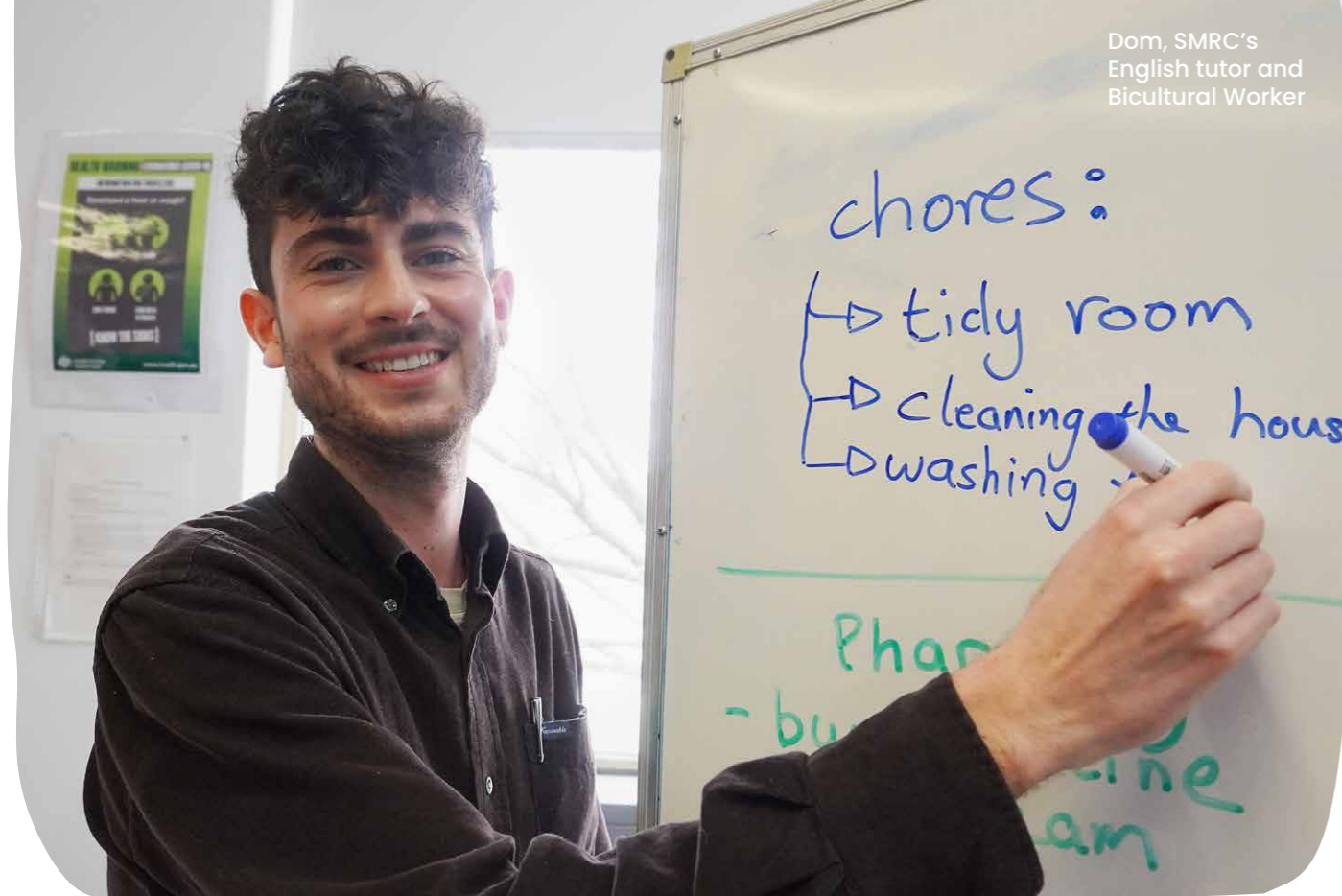
Marzia heard about the Learner to Licence Program and was self-referred to the program, commencing in August 2021. She gained her Learner Permit in October 2021.

"The program was so helpful. I feel I have the knowledge to sit and pass confidently, although I read the solo book in my own language not understanding it, it was explained in the program very well. I learnt a lot about the road rules."

After Marzia gained her Learner Permit, the SMRC team referred her to a professional instructor to receive three free professional driving lessons. Marzia gained her Probationary Driver License in May 2022 in her first attempt at the test.

Marzia has great aspirations for her future and wishes to help her children while they are studying, as she is playing the role of both parents for her children. She is also very committed to learning and improving her English, which improved during her time completing the driver course.

Dom, SMRC's English tutor and Bicultural Worker



Training and Employment Services

The settlement experience of refugees and migrants can be significantly impacted by their ability to access paid employment. Throughout 2021-2022, SMRC offered wrap-around education and training courses, programs and employment support and opportunities designed to assist clients to achieve sustainable employment.



29

Bicultural workers trained



27

languages available through Bicultural Service



16

clients received one-on-one employment support



4

industry employers engaged



1712 hrs

of Bicultural Services contracted



134

training course enrolments received

Bicultural Service

SMRC's Bicultural Service provides a direct employment pathway for suitable learners from ACFE classes. Bicultural workers from the service were employed by external agencies to develop COVID messaging, family violence awareness, and by SMRC to support the EnCOMPASS program and to provide various in-language program support. SMRC staff were invited to speak at the Annual National FECCA conference to advocate for the contribution of bicultural workers in the community and business sectors.



Admin Skills for Bicultural Workers class

Adult Community and Further Education (ACFE) Courses

ACFE courses are designed to support the individual strengths of migrant and refugees to reach their employment and education goals. ACFE courses reflected contemporary employment needs in the community and adjusted in response to both external changing dynamics by introducing five new courses. New courses delivered over the period included: Makeup and Beauty Industry, Business Start-Up, Fitting into Work, Admin Skills for Bicultural Workers, Intro to Bicultural Language Work.



Employment Xchange

SMRC established and delivered a 'Fitting into Work' pilot program to support clients prepare for and understand Australian workplace practices. The program was developed in response to identified need. SMRC's Employment Xchange continued to build an employer base and supported four clients to gain fulltime employment.



Evi, Ukraine

Ievgeniia – or Evi as her friends call her – is passionate about using her connection to several cultures to bring happiness to others. Originally from Ukraine, she has been living in Australia for almost 10 years after living in Greece following her marriage. "Because it was the second time, I moved from another country, so I came, and I was already prepared."

After completing her Introduction to Bicultural Language Work course, Evi successfully interviewed and was onboarded as an SMRC Bicultural Worker and recruited to the Enliven CALD Communities Taskforce.

"I met a lot of people from different cultural backgrounds and learn some new stuff from them. And I heard a lot of stories, which is sometimes heartbreaking. But I'm still unfamiliar to [some] culture. But that's why you're learning some new culture for you and then it's better for connection."

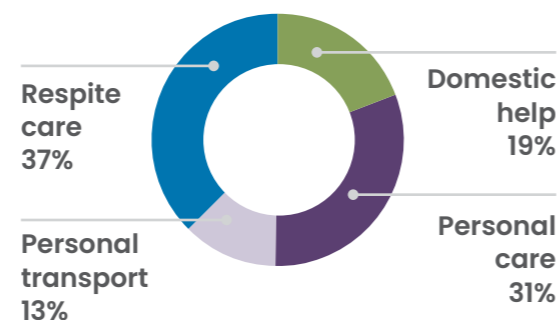
Evi continues to draw from her connection to culture. "Community Services is a bit more about communication. And it's like, you're supporting people who [are] left a bit behind because of some language barrier, especially people who just came, or elderly ones. So, you're just helping them to be updated with all information." Evi's goal in life is to go with the flow. "It's a little bit odd because my country, I'm from Ukraine, it's a war there. So, part of my soul and I'm here, but mentally I'm there. With family. I'm just going day-by-day."



Diverse Care™

SMRC worked hard throughout 2021-2022 to ensure business continuity for its multi-cultural labour hire service Diverse Care. Despite COVID restrictions and shifting health advice and requirements, fear of the virus, illness, and worker shortages, our workers provided quality in home care to the clients of 50 Home Care Package providers.

Diverse Care services



45,050 hrs
of home
care provided



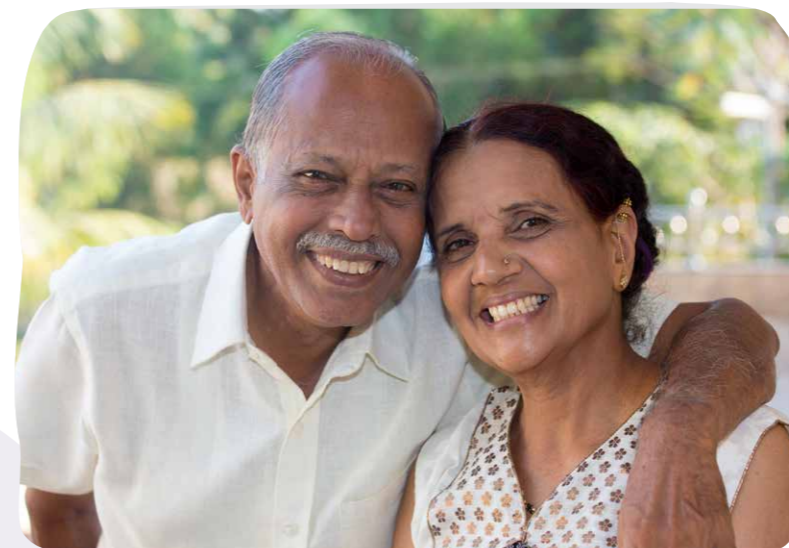
30
languages
spoken



50
Delivered services
to 50 Home Care
Package providers



13
Delivering services
across 13 local
government areas



Much of 2021-2022 was spent ensuring compliance with shifting health requirements designed to keep our workers and clients safe. This included implementation of daily assessments, implementation of a new vaccination policy, client screening assessments to better identify and prevent potential transmission, and distribution of health messaging.

Behind the scenes emphasis was placed on strengthening the foundations of the business, including the launch of a new workforce management platform, moving our client management system to the Cloud, and improving integration between finance and client management systems to ensure improved efficiency.

SMRC was invited to present on its Diverse Care business at the national FECCA conference, held in Melbourne in June. We highlighted the demand for culturally sensitive in-language home care services and the challenge of available workforce, and shared our insights from more than 20 years of delivering in-home services.

Rita's story

Rita Stamatakis has been a Diverse Care Worker for 17 years. Originally from Greece, she says she found out about the opportunity to become a Diverse Care worker from a manager she was working for at the time. She contacted SMRC and was assisted through the application process and has spent almost two decades since helping people to stay independent at home. "I love to help people. I love to volunteer. I would love to have been a counsellor but I wanted to be a care worker to learn more about people. I looked for work in private care such as home help, shopping, and personal care but I knew it wasn't what I wanted to do. I wanted to work in social work. Diverse Care let me use the skills I had to make a difference. SMRC gives me everything I need to do the job well so that's why I've stayed so long."



Ximena (Isabel)

Ximena has been a Diverse Care worker for almost five years, bringing with her to the role more than 20 years' experience in residential aged care.

With back problems forcing her to pivot from her physically demanding career, Ximena says she was pleased to secure a more flexible role with Diverse Care as it provides her with "more quality of time with people." Having migrated to Australia from Chile almost 37 years ago, Ximena was attracted to the diversity of workers and clients that Diverse Care offers, saying that her own migration experience brings an understanding and empathy to her work; "I can put myself in other people's shoes."

Ximena says her desire to provide care for others is motivated by her inability to care for her own 90-year-old mother, who lives in Chile. "I enjoy because I got a mum far away. And I understand the position of the older people from other countries." The connection she has with her clients holds a special place in her heart;

"when they know you and know the quality of love you give – it's different."

Ximena says she feels supported by her Diverse Care Coordinators; "You're feeling like... I'm free. I have control to give my best."

Out in the community



SMRC staff attended Afghan Welcome events in City of Greater Dandenong, Casey and the Shire of Cardinia.

Refugee Week

More than 800 people shared in a celebration of culture and connection during SMRC's Refugee Week Celebration Event in June 2022. Delivered in partnership with South East Community Links (SECL) and the City of Casey and supported by Melbourne City Football Club, the event showcased cultural dance, music, poetry and fashion. Attendees engaged with 23 local services and community groups present on the day, including health, community and emergency services. The event included a local traders' market, a vaccination hub, kids and family activities, refreshments and cultural performances including dancing, poetry and fashion.

CALD Communities Taskforce

The South-East Region CALD Communities Taskforce was established through Victorian state government funding as part of their priority response to multicultural communities during the coronavirus pandemic. The partnership was between Enliven Victoria, the City of Greater Dandenong, the City of Casey and Cardinia Shire Council. SMRC played a vital role through the secondment of staff and provision of trained bicultural workers who supported the taskforce to address the health needs of community members through culturally sensitive and accessible health messaging and providing on the ground support to community members during the pandemic.



89

bicultural workers
and community
leaders



51

languages
represented
within network



54

videos
created in
language



Roudaina (right) one of SMRC's bicultural workers on the Taskforce



Women's Yoga group

Strategic Partnerships Program

The Strategic Partnerships Program is delivered in partnership with South East Community Links. The program continued to adapt to an ever-changing environment brought about by COVID restrictions. Programs delivered included providing online governance; vaccination education; healthy relationship and mental health information sessions; women's yoga classes; and building the capacity of various CALD community organisations.



13

Community groups and
organisations supported
from 5 language groups



8

Multicultural
programs and
events supported

Acknowledgements

SMRC wishes to thank the following organisations for their generous financial contributions that allow us to deliver our programs.

Funders

Department of Health
Department of Health and Human Services
Department of Home Affairs
Department of Families, Fairness and Housing
Department of Social Services
Department of Jobs
Department of Premier and Cabinet
Department of Education, Skills and Employment
Department of Education and Training
Department of Transport
Australian Communities Foundation
Reid Malley Foundation
Fairness Fund
Sunning Hill Fund
Better Place Australia
Brotherhood of St. Lawrence
City of Casey
City of Greater Dandenong
Enliven Victoria
Federation of Ethnic Community Councils of Australia
Street Smart Australia
Uniting (Victoria and Tasmania)

Supporters

Adult, Community and Further Education (ACFE)
Afghan Australian Initiative Incorporation
African Women's & Families Network (AWAFN)
Aged Care Assessment Services Kingston
Alfred Health Aligned Leisure Cardinia
Alkira Secondary College
Ambulance Victoria
AMES Australia
Anglicare Parentzone
APM Employment Services
Association of Hazaras in Victoria
AtWork Employment Services
Australian Filipino Community Services
Australian Red Cross
Australian Vietnamese

Women's Association
Bakhtar Cultural Association
Berwick Fields Primary School
Berwick Secondary College
Cambodian Association of Victoria
Cambodian Community Welfare Centre
Campbell Page Careers Industry
Council of Australia Carers of Africa
Cardinia Shire Council
Carer Gateway
Carers Victoria
Casey North Community Information
Centre for Cultural Diversity & Ageing
Centre for Multicultural Youth
Child Wise
Chisholm Institute
City of Frankston
City of Knox
City of Kingston
City of Monash
Connections Art Space
Council of the Ageing Vic (COTA)
Country Fire Authority
Cranbourne Carlisle Primary School
Cranbourne East Secondary College
Cranbourne Primary School
Dandenong High School
Dandenong Interfaith Network
Dandenong Neighbourhood House
Dandenong Primary School
Dandenong South Kindergarten
Dandenong South Primary School
Dandenong West Primary School
Department of Justice and Community Safety
Doveton Neighbourhood Learning Centre
Doveton Secondary College
EACH
EICare
Ermha365 Dandenong
Ethnic Communities Council of Victoria
Family Life
Federation of South Sudanese in Victoria
Foundation House
Fronditha Care
Genesis Fitness Dandenong
Greater Dandenong Volunteer Resource Service
Hallam Senior College
Hampton Park Community House
Hampton Park Secondary College

Headspace
HIPPY Australia
Indonesian Women's Friendship Network
Jesuit Community College
Like Our Own Mornington
Lyndhurst Secondary College
Marmara Halal Meats
Melbourne City Football Club
Mental Health Association
Metropolitan Fire Brigade
MiCare
Migrant Information Centre
Monash Health
Monash Refugee Health Clinic
Multicultural Centre for Womens Health
Muslim Women's Centre
Multicultural Affairs and Citizenship
Narre Warren Baptist Church
Noble Park English Language School
Noble Park Primary School
Noble Park Secondary College
Omid Cultural Association
Parks Victoria
Payam Dari Community School
Polish 7th day Adventist Church
Rangbank Primary School
Refugee Council of Australia
Regional Assessment Team - Cities of Dandenong, Casey, and Kingston Rowan Park House
Services Australia
Settlement Council of Australia (SCOA)
South-East Community Links (SECL)
South-East Local Learning & Employment Network (SELLEN)
South-East Melbourne Primary Health Network (SEMPHN)
Springvale Neighbourhood Centre
Springvale Rise Primary School
St Anthony's Primary
St Francis Xavier College, Noble Park
VicRoads
Victorian Afghan Association Network
Victorian Arabic Social Services
Victorian Multicultural Commission
Victoria Police
Willandra Primary School
Women's Health in the South East (WHISE)
Yarram Oaks Primary School
YMCA

Our governance and financials



Governance

Board members

Executive



Malik Atif Mahmood
Chairperson



Ponniah Anandajayasekeram
Deputy Chairperson



Abdullahi Aden Ibrahim
Secretary



Wudad Salim
Assistant Secretary



Helen Horvath
Treasurer



Abhishek Sharma
Assistant Treasurer

Elected Members



Binita Hada Maskey

Appointed Members



Hafez Abdul Wahab

Outgoing Members



Mr Ahmad Samadi



Ismail Demiri



Jonathan Walker



Mr Wicki Wickiramasingham



Management profile



Colin Solomon
Acting CEO



Jacqui Pringle
*Manager Strategy, Grants
and Program Development*



Samantha Dawson
*Manager Positive Ageing
and Home Care*



Sharon Smith
*Manager Diverse Care and
Settlement Services*



Patricia Matthes
*Manager People
and Culture*

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2022

	2022 \$	2021 \$
Revenue		
Revenue	8,918,836	11,223,331
	8,918,836	11,223,331
Expenses		
Program related expense	814,958	819,382
Occupancy expense	25,613	18,749
Travel and vehicle expense	89,316	93,903
Employee benefits expense	7,477,822	8,051,892
Depreciation and amortisation expense	232,492	238,523
Administration expense	415,968	755,499
	9,056,169	9,977,948
(Deficit)/surplus for the year attributed to the members of Southern Migrant and Refugee Centre Inc.	(137,333)	1,245,383
Other comprehensive income for the year	-	-
Total comprehensive (loss)/income for the year attributable to the members of Southern Migrant and Refugee Centre Inc.	(137,333)	1,245,383

Statement of financial position

For the year ended 30 June 2022

	2022 \$	2021 \$
Assets		
Current assets		
Cash and cash equivalents	3,968,722	5,202,268
Trade and other receivables	676,222	731,548
Inventories	1,750	1,747
Other assets	57,134	55,078
Total current assets	4,703,828	5,990,641
Non-current assets		
Right-of-use asset	52,870	175,582
Plant and equipment	122,966	226,511
Intangible assets	8,177	14,347
Total non-current assets	184,013	416,440
Total assets	4,887,841	6,407,081
Liabilities		
Current liabilities		
Trade and other payables	425,650	546,294
Employee benefits	944,960	983,750
Lease liabilities	61,377	127,188
Other liabilities	397,886	1,483,011
Total current liabilities	1,829,873	3,140,243
Non-current liabilities		
Employee benefits	23,137	31,080
Lease liabilities	-	63,594
Total non-current liabilities	23,137	94,674
Total liabilities	1,853,010	3,234,917
Net assets	3,034,831	3,172,164
Equity		
Retained surpluses	3,034,831	3,172,164
Total equity	3,034,831	3,172,164

Statement of changes in equity

For the year ended 30 June 2022

	Retained surpluses \$	Total equity \$
Balance at 1 July 2020	1,926,781	1,926,781
Surplus for the year	1,245,383	1,245,383
Other comprehensive income for the year	-	-
Total comprehensive income for the year	1,245,383	1,245,383
Balance at 30 June 2021	3,172,164	3,172,164
Balance at 1 July 2021	3,172,164	3,172,164
Deficit for the year	(137,333)	(137,333)
Other comprehensive income for the year	-	-
Total comprehensive loss for the year	(137,333)	(137,333)
Balance at 30 June 2022	3,034,831	3,034,831

Statement of cash flows

For the year ended 30 June 2022

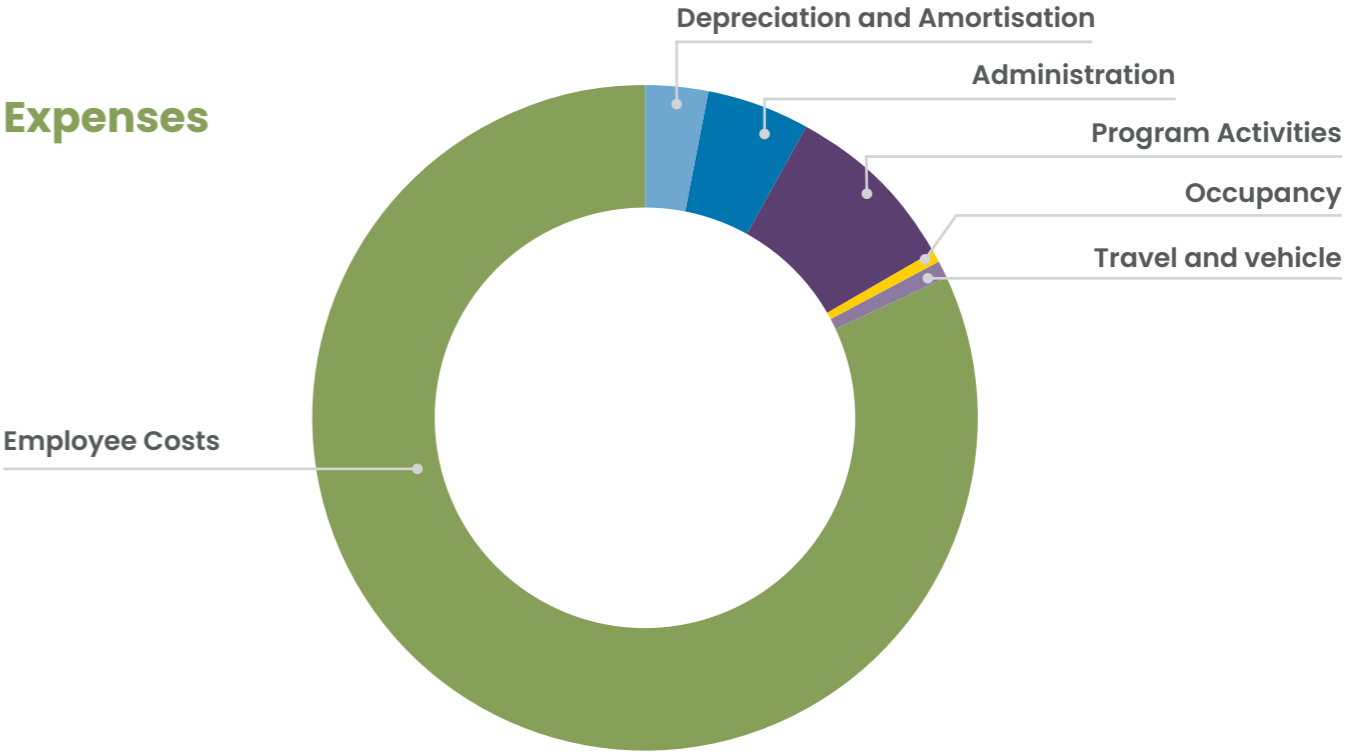
	2022 \$	2021 \$
Cash flows from operating activities		
Grants received (inclusive of GST)	8,847,835	9,306,856
Payments to suppliers and employees (inclusive of GST)	(9,963,561)	(9,980,400)
Interest received	4,835	20,934
Interest paid	(8,053)	(16,062)
Donations received	14,870	15,812
Government subsidy received	-	2,483,900
Cash boost stimulus received	-	50,000
Net cash (used in)/from operating activities	(1,104,074)	1,881,040
Cash flows from investing activities		
Payments for plant and equipment	(66)	(70,479)
Proceeds from release of term deposits	-	2,080,961
Net cash (used in)/from investing activities	(66)	2,010,482
Cash flows from financing activities		
Repayment of lease liabilities	(129,406)	(116,486)
Net cash used in financing activities	(129,406)	(116,486)
Net (decrease)/increase in cash and cash equivalents	(1,233,546)	3,775,036
Cash and cash equivalents at beginning of the year	5,202,268	1,427,232
Cash and cash equivalents at end of the year	3,968,722	5,202,268

Financial infographics

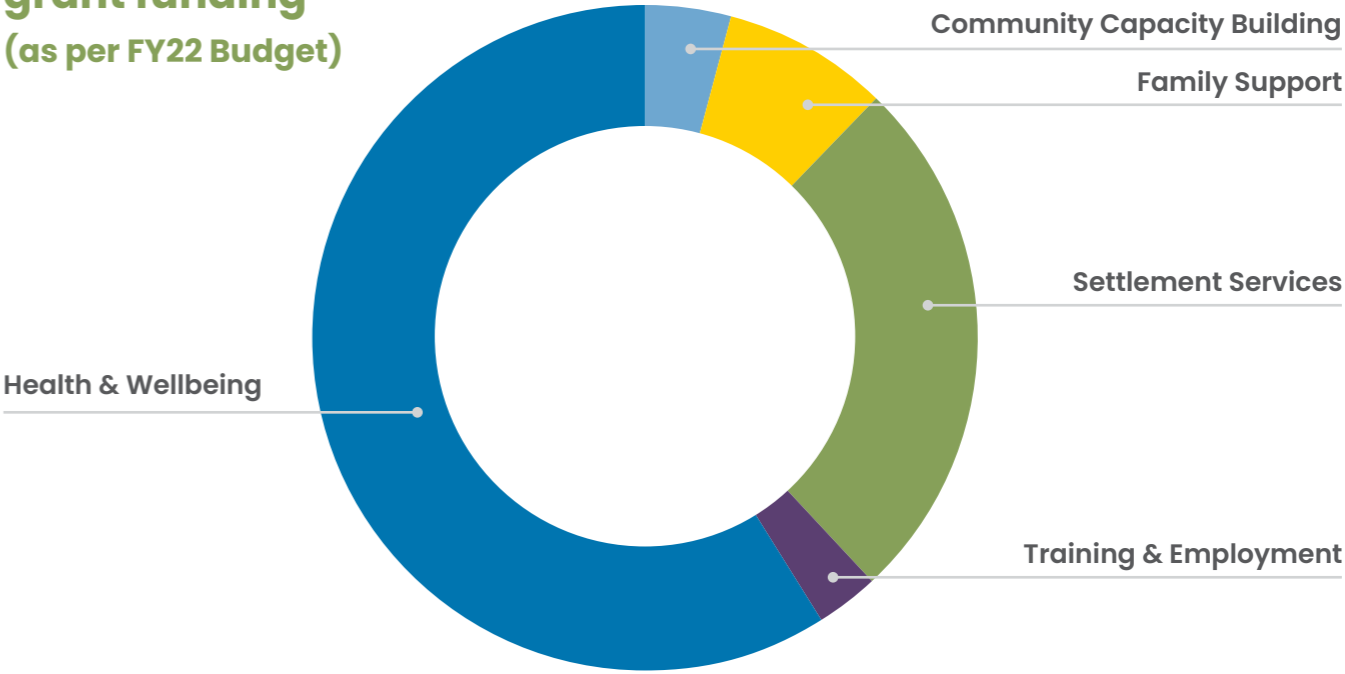
Income



Expenses



How we spent our grant funding (as per FY22 Budget)





Officer's Report

Southern Migrant and Refugee Centre Inc.
Officers' Report
Financial Year Ended 30 June 2022

Matters subsequent to the end of the financial year
No other matters or circumstances have arisen since 30 June 2022 that have significantly affected, or may significantly affect the Incorporated Association's operations, the results of those operations, or the Incorporated Association's state of affairs in future financial periods.

On behalf of the officers


Malik Atif Mahmood
Chairperson


Ilona Catherine Brigitte Horvath
Treasurer

Date: 29 September 2022
Dandenong, Victoria



Our locations

- SMRC Dandenong**
39 Clow St
Dandenong VIC 3175

The HIVE
Braeside Park
Lower Dandenong Rd
Braeside VIC 3195
- SMRC delivers services from the following locations:**

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

Lynbrook Community Centre
2 Harris St
Lynbrook VIC 3975
- Living & Learning Pakenham Inc.**
6B Henry Street
Pakenham 3810

Springvale Community Aid & Advice Bureau
5 Osborne Ave
Springvale VIC 3171
- AMES Australia**
60 Douglas St
Noble Park VIC 3174



Southern Migrant & Refugee Centre

39 Clow St, Dandenong VIC 3175

Ph: (03) 9767 1900

Email: smrc@smrc.org.au

www.smrc.org.au

The Southern Migrant and Refugee Centre acknowledges the Traditional Owners of the land on which we meet, and pay our respects to their Elders past, present and emerging.

