



Southern
Migrant & Refugee Centre



SMRC

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 that our office is on the traditional lands of the Bunurong people of the Kulin Nation, and we acknowledge the unique and enduring strengths of Aboriginal culture. We pay our respects to their Elders past and present.



2024/25

Annual Report

About SMRC

The Southern Migrant and Refugee Centre (SMRC) is a for-purpose community-based agency in operation since 1993. We provide services to migrants and refugees living in the southeast 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, health, and wellbeing programs.

Table of Contents

About SMRC	1
Chair Message	3
CEO Message	6
A Year in Numbers	8
Diversity in Community	11
Celebrating Refugee Week 2025	12
Settlement Services	13
Aged Care Services	17
Diverse Care	22
Out in the Community	23
SMRC Staff Story	27
Governance	28
Acknowledgements	31
Financial Summary	33
Board Members' Declaration	38
Financial Infographics	39
How We Spent Our Grant Funding	40
Our Locations	41

Chair Message

Dear Friends,

As I reflect on the past year, I am filled with pride for what we have accomplished together. Our organisation exists for a purpose far greater than ourselves—to serve, uplift, and create opportunities for those who need them most. This year has once again been a testament to the power of community, collaboration, and compassion.

Despite the challenges that confronted us, our staff, volunteers, partners, and supporters stood side by side, ensuring that we continued to deliver meaningful programs and services. I am inspired by the resilience and generosity of spirit within our community.

In December last year, the Board inducted new members and reaffirmed our priorities for the year ahead. These included:

- Strengthening governance through compliance, transparency, accountability, and a greater focus on outcomes and impact.
- Raising the visibility of SMRC and our role in supporting migrant and refugee communities.
- Developing a strategic vision that reflects changing circumstances, emerging needs, and new opportunities.
- Ensuring sustainable growth through robust business planning.
- Securing our future with a permanent home for SMRC.
- Exploring innovation in service delivery, partnerships, and networks.
- Embedding cultural change across our organisation.

Our achievements this year are not measured only in numbers, but in the stories of people whose lives have been touched and transformed. From quiet acts of kindness to major collective efforts, every contribution has strengthened the fabric of our community.

One of our most significant milestones was progress toward securing a permanent building. We successfully obtained \$1.25 million from the Federal Government and are now working with the State Government to secure additional funds to ensure a sustainable base for our services. Financial prudence remains a priority. For the third consecutive year, we produced a balanced budget, with a steadily growing surplus. To further strengthen our systems, we introduced an internal audit process to enhance accountability and transparency.

To build leadership and governance capacity, we partnered with the Institute of Community Directors Australia (ICDA) to deliver workshops for the Board and senior management. With full participation of our management team and staff, we developed a medium-term Strategic Plan that will guide SMRC to remain relevant, responsive, and sustainable in a changing environment.

This year also marked an important transition in leadership. We warmly welcomed our new Chief Executive Officer, Jim Mullan, whose energy, vision, and commitment to service are already guiding SMRC into its next chapter.

We also farewelled three Board members—Jonathan Walker, Abdullahi Aden Ibrahim, and Hafez Abdul Wahab—and welcomed three new members, Prathap Balachandran, Thinesh Joseph Silvanus, and Thanush Rajakumaran. Our working committees were further strengthened with two additional members.

Looking ahead, the needs of our community will continue to evolve, and so must we. The Board remains deeply committed to guiding this organisation with integrity, care, and foresight—always keeping our purpose at the heart of every decision.

I extend my heartfelt thanks to our dedicated staff, tireless volunteers, generous donors, and committed partners. Above all, I thank our community, whose trust and engagement remind us why we do this work. Last but not least, I thank my fellow Board members and committee members for their dedication and support. Together, we are building something lasting—an organisation that is not only of the community but for the community.

Ponniah Anandajayasekeram



Ponniah Anandajayasekeram
Chairperson





CEO Message

The theme of this year's annual report is "Diversity in Community" and focuses upon the contribution that culture and language make in community life. This theme is at the heart of SMRC's mission and work, and I hope that stories captured in this report paint a picture of our work in action.

As has been the case for many charitable organisations, this year has not been without its challenges and opportunities.

The Federal Government's review of Aged Care legislation and operating standards has challenged us to revisit our own processes and practices in this area. On the basis that our internal review would require changes that would have organisation-wide implications, the Board and Management Team decided that we should take the opportunity to reorganise our entire operation with respect to both staffing and technological architecture. This process began early in 2025 and will complete shortly after the publication of this report.

We have restructured our workforce and practices across both Settlement and Aged Care operations and have upgraded our client management and customer relationship management systems.

These changes will allow us to continue to provide support to older people across our communities within the new regulatory framework, whilst simultaneously improving our case management capability across all SMRC services.

The importance of our improved case management capability is worth underlining.

SMRC is an organisation transitioning from an output focus to an impact focus.

We will always be accountable for our outputs as many of the programs we deliver require performance captured by outputs. However, SMRC's raison d'être is to deliver positive change in the lives of the people and communities with whom we engage. Capturing both the changes required in people's lives and the changes delivered by SMRC is best evidenced by comprehensive case management practice captured in a system with sufficient sophistication to be analysed comprehensively and the results of this analysis acted upon.

I believe that SMRC will be in the position to demonstrate our impact and value in a very different way in the next annual report as a result of the changes being completed over the next couple of months.

It would be remiss of me not to extend my thanks to friends, partners and stakeholders.

SMRC could not support our community without the backing of both the Federal and Victorian State governments. These are relationships that we never take for granted and we are grateful for the warmth with which we are received by both elected members and public servants. I would also like to mention our local government partners at City of Casey, Cardinia Shire Council and, particularly, City of Greater Dandenong. We will work to build upon these relationships over the next year, and I'd like to take this opportunity to personally thank Mayor Jim Memeti and Jacqui Weatherill for their support.

To all our community partners and activity groups, thank you for the kindness with which I've been received and for the quality of the conversations with which you have engaged me. You have all taught me so much about the things that SMRC does well and the areas in which we need to improve. Our discussions are shaping many of the developments that you will begin to see delivered by SMRC in the coming months.

Finally, I'd like to thank staff and volunteers.

The process we have undertaken over the past year is never easy. Change is difficult and is often accompanied by difficult conversations which test relationships and resilience.

I would like to thank our Board for their support and good counsel over the course of, what has been, a challenging year.

I would like to finish by acknowledging the significant contributions to our work of team members who have moved on in the past year, applauding the steadfastness and focus of team members who have stayed with us over this period embracing change but never at the expense of service delivery, and welcoming new team members who join us at a new and exciting period at SMRC.

Enjoy the report,



Jim Mullan
CEO

Our People



136 Staff



135 Volunteers



47+ Languages and Dialects

spoken by our staff and volunteers



A Year in Numbers



2,354 migrants and refugees

received support from SMRC through innovative, inclusive and impactful programs.



1,061 clients

accessed services to settle in Australia.



300 people

joined 13 group activities through Settlement Services, with more than 338 group sessions bringing people together to learn, share and connect.



104 young people

attended Homework Club sessions, Youth Advisory groups, workshops and school holiday programs.



1,293 clients

received aged care and carer support.



617 clients

were provided with one-on-one support to better navigate aged care and health services.



75,615 hours

of social support activity and exercise programs delivered to 513 people through Aged Care Services.



37,946 hours

of in-home care delivered by our qualified multicultural care workers.



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 and achievements in 2024/25

Improve the lives of refugees and migrants by delivering evidence-based services that are measurable.

- 1 Established a client experience map with SMRC clients and staff to better understand client pain points and priorities for quality service delivery into the future.
- 2 Established an integrated intake process across the organisation and commenced development of an improved assessment and referral system.
- 3 Delivered communications campaigns focused on the voices and experiences of our clients.

Deliver high standards of quality, safety and excellence in all areas of our work.

- 4 Replaced our quality management system and reviewed and updated all organisational policies to ensure alignment with Strengthened Aged Care standards and Settlement obligations.
- 5 Restructured our workforce to ensure we have the skills, knowledge and capacity to meet the changing demands of future service delivery and growth.

Maintain a sustainable and accountable organisation through strong and robust governance.

- 6 Strengthened our governance structure to ensure Aged Care and Settlement obligations are met and that SMRC is offering the highest quality of care.
- 7 Replaced our client management system and introduced a customer relationship management system to support efficiency and data accuracy.
- 8 Integrating and automating our IT systems across HR, Finance and client and customer data platforms.
- 9 Improving Finance reporting to better allow for evidence-based decision making.

Drive sustainable growth by anticipating and responding to opportunities that will deepen and extend our impact.

- 10 Established a fundraising program at SMRC.
- 11 Connected with and strengthened stakeholder relationships with key organisations across the region.



Looking ahead

SMRC's Board and Management team have commenced building a medium-term strategic plan to continue the work completed over the period of its current plan.

The objective of this work is to establish an aspirational and visionary positioning for SMRC that is supported by a practical and logical approach. The combination of which serves the needs of both our current and future clients and the organisation simultaneously.

The plan puts SMRC clients and community at the centre of our work, with service excellence, demonstrated impact and outcome achievement the core tenets of success for the organisation into the future.

SMRC's Strategic Plan will be released in Financial Year 2025/26.



Diversity in Community

At SMRC, diversity in community brings connection and belonging.

Every culture, language and story strengthens the fabric of our community.

For many migrants and refugees, it is the place where safety is found, and voices are heard. It is where dreams can grow.

In this year's annual report, we reflect on how by celebrating differences and standing together, SMRC helps create spaces where people feel valued, supported and empowered to thrive.

Diversity in community encapsulates our commitment to joy, unity and culture across all areas of our organisation.



Celebrating Refugee Week 2025

In June, SMRC welcomed more than 200 community members and supporters to The Castle in Dandenong to celebrate Refugee Week 2025 under the year's national theme, Finding Freedom: Diversity in Community. Families, performers, volunteers and visitors shared a space filled with music, food, dance and connection.

The day boasted six vibrant cultural performances on stage, refreshments, raffle prizes, two interactive cultural corners and inspiring speeches that reflected upon the strength of community.

The Refugee Week celebration brought together SMRC volunteers, staff, Board members, community groups and members of our Youth Advisory Group.

Together, we celebrated freedom, belonging and the power of cross-cultural connection and community.





Settlement Services

Settlement Story: Onto the Road Driving Program



When Zohra arrived from Iran just 11 months ago, driving in Australia felt impossible. “I am scared of driving because I am driving first time in Australia,” she said. Yet through SMRC’s Onto the Road Driving Program, she found not only the skills to drive safely but also the confidence to build a new life.

For program participant Mina, learning to drive symbolised achieving a life-long goal. “One of my biggest dreams was driving. I wanted to learn a lot,” says Mina.

The program addresses the language, literacy and financial barriers that prevent migrants and refugees from obtaining a driver’s licence. Participants receive up to 25 subsidised lessons with culturally sensitive instructors and attend English for Driving Classes to strengthen their understanding of road rules and driving terminology. These classes also build broader language and digital literacy skills, helping participants engage with online systems such as VicRoads and other essential services.



105 learner drivers

improved their knowledge of road safety through English for Driving classes



74 clients

supported with driving lessons



44 program participants

gained their probationary licence



In 2024, SMRC received a grant from the Scanlon Foundation to expand the program, allowing 15 additional participants to join, and in doing so, reducing the waitlist that now extends into 2025. Thanks to a major donor, SMRC was also able to subsidise driving lessons for 30 clients. This support has enabled more people to gain independence and contribute to safer, more connected communities.

For many newly arrived migrants and refugees like Zohra and Mina, learning to drive represents far more than gaining a licence. It opens doors to employment, education and connection. “When I have my full license, I can go for shopping, I can go for my job, my studies. For everything,” Mina shared.

Through stories like theirs, the Onto the Road Driving Program continues to create lasting impact by empowering individuals, strengthening families and contributing to safer roads across the community.





Social Connection and Learning through Sisters' Circle



78 clients attended 120 sessions

Including health education sessions, wellbeing and life skills, physical activities, cooking skills, stress management, mental health awareness.

For many women, settling into a new country and building confidence and connection can be a challenge. Sisters' Circle was created to change that by offering a safe, welcoming space where women from diverse cultural backgrounds come together to learn, share, and grow.

Each term, the group focuses on a new theme, such as mental health, financial wellbeing or family violence awareness, with guest speakers from organisations including SMRC's Aged Care team, Services Australia and Court Network. These sessions provide valuable knowledge and act as an early point of support for women who may be experiencing hardship or isolation.

Excursions to cultural and educational landmarks around Melbourne help participants learn to use public transport, build independence and strengthen their sense of belonging.

Program assessments conducted over a two-and-a-half-year period showed that individuals felt connected to a new community because of their participation in the program, and that the program improved participants' engagement in community activities and access to support services. Participants also confirmed that the program assisted them to learn new skills, increase their sense of independence and achieve the goals they identified when they joined the program.

Learning English

An ability to understand and speak English is key to being an active participant in Australian life. In SMRC's experience, English language proficiency remains the number one critical barrier preventing newly arrived migrants and refugees from achieving their goals and aspirations, despite the existence of many English courses across our region.

Feedback from our clients tells us that the English being taught via many of the offerings available is too formal and difficult to apply to real-life scenarios, class sizes are too big, programs don't cater well to people with low literacy and materials are provided that are difficult to understand and are commonly not completed.

SMRC took on this feedback and delivered a new look and feel to our English language classes during 2024/25.

Classes were tailored to the language and literacy needs of individuals through small group work supported by volunteers. Classes were tailored to the context that the person will be using English (i.e. English for Driving, Everyday English (for connecting with services such as a GP), and general day-to-day activities – shopping, speaking with their child's teacher etc). Class attendance was promoted



across peer groups so that peer learning can take place. Real life application of learnings became a focus, with outings incorporated into learning so that participants could apply their learning in real-life scenarios. So far the feedback has been positive!

SMRC's English programs are funded by the Australian Government through the Department of Social Services under the Settlement Engagement and Transition Support (SETS) Program, and the ACFE Program, funded by the Victorian Government through the Department of Education and Training.

Building Education Foundations



55 families

participated in home-based early learning activities delivered by 4 tutors.

20 family group gatherings

and 45 activity packs delivered

SMRC's Home Interaction Program for Parents and Youngsters (HIPPY) experienced another successful year in 2024/2025 with 55 families learning together to support their young learners' growth, connection and confidence.

The program offers pre-schoolers and their parents a blend of education, play and social interaction, with the intention of creating a supportive and enriching environment for children to learn and grow.

Family group gatherings held throughout the year included gardening at SMRC's community garden The Hive and

an exploration of Braeside Park; a primary school visit and a celebration of Mum in May, during which parents and children took part in a yoga session; and a session focused on all things animals, where children identified animals and their habitats through interactive activities.

HIPPY is a free, two-year home-based early learning and parenting program designed for families with preschool children in the City of Greater Dandenong. The Brotherhood of St Laurence holds the license to operate HIPPY in Australia. HIPPY is funded by the Australian Government through the Department of Social Services.





Aged Care Services

Aged Care Story: Cambodian Social Support Group

The Cambodian Social Support Group has been a cherished part of SMRC for over a decade, first meeting at a local church in Springvale before moving to its current home in Noble Park. The group offers older Cambodian community members a welcoming space to stay active, social and connected.

Each week, members take part in exercises, enjoy games, and join monthly outings to parks, beaches, and farms. In winter, activities are held indoors, while in summer the group enjoys outdoor exercise in the nearby park. Guest speakers from Living Well share important health information, including tips for preventing flu, managing back pain, and understanding other common illnesses.

Beyond health and fitness, the group provides companionship and joy. For many, attending the group is a way to reduce stress, build friendships, and learn something new. As one member shared, it offers a chance to “go out, visit new places, and not feel lonely at home.”

Program worker Vimonh, who joined SMRC four years ago, describes her work as deeply rewarding. “When I get into it, talking to the clients, helping them out and being able to make them smile, it’s really amazing,” she said. “Even people who were once quiet or isolated are now happy and connected.”

Driving the brightly coloured SMRC bus has become a symbol of that connection for her. “When people see the bus, they wave and ask where we’re from. It’s something I’m proud of. We’re in the party bus. We are just so colourful, and everyone can see us,” she said. “Our clients feel proud too. They come off the bus smiling and ready to enjoy the day.”

The Cambodian Social Support Group is one of more than 20 social support and exercise groups SMRC offers for our older community members across Melbourne’s southeastern suburbs.



Support for Carers

The Support for Carers Program and Centre-Based Respite activities are designed to support carers to take a break from their caring role. Throughout 2024/25, SMRC partnered with organisations and agencies to continue to deliver ‘Getting to Know You’ Expo events across the City of Greater Dandenong, Casey, Kingston, Monash and Shire of Cardinia with the aim of connecting with hidden carers and sharing support services available.

Through additional respite funding from the Victorian Department of Families, Fairness and Housing and a partnership with Alfred Health Carer Services, 37 carers were able to attend overnight retreats across Victoria. This was an opportunity for carers to take a break from their caring duties and enjoy well-deserved time for themselves.

“Thank you for organising the respite for my husband last Wednesday. The worker was very good and had taken good care of my husband. He is also Sri Lankan, and they had lots to talk about. Thank you again for the lovely carers lunch I was able to go to and for organising respite for me.” - feedback from carer S.F.

SMRC recently secured funding to continue to deliver Additional Respite for Carers in 2025-2027 with a renewed focus on providing fully funded, personalised and flexible in-home respite for carers to take a break while knowing that their loved one will continue to receive high-quality care in the comfort of their own home.



4,872 hours of carer support

accessed by 181 carers



25 care recipients,

provided with



2,677 hours of Centre-Based respite



The Hive

The Hive at Braeside Park is more than just a community garden. Established and operated by SMRC, it embodies the ethos of “grow well, eat well, live well” by fostering community spirit, promoting physical health, and enhancing psychological wellbeing. Ten social support groups regularly visit the garden, with a simple focus on sharing traditions and practices related to growing food, making connections, and celebrating diversity in the community.

Thanks to the generosity of a major donor, SMRC has begun planning the construction of a new shed. This addition will allow for better organisation and safe storage of garden tools, as well as provide shelter during bad weather. With this upgrade, SMRC will be able to host more workshops, welcome additional volunteers, and invite even more community members to experience the garden.

128 clients attended programs at The Hive

Aged Care Volunteers Visiting Scheme

Since receiving funding in 2023 for the refreshed version of the Community Visitors Scheme, which SMRC has delivered for more than a decade, the Aged Care Volunteer Visitors Scheme (ACVVS) continues to experience strong demand from older people seeking meaningful social connection.

Over the past financial year, ACVVS Coordinators have enhanced data collection methods, leading to more efficient volunteer onboarding and improved client matching. By culturally aligning volunteers and clients, and focusing on consistent weekly or fortnightly visits, SMRC continues to see a positive impact for those at risk of social isolation in both the community and aged care facilities.

SMRC has also applied for ACVVS funding for 2026–2030. If successful, this funding will allow SMRC to support an additional 50 clients, increasing reach beyond the current 200, and helping to meet the growing community demand for this vital program.



200 people connected with a volunteer

who provided connection and friendship





31 suburbs **30 providers supported** **over 45 languages and dialects** **156 clients** provided with care services

Diverse Care

SMRC's Diverse Care in-home service underwent several considerable business improvements during the reporting period.

Efficiencies were created via the implementation of a new customer service platform and ticketing system, efforts to improve recruitment practices saw an increase in our homecare workforce numbers and availability, and we supported our customer support workforce to better focus on engaging and supporting our workforce.

SMRC will shortly introduce a new learning management system to better support the training and development requirements and needs of our workforce. Improvements to our governance structure as part of broader organisation-wide improvement activities will ensure Diverse Care is compliant with all requirements of the new Aged Care Act when it comes into effect on November 1 2025.



37,946 hours of home care provided, including:

- 12,744 hours personal care (33.6%)
- 9,611 hours respite (25.3%)
- 7,176 hours home care (18.9%)
- 6,272 hours personal care escort (16.5%)
- 2,143 hours other (5.6%)



Out in the Community

Community connections and partnerships are key to the success of SMRC's service delivery.

Attending community events, sector meetings, and sector networks ensures people know about our services, allows us to gain insight into areas where communities might need additional assistance, and where it's appropriate to do so, provides opportunity to advocate on behalf of our clients.

Key highlights for the year:

Attendance at more than 20 community events, including the annual Nawroz festival held by Victorian Afghan Associations Network in April, City of Greater Dandenong's Little Day Out, and service and health and wellbeing expos in the Cities of Kingston, Greater Dandenong, Casey and Shire of Cardinia.

We were proud to partner with Women's Health in the Southeast, Wellsprings for Women and Southeast Community Links for an event to raise the profile in the community of the 16 Days of Activism: an international campaign driving an end to violence against women and girls. Our CEO, management and staff joined participants of SMRC's Read and Write English Class in the Walk Against Violence in November as a show of solidarity with victim survivors of domestic family violence.

We were also very proud to partner with South East Water and Casey North Community Information and Support Services on the development of a Dari/English water bill payment support community campaign. SMRC's Bicultural Workers were engaged to provide in-language content for information videos South East Water will soon release to the community. The engagement has strengthened the connection between SMRC and South East Water and we look forward to continuing to work together in support of communities in Melbourne's southeast.



SMRC Board Chair, Deputy Chair and Treasurer during a visit with Member for Holt Ms Cassandra Fernando.



SMRC CEO with staff from SMRC and South East Water.



SMRC Board members with City of Greater Dandenong's Executive Director Strategy and Corporate Services Dr. Marjan Hajjari.



SMRC Board members participate in a workshop facilitated by the Institute of Community Directors Australia.



SMRC CEO, Chair and Board members welcome a visit from Senator Michelle Ananda-Rajah.



SMRC CEO, Chair and Board members welcome Labor's pledge of funding for a permanent home with Member for Bruce the Hon. Julian Hill, Attorney-General of Australia the Hon. Mark Dreyfus, and Member for Holt Ms Cassandra Fernando.



Noble Park Community Fun Day in Greater Dandenong



Caring Futures Expo in City of Casey



Naworz Festival at Dandenong Park



16 Days of Activism event at Dandenong Market



Walk Against Family Violence in Greater Dandenong



SMRC Staff Story: Perla's 29-Year Journey

When Perla first arrived in Australia, she found herself caught in a familiar cycle of job applications knocked back for lack of 'Australian experience'. She decided to visit the Migrant Resource Centre in Dandenong, now known as Southern Migrant and Refugee Centre, and asked if she could volunteer.

Perla began volunteering at reception in 1996 and was immediately struck by the warmth of the team. "They make you feel welcome... very homey," she said. "It's a good experience, like very close-knit family."

As SMRC grew, so did Perla's responsibilities. Though her background was in education and administration, she was asked to step into the finance team to support the payroll function.

"I said I didn't have any experience. [The CEO] said to me, 'I've got a belief in you and we will support you. We will guide you through and see how you go.'"

She accepted the challenge and with support and training, commenced managing payroll for more than 150 staff, learning everything through dedication and note-taking.

Perla eventually moved into her current role as Diverse Care Workforce Support Officer, which she considers to be a perfect fit for her heart and skills.

"For me, my heart goes with community services," she said. "Making a difference in the life of a client ... you bend backwards because you put yourself in the situation—what if it's my family?"

Whether she's helping a care worker take on an urgent Friday afternoon shift or supporting a lonely older client, her sense of purpose is clear.

"Being able to support the ageing population, being able to give... to those highly in need of support, especially those who are lonely... that's what keeps me here."

Her advice to anyone wanting to join the community care sector is clear: "If you've got a passion to support, to work in the aged care industry, then follow your heart... Commitment and dedication are the important ingredients of being an all-rounder."

Perla's face lights up when asked what SMRC means to her.

"It's my second home," she says with a smile, "where I feel valued, appreciated, and the comfort is here."



Governance

Board Members

Executive



Dr. Ponniah Anandajayasekeram
Chairperson



Dr Yakindra Timilsena
Treasurer



Dhileepan Amirthalingam
Secretary



Sivanthi Gurumurothy
Assistant Secretary



Wicki Wickiramasingham CMC JP
Deputy Chairperson



Thanush Rajakumaran
Assistant Treasurer

Elected Members



Ismail Demiri (JP)



Prathap Balachandran



Thinesh Joseph Silvanus

Appointed Members



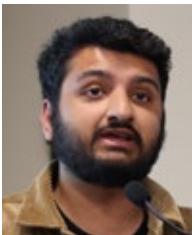
Karyan Ng



Neelam Devi



Robyn Hale



Ali Al Lawati



Monina Morales

Outgoing Members

Abdullahi (Aden) Ibrahim
Jonathan Walker
Hafez Abdul Wahab

Management Profile



Jim Mullan
CEO



Geoff Fisher
Manager, Corporate Services



Nicola Bull
Senior Manager,
Aged Care and Carer Support



Jacqui Pringle
Senior Manager,
Strategy, Engagement and Growth



Patricia Matthes
Manager, People and Culture



Sharon Smith
Senior Manager, Settlement



Sanjiv Rajendran
ICT Manager

Acknowledgements

SMRC wishes to thank the following organisations for their generous financial contributions and in-kind support:

Funders

Alcohol and Drug Foundation
Australian Communities Foundation
Brotherhood of St. Laurence
Cancer Council Victoria
Centre for Multicultural Youth
Department of Health and Aged Care
Department of Home Affairs
Department of Social Services
In Touch
Victorian Department of Education and Training
Victorian Department of Families, Fairness and Housing
Victorian Department of Health
Victoria University
Uniting (Victoria and Tasmania)
Scanlon Foundation

Supporters

Board of Adult Community and Further Education (ACFE)
AMES Australia
Anglicare
Asylum Seeker Resource Centre
Australian Muslim Women’s Centre for Human Rights
Asuria – Self Employment Assistance (SEA) program
Black Dog Institute
Cardinia Shire
Centre for Multicultural Youth
Chisolm
City of Casey
City of Greater Dandenong
City of Kingston
City of Monash
Connected Libraries
Dandenong High School

Department of Justice
Doveton Secondary College
EACH
Ethnic Communities Council of Victoria
Federation University
Federation of Ethnic Communities’ Council of Australia
Friends of Refugees
Foundation House
Game Change
Good Shepherd
Greater Dandenong Volunteer Resource Service
Groomed to Go
Hampton Park Secondary College
Headspace
Mission Australia
Monash Health
Lifesaving Victoria
Reclink
Refugee Legal
Salvation Army
Services Australia
Shine Lawyers
Sister Works
Springvale Community Legal Service
The Bridge
Vicroads
Victoria Legal Aid – Independent Family Advocacy and Support
Victoria Police
Victoria Public Tenants Association
WAYSS
Wellsprings for Women
Women’s Health in the South East (WHISE)

We’d like to thank the following for generous donations/gifts

SEMPHN
Serphills Foundation
South East Water

To all of the individuals who donated to SMRC throughout the year, and those who have become regular givers – thank you!





Financial Summary

Statement of Profit or Loss and Other Comprehensive Income

Financial year ended 30 June 2025

	2025 \$	2024 \$
Revenue		
Revenue	9,451,114	9,113,443
Expenses		
Employee benefits expense	(7,926,593)	(7,612,537)
Program related expense	(618,726)	(551,593)
Administration expenses	(398,084)	(474,062)
Depreciation and amortisation expense	(97,146)	(173,941)
Travel and vehicle expense	(62,384)	(58,449)
Occupancy expense	(138,004)	(44,080)
Surplus for the year	210,177	198,781
Other comprehensive income for the year	-	-
Total comprehensive income for the year	210,177	198,781

Statement of Financial Position

Financial year ended 30 June 2025

	2025 \$	2024 \$
Assets		
Current assets		
Cash and cash equivalents	2,212,051	1,490,109
Trade and other receivables	375,378	613,778
Other financial assets	2,213,322	2,609,699
Other assets	148,721	90,367
Total current assets	4,949,472	4,803,953
Non-current assets		
Property, plant and equipment	132,772	78,378
Right-of-use assets	-	54,196
Total non-current assets	132,772	132,574
Total assets	5,082,244	4,936,527
Liabilities		
Current Liabilities		
Trade and other payables	789,536	475,635
Lease liabilities	-	57,582
Employee benefits	630,043	818,783
Income in advance	154,335	282,089
Total current liabilities	1,573,914	1,634,089
Non-current liabilities		
Employee benefits	27,103	31,888
Total non-current liabilities	27,103	31,888
Total liabilities	1,601,017	1,665,477
Net assets	3,481,227	3,271,050
Equity		
Retained surpluses	3,481,227	3,271,050
Total equity	3,481,227	3,271,050

Statement of Changes in Equity

Financial year ended 30 June 2025

	Accumulated Surpluses \$	Total \$
2025		
Balance at 1 July 2024	3,271,050	3,271,050
Surplus for the year	210,177	210,177
Balance at 30 June 2025	3,481,227	3,481,227
2024		
Balance at 1 July 2023	3,072,269	3,072,269
Surplus for the year	198,781	198,781
Balance at 30 June 2024	3,271,050	3,271,050



Statement of Cash Flows

Financial year ended 30 June 2025

	2025 \$	2024 \$
Cash flows from operating activities		
Receipts from customers and others (inclusive of GST)	10,151,774	9,564,551
Payments to suppliers and employees (inclusive of GST)	(9,969,678)	(9,677,835)
Interest received	221,453	268,531
Interest paid	(853)	(8,256)
Donations received	55,068	9,770
Net cash provided by/(used in) operating activities	457,764	156,761
Cash flows from investing activities		
Proceeds from sale of plant and equipment	22,727	-
Payments for plant and equipment	(97,344)	(73,123)
Redemption/(placement) of term deposits	396,377	(109,699)
Net cash provided by/(used in) investing activities	321,760	(182,822)
Cash flows from financing activities		
Repayment of lease liabilities	(57,582)	(130,849)
Net cash provided by/(used in) financing activities	(57,582)	(130,849)
Net (decrease)/increase in cash and cash equivalents	721,942	(156,910)
Cash and cash equivalents at beginning of the year	1,490,109	1,647,019
Cash and cash equivalents at end of the year	2,212,051	1,490,109

Board Members' Declaration

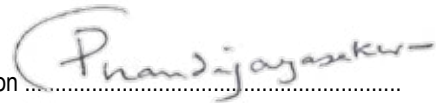
The Board Members of the Association declare that:


1. The financial statements and notes, as set out on pages 4 to 21, are in accordance with the Associations Incorporation Reform Act 2012 (VIC), the Australian Charities and Not-for-profits Commission Act 2012 and:

- (a) comply with Australian Accounting Standards - Simplified Disclosure Standards; and
- (b) give a true and fair view of the financial position as at 30 June 2025 and of the performance for the year ended on that date of the Association.

2. In the Board Members' opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

On behalf of the Board Members

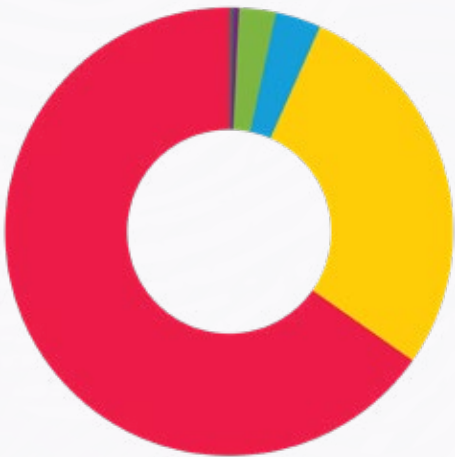
Chairperson 

Treasurer 

Dated 7th November 2025

Financial Infographics

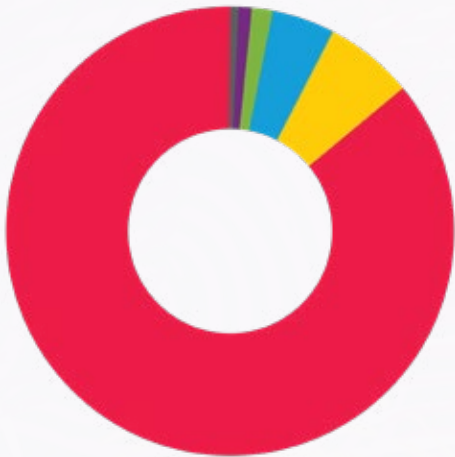
Income



Our income sources in 2024/25:

- Grants (65%)
- Home Care Services (28%)
- Other Services (3%)
- Interest (3%)
- Other Income (0.5%)
- Donations (0.3%)

Expenses

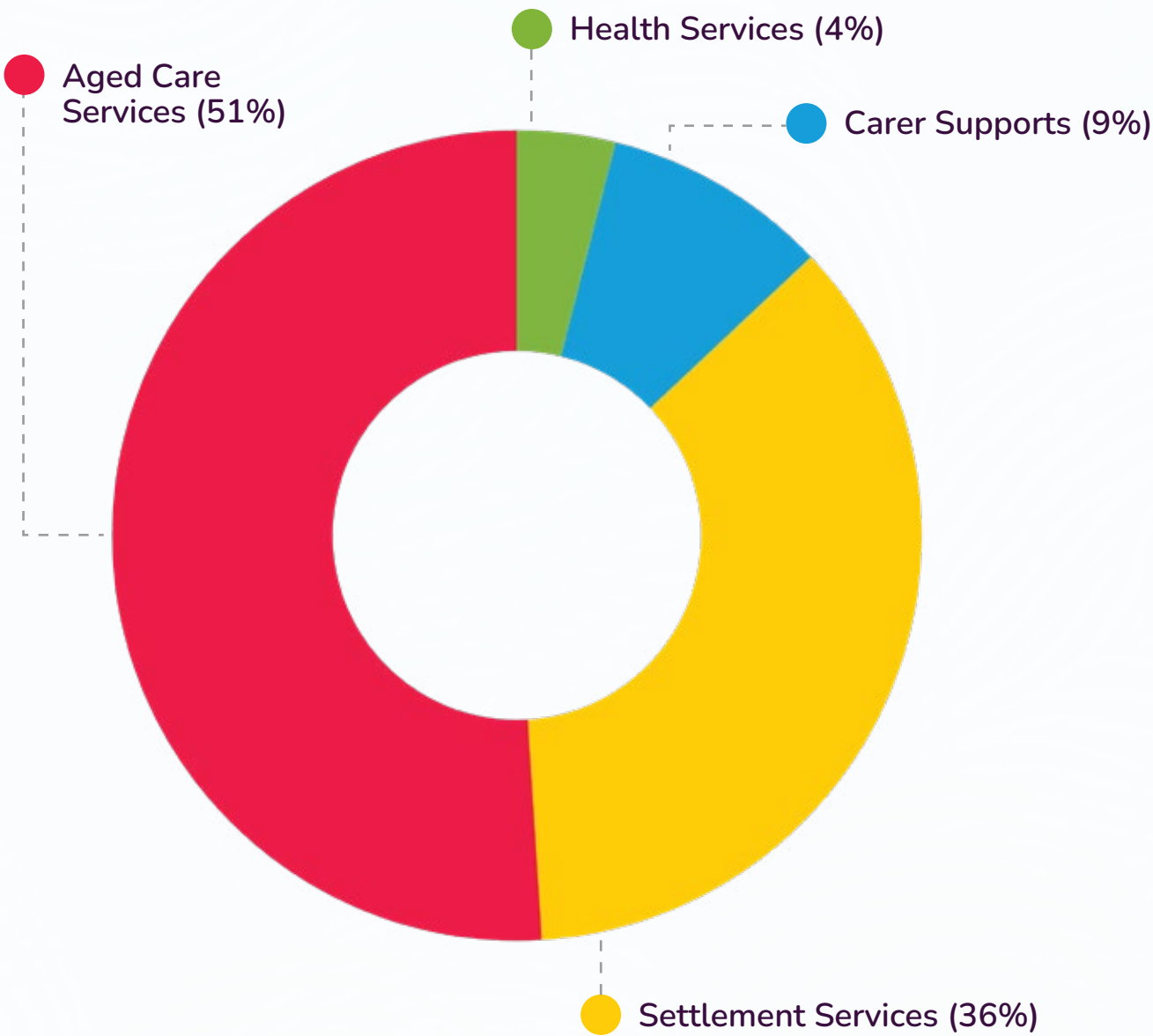


Our expenditure in 2024/25:

- Employee Benefits (86%)
- Program Related Expenses (6%)
- Administration (5%)
- Depreciation and Amortisation (1.5%)
- Occupancy Expenses (1%)
- Travel and Vehicle Expenses (0.6%)

How we spent our grant funding

In the 2024/25 Financial Year



- Aged Care Services (51%)
- Settlement Services (36%)
- Carer Supports (9%)
- Health Services (4%)

Our Locations

SMRC Dandenong

39 Clow St
Dandenong VIC 3175

The Hive

Braeside Park
Lower Dandenong Rd
Braeside VIC 3195

SMRC services are delivered in more than 15 locations across the southeast.

