

# SOUTH EAST COMMUNITY LINKS

Every person counts

## Place Matters

Annual Report  
2018/19



# Performance Highlights

This year we:

**1.**

## Our business performance

- Delivered a surplus of \$20,000
- Achieved a 30 % increase in service appointments
- Received recognition for our innovative Bridge to Social and Economic Mobility
- Renovated our Foster Street East location with the City of Greater Dandenong and in Noble Park, opened a new youth service co-located with AMES
- Advocated for a positive Australian migration story

**2.**

## Our clients our communities

- Achieved a clients satisfaction score of 89%
- Met the QIP accreditation standard
- Contributed extra support to families experiencing economic hardship
- Strengthened our family violence prevention and early intervention program
- Provided place based, rights based and strengths based services, supporting individuals and contributing to operational and strategic innovation

**3.**

## Our people

- Progressed fair and modern leave entitlements
- Made a record investment in professional development
- Were recognised for our student placement program by the State Government and received increased funding
- Progressed our gender equality program

**4.**

## Our innovation and expertise

- Used our grounded experience as a place based organisation in Australia's most multicultural community to redesign our service frameworks
- Partnered with the highly respected EMPath in Boston to develop our outcomes reporting Bridge to Social and Economic Mobility
- Contributed to the asylum seekers support group coordinated by the City of Greater Dandenong
- Engaged more clients for longer increasing social and economic outcomes

**5.**

## Our network

- Worked effectively with City of Greater Dandenong in building renovation, service delivery and outcomes for clients
- Maintained our three sites and increased outpost service placements into Casey
- Formed new partnerships with Connect Health, Foundation House and Wellsprings and strengthened partnerships with Springvale Learning and Activities Centre, InTouch and Afri Aus Care
- Partnered with Women's Information, Support and Housing in the North to build practice skills in prevention and early intervention and post crisis support services

**6.**

## Our governance

- Recruited two new board members with expertise in finance, strategy, sports administration and local networks
- Held ten board meetings and nine committee meetings providing oversight of the QIP review, CEO performance, strategic performance, stakeholder engagement and service impact.

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South East Community Links acknowledges and respects the traditional custodians of this land,  
honouring their living culture and elders past, present and future.

To uphold confidentiality and protect the identity of our clients we have changed client names  
where necessary and these are identified with an \* next to their name. In other circumstances  
where clients are happy to be identified we have retained their actual names.

# Chairman's and CEO's Message

2018/19 was a year of balancing SECL's two main objectives; providing quality community services while performing strongly in governance and business management. SECL returned a small profit of \$20,000. This is balanced against the site relocation in Noble Park and a site relocation and renovation in Dandenong. Both accommodation improvements have significantly benefited our clients, providing safer access in Dandenong and closer links with a range of services for young people in Noble Park.

SECL is proud to report that our service meets our place based goals. Importantly, fifty-nine percent of our services are delivered to people who speak a language other than English. We can claim to be a truly place based service. Engaging our CALD community is a foundational goal. We are located in Australia's most multicultural local government area.

Our strategic review in February highlighted the opportunities before us to grow our services in future years. We aim to strengthen our bridge to social and economic mobility and client outcomes in multiple areas of family stability, education, financial independence, employment, gender and race equality. SECL has committed to innovative ways to engage the most isolated clients and to develop assessment plans that increase client skills in multiple areas. A part of our strategy is to provide an alternative to hierarchical service systems that operate on inherited funding models. Our community has changed dramatically over the decades. We strive for structures and systems whose origins are founded on equality and diversity.

Despite the building disruptions, we increased our service appointments by 30% over the year. We met or exceeded all of the prescribed performance standards specified in our funding agreements. We made significant gains in designing our service, moving from multiple programs to one service model. We are providing an alternative to the layers of specialisation, navigation, pathways, roadmaps and pipelines to focus on rights and responsibilities.

Our services start with clients' rights and build on this universal principle.

Our clients reported record high satisfaction responses to our client survey this year, significant to SECL as 72 % of respondents were born overseas. Presenting with complex issues and using English as a second or third language, our clients noted that our support was helpful, needed and effective. Eighty-nine percent answered that SECL always or nearly always provided the support the clients needed. As we are changing our service strategy, from clients navigating complex systems, to a rights based approach, this result suggests that client satisfaction is linked with recognition of their rights specified under Victoria's Charter.

Our staff, students and volunteers are by far our most valuable asset. This year our team has embraced a focus on improved workforce capability. The SECL team have participated in extensive professional development programs, in areas such as family violence, primary prevention, data collection and analysis, and social and economic mobility. These skills are necessary to deliver our rights based service model. We are continuing to improve our ability to capture data about client outcomes and expect that future reports will reflect progress in these areas.



**Place is  
reflected in  
everything  
we do**



Our service innovation was particularly successful this year as we built our partnership with EMPath, a service based in Boston, USA. South East Community Links has brought the bridge to social and economic mobility to Dandenong, Casey and neighbouring areas. The bridge focus is on economic mobility, on clients' rights, on coaching and on longer term recovery outcomes. We know from the evidence that no real social gain can be achieved without the economic skills to resource and sustain change over time. We are excited to be in partnership with EMPath and our team appreciates the opportunity to learn, share and design programs together.

In the year ahead we plan to refresh our strategy and continue to work with local organisations that share our understanding of place/rights based services. Our clear focus on clients' rights and responsibilities have connected us with like minded organisations. In this year of the 70th anniversary of the Universal Declaration of Human Rights we remain inspired by Eleanor Roosevelt's words "we must do that which we think we cannot".

Our organisation is very well served by its hard working directors and management team. This year we farewelled director Amy Schwebel who resigned due to conflict of interests arising in her new role at Victoria Legal Aid. We welcomed board member Sarah Loh, Chief Executive Officer at the Southern Metro Junior Football League.

### **Thank you**

In acknowledging a year of hard work and achievements we thank all our clients and the community for their support of our organisation. We thank our directors who provide wisdom, professional support and encouragement to our team. We thank our wonderful staff, students and volunteers who continue to add more value to the community than we can count in our financial statements. We would like to give special thanks to our General Manager Jinny McGrath in this her last year at South East Community Links.

We take this opportunity to thank the mayor, councillors, management and staff at the City of Greater Dandenong for their support. This support takes many forms. Above all, it represents our shared heart felt commitment to Melbourne's south east and to those who call this place home.



**Ross Hepburn**  
Chair



**Rhonda Cumberland**  
CEO

## Our Vision:

Every person counts

Every system fair

## Our Mission:

Achieving better social and economic outcomes for people in our community

## Our Unique Value:

Trusted by our community

Diverse teams

Independent

Change makers

Fair & inclusive

# About South East Community Links

At South East Community Links we provide trusted ways for our clients to create their own goals, to make plans that outline the next steps to take, and build skills to achieve outcomes so that they with their families can enjoy a more satisfying life. Our service areas are described below. While we have different programs at SECL, we have one service framework. No matter which program door clients enter, the same service model will provide easy access to multiple service areas depending on the client goals identified.

## COMMUNITY WELLBEING

Our Community Wellbeing team work alongside people to access services and support.

### Crisis Support

We provide Emergency Relief for people living in the following postcode areas:

3169 (Clayton South)	3174 (Noble Park)
3171 (Springvale)	3173 (Keysborough)
3172 (Springvale South)	3175 (Dandenong)

Those living outside these postcodes are referred to other services. Emergency Relief is subject to assessment and availability of funds.

### Case Work

Our Case Work service aims to provide information, support, advocacy and referrals to help people meet their immediate needs, stabilise their situation and access long term support.

### Child Support

Child Support provides information, support, advocacy and assistance to custodial and non-custodial parents with all aspects of the Child Support Scheme. It also assists people with negotiation and advocacy with Centrelink and the Child Support Agency. Community Education sessions for workers can also be provided.

### No Interest Loan Scheme (NILS) and StepUp Loan

NILS provides people on low income with flexible and affordable credit of up to \$1500 (without incurring interest). The NILS loan is available for the purchase of essential new household items, such as furniture, computers, health aids, education expenses and car registration.

The StepUp Loan is a low interest loan. Conditions apply for this loan.

You can contact us at either our Springvale or Dandenong offices for further information.



## FINANCIAL WELLBEING

The Financial Wellbeing program operates across the Southern Metro Region incorporating financial counselling, financial capability and community education and uses casework experience to input into policy development and advocate for fairer systems.

Financial Counsellors provide information, support and advocacy for people experiencing financial difficulty. This includes options if you can't pay bills, fines or debts, assistance to work out payments with creditors and information about bankruptcy. The program extends into specialist areas of Problem Gambling, Financial Counselling and Family Violence Financial Counselling.

## SAFER AND STRONGER COMMUNITIES PILOT

A collaboration with family violence prevention specialists that strengthens gender equality in the workplace and supports culturally diverse communities to co-design and deliver meaningful family violence prevention initiatives.

Local community groups are supported to increase community safety and prevent family violence.

## RESETTLEMENT SERVICES

Provide comprehensive resettlement support to newly arrived individuals, families and communities.

### **Humanitarian Settlement Program (HSP)**

HSP is a case management service that assists newly arrived humanitarian entrants for the first 6–18 months after arrival. The Humanitarian Settlement Program builds the skills and knowledge for social and economic wellbeing of humanitarian entrants through a needs-based case management approach.

These programs focus on accessing housing, medical services, English classes, training and employment.

### **Settlement Engagement and Transition Support (SETS)**

SETS is a casework and community development service that assists humanitarian entrants for up to 5 years after arrival. It empowers clients to resettle through practical support, advocacy, service linkage, community information sessions and workshops.

These programs increase information about and understanding of service systems.

### **Community Development and Capacity Building**

Community Development and Capacity Building programs seek to strengthen the participation, inclusion and contribution of refugee and migrant communities. The programs aim to empower communities to become socially and economically sustainable and improve settlement outcomes. There is a strong focus on engaging services to increase their capacity to support individuals and families, ensuring they are inclusive of all.

These programs increase participation in community organisations.



## YOUTH SERVICES

Our Youth Services team is located at the Noble Park office (AMES premises) and aims to provide the best possible services for young people in the City of Greater Dandenong and City of Casey. The program provides information, referral, advocacy, crisis intervention and support for young people from 12-25 years of age. Our services include:

- A drop in space (from 2pm-4.30pm Mon-Fri) with computers, photocopier and Wi-Fi access for young people to be connected and supported
- Employment and training guidance
- Education support including Homework Club
- Housing support (public & private rental)
- Youth leadership & volunteering opportunities
- Community engagement activities such as AFL, soccer, theatre and youth camps
- Coaching support with driver education (City of Monash and Kingston areas only)
- Complex casework support and referral pathways

**Trusted  
ways for  
clients to  
develop  
goals**

## VOLUNTEER PROGRAM

South East Community Links has an extensive volunteer program with volunteers coming from many different cultural and language backgrounds.

There are a variety of roles available including: interviewing and assisting clients; helping new arrivals become familiar with the community; teaching young people to drive or helping with homework; assisting people with job search; administration and reception; marketing; research. We provide volunteers with training and support.

Prospective volunteers may contact us to discuss opportunities or send your resume to [info@secl.org.au](mailto:info@secl.org.au) with "Volunteering" in the subject line.

# Services & Strategy

In 2018/19 South East Community Links continued to invest in the capability of our service and people to maintain our deep collaboration with communities living in the outer southeast of Melbourne.

## More people engaged for longer

South East Community Links' commitment to an evidence based approach continued to support our strategy and further development of the BRIDGE service framework across the organisation. The service outcomes achieved as a consequence of this endeavour can be seen in both the increasing number of people engaging in our service and the number of people engaged over a longer period of time. With our service data supporting a deepening engagement, we continue to move beyond crisis management and response, to the delivery of collaborative durable solutions to the problems experienced by people living in our region.

## Focus on primary prevention and early intervention

Our service scope continues to widen as we increasingly focus on primary prevention and early intervention. Prevention and early intervention are core responses to complex issues impacting negatively on the health and well being of our community. This work continues to be supported through our ongoing partnership with state government to develop preventative strategies working with culturally diverse communities. In the past twelve months our community development team has started to establish community led/co-designed responses aimed at decreasing the incidence of family violence, better service responses to maintaining family cohesion and strategies to address the structural barriers to culturally diverse women participating economically in the wider community.

## Place based services matter

As a place based service provider in the most culturally diverse local government area in Australia, South East Community Links continues to meet the challenges of delivering a universal service response and a rights based approach to the communities, men, women and young people engaged in our services and programs. Our service data and outcomes reporting has provided a strong evidence base for our increasing effectiveness. We are confident in our organisational ability to continue to play an important role in the social and economic advancement of the community of which we are a part.

## The year ahead

Our achievements this year in engaging more clients for longer periods will remain the focus in the year ahead. I thank all staff, students and volunteers for their ongoing commitment to designing, revising and evaluating our service model. With our valued partners and colleagues we can continue to provide a vital service to our community and demonstrate the value of strategic thinking, research and evidence to increasing access and importantly achieving lasting outcomes for our clients.



**Chris Pierson**  
General Manager  
Services and Strategy

# Organisational Development

Our client surveys and evaluations demonstrate that South East Community Links (SECL) is highly trusted and valued by our service users, with 89% of respondents saying they were extremely or very satisfied with our services and 91% saying they were extremely or very likely to recommend our services to a family member or friend. Independent auditors have confirmed this with SECL continuing to maintain Quality Accreditation.

So how do we achieve this? Some of the ways we do this are:

- Through investment in our people: paid staff, volunteers and students undertake thorough induction programs when joining the organisation and there is a culture of continuous learning and commitment to professional development which is highly valued by our workers.
- By building our evidence base: with 2018/19 being the first full year of having all service user data in the one system, we have been able to extract rich data at both organizational and program levels which is used to inform planning and development of services. Some of this data can be seen in the statistics in this report. We are now working on integrating our outcomes measurement tools into that data base.
- Through commitment to continuous quality improvement: this is across all areas of the organization including Governance, Client Wellbeing, Service Delivery, Management systems, Diversity and Cultural Appropriateness, and Consumer and Community Engagement. We are assessed on all these areas to maintain our quality accreditation.

The past year also saw us working with the City of Greater Dandenong to improve our facilities at our Dandenong site so they are fit for purpose. Whilst a three month temporary move was challenging, the result of the renovations carried out by the Council has resulted in the opening of a community hub space, a well equipped training and meeting room and more welcoming interview spaces. A grant from the Federal Government through Julian Hill, Member for Bruce and the Stronger Communities Program, has ensured that our ageing IT at the Dandenong site could be upgraded, thus facilitating more efficient service delivery.

Similarly the move of our Youth Services to the AMES site in Noble Park has opened up opportunities for the redesign of our youth services so we can provide more intensive work that engages young people in their journey to social and economic mobility.

Given SECL is a place based, universal service provider we are proud that more than half of our paid staff, students and volunteers were born overseas and thus reflect the cultural diversity of our community. Most of our volunteers are also residents in the local area. We believe that these factors also contribute to the strong engagement we have with our community. We thank all of them for their commitment to SECL and our community.



Jinny McGrath  
General Manager  
Organisational  
Development

On a sadder note, our volunteer counsellor, Gina Lovel passed away this year. The lack of free, generalist counselling services in our area impacts people on low incomes particularly. Gina filled this gap. We remember Gina for her down to earth and empathic approach and for the professional support she provided to many people during her time with us.

# Place Matters

South East Community Links is a place based service. It is important that place based services operate with a deep understanding of the local community. Place based services are accessible to all people who live in the local government area or region. The City of Greater Dandenong is Australia's most multicultural municipality. Sixty-four per cent of people in the City of Greater Dandenong were born overseas. So, place based organisations in this area will support a high number of clients born overseas. The following data provides a comparison between the City of Greater Dandenong and South East Community Links clients.

	CITY OF GREATER DANDENONG	SOUTH EAST COMMUNITY LINKS	COMMENTS
Population	<b>166,025</b>	4,382 individuals assisted, adults assisted 5,274, children assisted 3,858	Partners and children of individuals assisted at SECL also benefit from SECL services
Born Overseas	<b>64%</b>	<b>59%</b>	Dandenong is the most multicultural local government area in Australia. People born overseas are the mainstream group in Dandenong
Female	<b>63%</b>	<b>54%*</b>	Just over half SECL clients are women
Male	<b>37%</b>	<b>44%*</b>	SECL is very accessible to men as well as women
1-24 years old	<b>32%</b>	16% 1 – 24 years old 44% 25 – 44 years old 31% 45 – 64 years old	SECL clients are from all age groups

**Our service data demonstrates not only what we do but why place matters**

	CITY OF GREATER DANDENONG	SOUTH EAST COMMUNITY LINKS	COMMENTS
Living on Government Incomes	<b>21.2%</b>	<b>65%</b>	SECL clients living on government incomes are nearly three times higher than the CGD percentage
In Private Rental	<b>27.8%</b>	<b>38%</b>	Most SECL clients live in private rental
Homeless	<b>1.2%</b>	<b>11%</b>	Homelessness and risk of homelessness are common presenting issues at SECL
Single Living Alone	<b>6.9%</b>	<b>17%</b>	Living alone and sole parenting are high risk factors for disadvantage and financial hardship
Sole Parent	<b>19%</b>	<b>17%</b>	
Australian Born	<b>36%</b>	<b>41%</b>	SECL is highly accessible to Australian born clients
Afghanistan	<b>3.6%</b>	<b>10%</b>	
Myanmar	<b>1%</b>	<b>5%</b>	
Sudan	<b>0.5%</b>	<b>3%</b>	SECL is also highly accessible to migrants and refugees including newly arrived families
Iran	<b>0.6%</b>	<b>3%</b>	
Vietnamese	<b>8.7%</b>	<b>3%</b>	

\*1% not stated

# Our Client Stories...

Our client stories tell individual and common accounts of living in crisis. The stories describe an incident or a system, an event or a trauma. We can see from each account the small step between stable and crisis living. A crisis can gradually creep up on people over time or it can arrive with little warning taking us by surprise.

## \*Cathy

I came to South East Community Links to help me with my car repairs. But my whole living situation is complicated. I have a son who is twenty who lives on a Disability Support Pension, not with me but I support him. My daughter who is 18 has a disability also. We need a car to go shopping, get to appointments and visit family. I found out about StepUp loans via another support agency. I came to SECL for the loan.

I found out that because of the money I owe on my bills and a credit default with my previous mobile company I could not be approved for the loan. But this was a start.

I was helped to see what I was doing right. I have a Centrepay account which keeps my rent up to date. I could see that if I worked a bit more it could make a big difference in paying off my debts. I contacted the collection agency to pay off my phone debt. I applied for a Utility Debt Grant to help me reduce the amount I owed.

**“ Now, I had a goal to get the StepUp loan and I knew I could achieve it. It took a couple of months but I got a home care job, I was clearing off my large debts and had a repayment plan with the collection agency. I went back to SECL and applied again. I got a \$3000 StepUp loan and bought a better second hand car. The support and the information I got made the all the difference. ”**

## \*Vince

I was eighteen years old when I first came to the youth service in Noble Park. I was feeling bad. My house was not safe; I was not safe at home with my family. Nothing was working for me. I didn't finish school, I didn't have a job and with that goes no money. I felt alone and stuck. You need a car to get around out here. You need money to do things.

I spoke to the case worker at the youth service. It was hard to say what was going on for me, but when we got through that part I could see how my problems were building up, one on top of the other. Not safe, no school, no job. That was me.

I was offered housing in SECL's Youth Housing service. This meant I did not have to keep on feeling bad because of my family. I was given some emergency money. It was not much but it made me feel a bit respected. From these good feelings I thought maybe I can do something. Maybe I can sort of make a second start.

I have skills that helped me a certificate for working in a warehouse. I worked on a resume and applying for jobs. I practiced job interviews which helped me a lot when I did the real thing.

**“ When I got my job everything changed. I moved out of my temporary unit and could afford to rent my place. I am learning to drive and I am getting on better with people. I feel pretty good now. ”**

## \*Tamara

Tamara was in a violent marriage for 20 years. She experienced emotional, financial and sexual abuse. Tamara did not realise that the behaviour at home from her husband constituted as family violence. Tamara felt trapped. She did not go to the police. She did not take out an intervention order. What brought her to South East Community Links was financial hardship. Many women engage with family violence services via money, an instrument of violence, often linked with physical and emotional abuse.

When Tamara came to see a financial counsellor at South East Community Links she had outstanding debts of \$42,000 spread across credit cards, car loans and personal loans.

The debt started from the time Tamara arrived in Australia. At that time she and her husband opened a joint account for their salaries. He subsequently opened another account for his salary. He started travelling overseas every year and left her to pay the rent, utility bills and school fees from her income. He would also "borrow money" from Tamara for his trips or to pay for family emergencies in Zimbabwe. Tamara never saw that money again.

During the financial counselling process, Tamara's husband decided to move out as their relationship was going through some tough time. He said this would give her some space to "come back to her senses". Tamara took it upon herself to pack her husband's belongings to ensure that he moved out.

Tamara was helped to work out an accurate statement of her financial position. She was supported to ask her daughters to contribute towards the household expenses. She was helped to save some money, to contact the tenancy union so that her bond money could be returned to her. She was supported to access her credit file, obtaining information about any other financial obligations in her name. Many women find out at the end of their relationship about debts they were not aware of.

Using hardship and compassionate provisions Tamara was able to renegotiate her loan repayments with her bank. She was also able to negotiate with her real estate agent and landlord a fairer arrangement.

Tamara was able to move out of her home safely with her daughters and is on the path to financial and emotional recovery. She conveyed the following:

**“Thank you so much for all your support. I feel that the finances will be on track from now going forward and the arrangements in place will just make it so much better. The loan might actually be finished before the 4 yrs is up with the level of commitment I currently have. Today I gave THE MAN a closure letter and again he didn't want to accept it and didn't want to read it but I insisted and left it in his car for him to know exactly why I'm saying I will not be coming back. I feel relieved and free but also know that this is not the end.”**

2

Cranbourne

Yarraman  
Dandenong  
Lynbrook  
Merinda Park  
Cranbourne

## \*Ha Pee

Ha Pee had been married previously to a violent partner, whom she left several years ago. When she arrived in Australia, she was even more frightened to report her experience of family violence than before.

Nothing was said to her settlement worker until the case was about to close. It was at one of the last meetings when Ha Pee's husband was not home that the full story was revealed. During that interview Ha Pee disclosed that she was being abused by her partner. Although it was very difficult for her to reveal her experiences of family violence, it was apparent to the case manager that Ha Pee was emotionally and physically struggling and that there were some bruising on her face.

The case manager supported Ha Pee to discuss her experience further and Ha Pee disclosed the family violence that she has endured during her past (pre arrival to Australia) and how her community had turned against her during this time. As a result Ha Pee disclosed a fear of not only her current partner but of the entire community as her partner is well connected to the Burmese Community. Ha Pee strongly advised that she doesn't want anyone to know about the family violence and that she expects that the partner will divorce her in 3 days as he had told her that he would. The case manager was further informed that the youngest child was also abused by the father.

The case manager supported Ha Pee to understand Family Violence, the Law in Australia and her housing options, education and employment. The case manager liaised with Centrelink and assisted the client to receive the single parent payment after the separation.

Ha Pee and her family secured a one year lease in private rental; the practitioner is working together with South East Community Links (SECL) Housing worker. The case manager will support the family to explore counselling and therapeutic support. The case manager will further support Ha Pee to attend the court hearing for the intervention order.

The Participant has enrolled in an AMEP course at Hampton Park Chisolm. Her daughters are to start their English language school at Hampton Park once they have moved to Hampton Park. The case manager is to discuss further with the client about her goals in education and employment. Given her motivation and resilience the case manager is hopeful that she is keen in continuing education and employment pathways.

Education and knowledge on Australian laws and Family Violence support:

The client is well engaged with Safe Steps and has received support and education about FV and how it is addressed in Australia, a safety plan and information on her rights and available supports.

**“The most notable aspect of this case has been, despite numerous factors that would have prevented Ha Pee to seek the support to escape from FV, she was able to stand up and continue to show her resilience and confidence to succeed in her life in Australia.”**

## \*Michael

Recently my life was heavily impacted due to job loss, after which I lost everything including the will to even care about myself. I was placed under daily watch of a mental health service such was the concern of my doctor. After daily care for 10 days I was referred to South East Community Links in Dandenong for support moving forward.

I had already reached out for assistance to Centrelink and other agencies. To my dismay, the service and help I received by nearly all was cursory, and honestly made me disheartened and feeling disposable after I had been a hard working and dedicated tax payer since I was 13. I wanted to just give up. The feeling that you are less important than a re-useable plastic bag is a sad indictment of our modern society, where often people are more interested in posting photos of their breakfast than caring for others.

At that point I was literally praying for a comet to come and take me away. When I walked into your office I felt that even though the person whom I first spoke to was nice and sympathized with my situation, I did unfortunately feel the “here we go again” feeling – that I was being put into the too hard basket and had little faith I would find the help I required.

Then I was assigned a case worker from your organisation. The compassionate care and understanding, combined with a total professional work ethic, obvious passion to help those that had lost the will to help themselves is in my humble opinion an example not just to her management but also to her fellow colleague's of how to perform the most difficult task of helping people in crises. While I am not yet out of the woods, I can definitely see light peeking through its darkest foliage.

**“I can definitely see light peek through its darkest foliage.”**



I can  
definitely see  
the light

# Service Performance



**4,382**

Unique clients

**21,651**

Enquiries

**27,441**

Sessions

**Emergency Relief**

Total \$247,63

**\$140,349**

Food, petrol and  
phone cards

**\$77,986**

Donated goods

**\$29,300**

Education  
scholarship for  
asylum seekers



**18,740**

Student hours

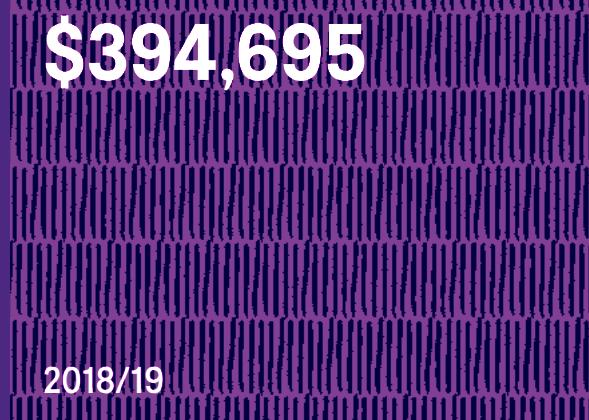


**8,184**

Volunteer hours

#### Dollars distributed via Microfinance loans

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# Valuing our Community as Experts in their own lives ..... Co-design at work

South East Community Links is seeing the benefits of co-design as we work with culturally and linguistically diverse communities to find real and meaningful solutions to the challenges they are experiencing in their lives. Co-design is all about collaboration and goes far beyond consultations or focus groups.

Co-design at South East Community Links means investing in the knowledge and expertise of the community and recognizing this through the formation of Community Advisory Groups. These groups bring the voices, preferences and ideas of the community together in a co-design approach with SECL to foster greater mutual understanding of what's working and what's not, and explore solutions that enhance the effectiveness of the broader service system.

As part of our Safer and Stronger Communities Pilot and our Strategic Engagement Project we have been engaging in co-design work with 5 different Community Advisory Groups who are actively contributing to the design and implementation of projects they are passionate about.

The Safer and Stronger Communities Pilot is working closely with the Afghan, Indian and African communities in the south east to design and deliver projects that prevent violence against women and foster greater gender equality in the community. More of this work including details of additional community advisory groups will be featured in next year's annual report.

As part of the Strategic Engagement program SECL has been working with two Community Advisory Groups. The first group brings together 8 women and men from the Sikh, Tamil and Afghan communities to address their concerns relating to family strengthening and the access of universal family services. The second group consists of women from the Burmese, South Sudanese and Afghan communities to address issues of women and economic inclusion.

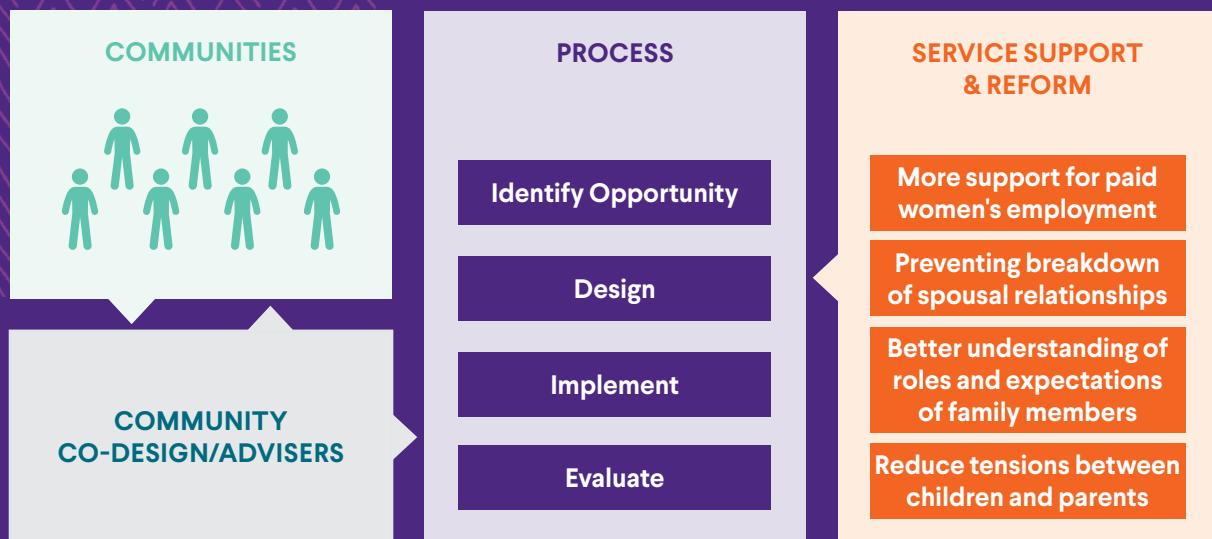
Over the last 12 months these groups have been meeting monthly discussing a range of issues relating to the need for women to find paid work, to the family dynamics in their home country, the roles and expectations of family members and how it varies so greatly to what is 'normal' and acceptable here. It is these changes that they require support with as it can often lead to breakdown of spousal relationships and create tension between children and parents.

As a collective the group agreed that 'It's a change process – everyone needs to change' and that 'We need a service to help people with the change process, it has to come from outside the community'.

Both of these groups have continued their conversations; identifying the opportunities and barriers that have taken them to the design stage in which they are now negotiating and designing tailored responses that will lead to improved outcomes for local communities and the local services that aim to support them. This process is illustrated in the diagram on the opposite page.

As stated by Ingrid Burkett, 'collaborative, cooperative and community-centred approaches to creating social good will lead to more effective services and greater social impact.'

## SEC Co-design Project 2019



Collaborative, cooperative and community-centred approaches to creating social good will lead to more effective services and greater social impact



# SECL Youth Camp – Leadership development

For the past few years, South East Community Links have partnered with Lord Somers Camp and Power House (LSC&PH), one of Victoria's oldest member-led community-based organizations, united in serving others since 1929. This partnership has enabled recently arrived migrant and refugee young people from a diverse range of cultural backgrounds to have the opportunity to participate in a 3 day camp experience twice a year.

The pressures our young people face in adapting to life in Australia are huge and they often don't get much of a chance to just have fun and participate in social and recreational activities with the broader community.

SECL Youth Camp is a fantastic away to get our young people involved, especially our Youth leadership group as they have the opportunity to volunteer as team leaders and be actively involved not only in games but also in the planning and organizing the camp.

Most of our camp participants have been in Australia for less than one year. Taking part in this program has helped them to increase participation and access to a positive and supportive community. It also helps engage young people within diverse communities of refugee and migrant background to foster an environment in which various cultures and their traditions can be exchanged, shared, celebrated and appreciated by members of other differing cultural backgrounds.

Throughout the year, SECL youth leaders receive leadership, employment preparation, and public speaking training as well as attend various workshops aimed at empowering them to develop and manage their own community projects in the future.

We have reached out to over 200 people attending the camp between staff, volunteers and of course our biggest asset, our young people.

Overall, the use of our youth camp to further develop the capacity of our Youth Leadership group and our young people is a great success. One of the greatest strengths of the camp is the fact that the SECL young people once they are there, they proudly represent our organization and their communities. They feel comfortable as SECL camp created a safe space where they can truly look up to their bright future in Australia.



Participate  
and have fun



# Bridge to Social and Economic Mobility

The South East Community Links Bridge to economic and social mobility describes our service delivery approach. Like a rail bridge, a road bridge or a foot bridge, our bridge is designed to take clients to their intended destination. Clients move through four main stages of change from crisis, to stability to resilience and finally to a place where their rights can be fully exercised; social and economic mobility. Indicators of change and progress are listed in each bridge pillar: family stability, wellbeing, education and learning, financial management, employment and career opportunities, diversity and participation.

## Crisis

People who turn to SECL for support do so because they are trying to solve a serious problem; usually a crisis has occurred in their lives. A crisis often centres on being unsafe at home or in the community, not having secure housing, experiencing mental and physical illness, not completing school in any country, not having control over or enough money, not having a job, not feeling respected or safe. More than one of these problems are likely to be experienced at any one time .

## Stability

A crisis can be stabilised in the short term. This may be in the form of financial help to pay a bill, through a food parcel, with a myki card to get from A to B, with help to make a doctors appointment, meet a teacher or attend a job interview. A crisis can be stabilised when you can talk to someone who you can trust and who speaks your language. A crisis can be stabilised when you are supported to be safe. Stabilising any one of these areas will increase overall stability.

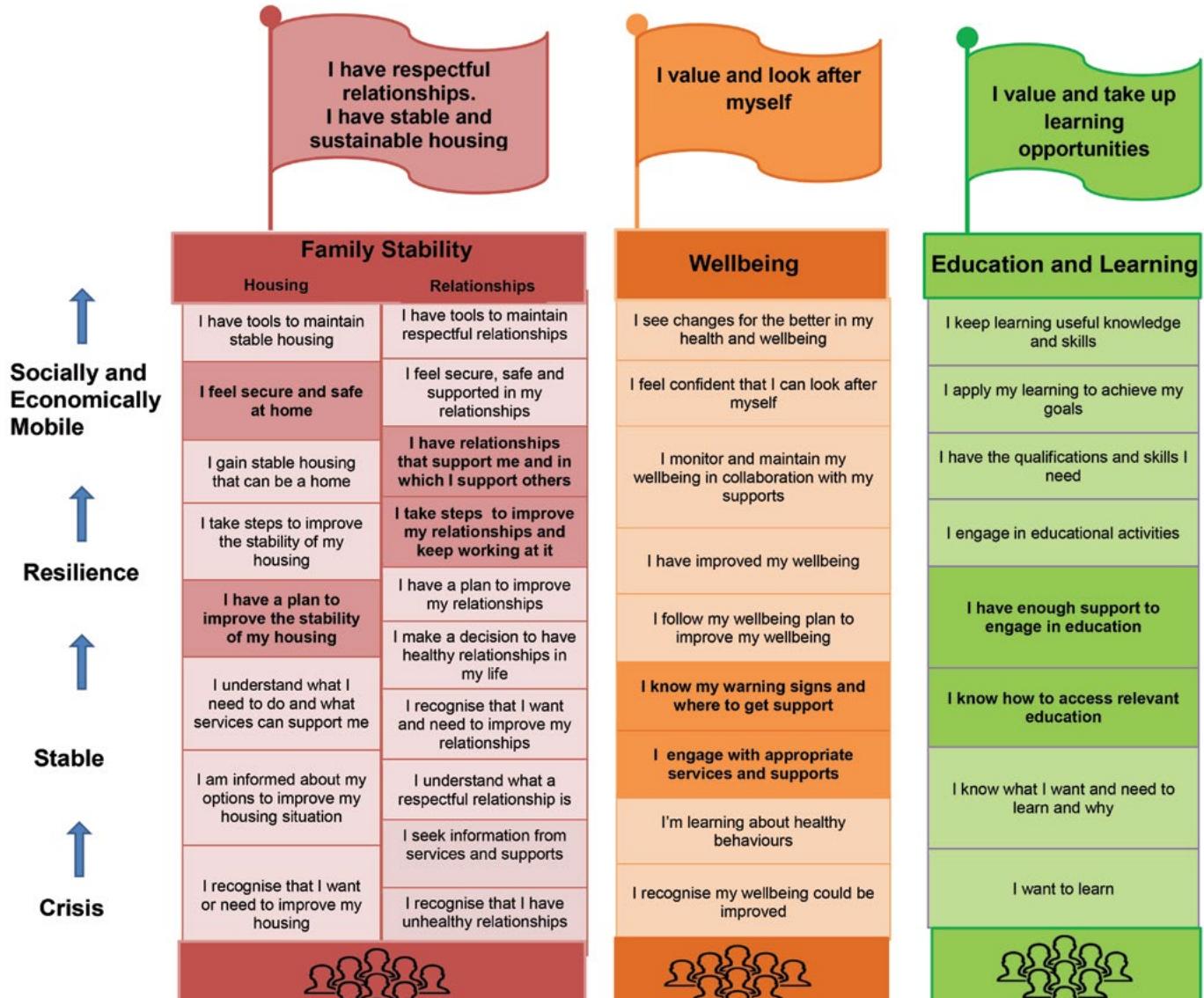
## Resilience

When a crisis has been stabilised a client can attend to other things. This stage can involve planning for the future and setting goals. Once one goal is identified another can be developed. Planning and goal setting are skills that require resilience. Set backs may occur but they do not derail or force a return to the crisis stage. Increased resilience can be shared to support others in the family and the community.

## Social And Economic Mobility

Our clients' goals often relate to being healthy, to learning, to developing skills, to working, to living in loving families and to being respected. Social and economic mobility is the success story of Australian migration and our multicultural society.

# Bridge to Social and Economic Mobility





# Financial Reports

## Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2019

	2019 \$	2018 \$
<b>Income</b>		
Revenue	4,613,508	4,714,326
<b>Expenses</b>		
Employee and contractor benefits expense	(3,603,401)	(3,402,277)
Client support expenses	(261,024)	(341,801)
Consultancy expenses	(127,758)	(171,861)
Information technology expenses	(133,426)	(153,163)
Loss on disposal of fixed assets	-	(109,975)
Occupancy expenses	(110,606)	(38,164)
Depreciation expenses	(24,158)	(9,855)
Other expenses	(332,744)	(412,231)
<b>Current year surplus</b>	<b>20,391</b>	<b>74,999</b>
<b>Other comprehensive income</b>		-
<b>Total other comprehensive income for the year</b>	<b>20,391</b>	<b>74,999</b>
<b>Total comprehensive income attributable to members of the entity</b>	<b>20,391</b>	<b>74,999</b>

Please refer to the full set of financial statements on the ACNC website.

## Statement of Financial Position for the year ended 30 June 2019

	2019 \$	2018 \$
<b>Assets</b>		
<b>Current Assets</b>		
Cash and cash equivalents	2,491,543	2,043,349
Accounts receivable and other debtors	83,229	103,961
<b>Total Current Assets</b>	<b>2,574,772</b>	<b>2,147,310</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	101,880	79,943
<b>Total Non-Current Assets</b>	<b>101,880</b>	<b>79,943</b>
<b>Total Assets</b>	<b>2,676,652</b>	<b>2,227,253</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Accounts payable and other payables	245,729	237,746
Provisions	368,076	435,117
Grants received in advance	892,216	468,173
<b>Total Current Liabilities</b>	<b>1,506,021</b>	<b>1,141,036</b>
<b>Non-Current Liabilities</b>		
Provisions	66,668	2,645
<b>Total Non-Current Liabilities</b>	<b>66,668</b>	<b>2,645</b>
<b>Total Liabilities</b>	<b>1,572,689</b>	<b>1,143,681</b>
<b>Net Assets</b>	<b>1,103,963</b>	<b>1,083,572</b>
<b>Members' Fund</b>		
Retained surplus	1,103,963	1,083,572
<b>Total Members' Funds</b>	<b>1,103,963</b>	<b>1,083,572</b>

Please refer to the full set of financial statements on the ACNC website.

**Statement of Cash Flows**  
**for the year ended 30 June 2019**

	<b>2019</b>	<b>2018</b>
	\$	\$
<b>Cash flows from operating activities</b>		
Receipts from operating activities	5,468,044	5,434,136
Gifts and donations received	7,211	14,487
Interest received	25,034	21,668
Payments to suppliers and employees	(5,006,000)	(4,869,655)
<b>Net cash used in operating activities</b>	<b>494,289</b>	<b>600,636</b>
<b>Cash flows from investing activities</b>		
Payment for property, plant and equipment	(46,095)	(60,349)
<b>Net cash used in investing activities</b>	<b>(46,095)</b>	<b>(60,349)</b>
<b>Cash flows from financing activities</b>		
<b>Net cash provided by financing activities</b>	<b>-</b>	<b>-</b>
Net increase / (decrease) in cash held	448,194	540,287
Cash on hand at beginning of financial year	2,043,349	1,503,062
<b>Cash on hand at end of financial year</b>	<b>2,491,543</b>	<b>2,043,349</b>

Please refer to the full set of financial statements on the ACNC website.

**INDEPENDENT AUDITOR'S REPORT**  
**TO THE MEMBERS OF**  
**SOUTH EAST COMMUNITY LINKS INC.**  
**ABN 72 451 442 319**

**Report on the Audit of the Financial Report**

**Opinion**

We have audited the financial report of South East Community Links Inc. (the Association), which comprises the statement of financial position as at 30 June 2018, the statement of profit and loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the members of the board.

In our opinion, the accompanying financial report of South East Community Links Inc. is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2018 and of its financial performance and cash flows for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

**Basis of Accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of the report. We are independent of the Association in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the board of the Association, would be in like terms if given to the board as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Haines Muir Hill Represented in all states and associated offices throughout the world. Telephone +613 9949 2200 Fax +613 9940 1100 888 Doncaster Road, Doncaster East, Victoria 3109 Australia PO Box 1385 Doncaster East, Victoria 3109 Australia www.hmh.com.au ABN 51 100 012 141 Liability limited by a scheme approved under Professional Standards Legislation

**Information Other than the Financial Report and Auditor's Report Thereon**

The board is responsible for the other information. The other information comprises the information included in the Association's annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Responsibilities of the Board for the Financial Report**

The board of the Association are responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with the relevant Australian Accounting Standards in accordance with the Australian Charities and Not-for-Profit Commission Regulations 2013 and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, the board are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board intend to cease operations, or have no realistic alternative but to do so.

**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements that can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.
- The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

**SOUTH EAST COMMUNITY LINKS INC.  
ABN 72 451 442 319**

**BOARD'S REPORT**

The South East Community Links Board of Management submits the financial report of South East Community Links Inc. for the financial year ended 30 June 2019.

**Board Members**

The names of the board members in office during the financial year are:

Ross Hepburn, Chairperson (Appointed 12 November 2018)

Fiona Gorrindo, Treasurer (Appointed 12 November 2018)

John Cuthbertson, CEO (Appointed 12 November 2018)

David Thompson, Staff Representative (Appointed 12 October 2018)

Monica Lomax, Vice-Chairperson

Amy Schenck (Appointed 24 July 2019 and resigned 21 November 2019)

Carrie Morris (Appointed 21 June 2019 and resigned 16 October 2019)

**Principal Activities**

The principal activities of the association during the financial year were:

To offer a range of support services in our locations of Greater Dandenong, Casey, Maroondah & Yarra Ranges.

**Significant Changes**

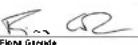
There has been no major change in the nature of the association's activities during the year ended 30 June 2019.

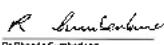
**Operating Result**

The surplus for the 2019 financial year amounted to \$22,321 (2018 \$24,569).

Signed in accordance with a resolution of the members of the board.

  
 Ross Hepburn  
 Chairperson

  
 Fiona Gorrindo  
 Treasurer

  
 John Cuthbertson  
 CEO

Dated this 23rd day of September 2019

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Dated on this 23rd day of September 2019

  
 Kristian Lunardello  
 Partner

Haines Muir Hill  
 Chartered Accountants  
 888 Doncaster Road  
 Doncaster East, Victoria

# Board of Directors 2018-19



**Ross Hepburn**  
**(Chairperson)**

Ross holds degrees in Civil Engineering and Business Administration. He started his working career at ACI Fibreglass in the late 1970s and finished his diverse marketing and management career retiring as the Director of Corporate Services for the City of Greater Dandenong in 2007. He served on the council of RMIT University for 13 years. His connection with Springvale and Dandenong spans some 35 years and includes business, local government and sport.



**Deborah Remfry**  
**(Vice Chair)**

Commerce degree and a post graduate Diploma in Town and Country Planning. Deborah has lived and worked overseas and has worked for local and state government in planning related fields for the over 20 years. Deborah worked in the Greater Dandenong region from 2002 to 2009 where she worked with the community and government agencies on a range of infrastructure and community building projects.



**Fiona Garside**  
**(Treasurer)**

Fiona has a Bachelor of Commerce and Bachelor of Economics degree. She is a Member of the ACCA (Association of Chartered Certified Accountants) in the UK, becoming a Fellow in 2010 whilst working overseas. During her tenure in London, Fiona became a Sr Finance Manager at the multinational telecommunications company British Telecom (BT), and led a large global team for many years. She returned to Melbourne in 2013 and has been has actively involved with local community organisations.



**Jan Cormack**  
**(Secretary)**

Jan holds a Bachelor of Business (Public Administration) degree and has worked in the Australian Public Service for over 40yrs prior to retiring in August 2012. Jan predominately worked for the Department of Veterans Affairs and Centrelink (formerly the Department of Social Security). In 2008, Jan received the Minister for Human Services Award for exemplary services to customers and stakeholders and in 2011 an Australia Day medal for achievement.



**Chris James**  
**(Director)**

Chris is a life member of SECL. He joined the Board of Directors (SCAAB) in 1971 and has held position of Treasurer, Vice-Chairperson, Chairperson at various times. Prior to retirement, Chris worked with the ANZ group for over 40 years where he held various management posts in marketing, sales, audit and training. Chris is also a Fellow of the Financial Services Institute of Australasia.



**Robert Davies**  
**(Director)**

Robert has qualifications in town planning, property and business management and is a Chartered Practising Planner (Planning Institute of Australia). Robert has over 30 years experience in statutory and strategic planning and people management across the consulting, corporate, local and state government sectors, including eight years as the Executive Officer of the Dandenong Development Board.



### **Sarah Loh (Director)**

Sarah has a Masters in Sport Business and is currently the Chief Executive Officer at the South Metro Junior Football League based in Moorabbin. Sarah has been working in sport management for over 31 years. Sarah migrated to Australia at the age of six from Malaysia in 1977 and lived in Noble Park North. Sarah is also an AFL Multicultural Community Ambassador, taking newcomers to AFL matches and teaching them about the game.



### **Rhonda Cumberland (CEO)**

Rhonda has been CEO of South East Community Links since January 2016. Rhonda holds a Masters of Social Policy and Doctor of Philosophy from the University of Melbourne. She is a member of the Police Registration and Services Board. She is a former CEO of Good Shepherd Australia New Zealand, Safe Steps and Director of the office of Women's Policy. She was a Melbourne City Councillor, and a sessional panel member with the Victorian Institute of Teaching.



### **Rachna Bowman (Staff representative)**

Rachna has a Masters in Business and Diploma in Community Services (Financial Counselling). She is a financial counsellor currently working as the Senior Practitioner in SECL's Financial Wellbeing Program. Rachna is a member of the Australian Bankers Association -consumer outcomes group as a consumer representative and is a former member of the Financial Ombudsman Service- Consumer Liaison Group as a consumer representative.



### **Amy Schwebel (Director)**

Amy's qualifications include Master of Laws (Juris Doctor) and Master of Arts (Political Science) and Graduate Diploma in Legal Training. Amy joined the Board of South East Community Links in July 2018. Amy is currently employed with Victoria Legal Aid. Her focus work is on family violence, child protection and family law. Her work in the policy area has positioned VLA as a highly credible policy voice. Her current position at VLA is as Associate Director – Sector Engagement and Service Design.

Resigned November 2018.



### **Merle Mitchell (Our Patron)**

# Our People

## Staff

Andrea Shepherd	Glenn Ravenscroft	Michelle Rowland
Anna Mitchell	Hayat Doughan	Natalie Beaumont
Anthony Yeo	Heather Raux	Nicole Kershaw
Asma Haidari	Indumathy Madhavan	Olga Chirokov
Beatrice Tran	Jantina Kraai	Patricia Leilua
Ben Hannah	Jason Miller	Penelope East
Bill Redfern	Jasna Duronjic	Prema Kodikarage
Boz Stephenson	Jinny McGrath	Rachel McNish
Chris Hinds	Julia Di Giovine	Rachna Bowman Maddan
Chris Pierson	Junior Melo Adilson	Rhonda Cumberland
Deborah Welsh	Kay Dilger	Robert Watling
Deepa Srinivasan	Kaylene Dunkley	Robyn Fricsons
Dharshie Ratnasingham	Kumar Narayanaswami	Ruwanthi Mudannayaka
Diana Tauteka	Lorraine D'Silva	Saharnaz Hajaghazadeh
Divya Mohan	Louise Solomon	Sandy Collingwood
Esther Ndirangu	Lyn Haden	Sheila Ahmed
Evelyn Afotey	Margaret Taig	Soe Soe Moe
Fatima Rezaie	Marlena Kupczyk	Sonya Peatow
Fatima Haidari	Mary Karas	Stephanie Boissezon
Garrett Teters	Mathews Joseph	Tara Ray
	Mel Tyson	Terry Gordon
	Melissa Grabert	Zoe Canaider
		Zorica Kovacic

## Volunteers

Ajab Bagga	David Jeffries	John Morter	Raylene Carnie
Abby Summers	Dawn Marks	Johnson Zheng	Rebecca Merlo
Abida Kazimi	Di Johns	Jordanka Samardzic	Resun Chowdhury
Ajulo Okony Gilo	Faezah Naysee	Jorga Potts	Rhonda Bale
Albert (Thiam) Loh	Frances Emerson	Jozef Lehotsky	Rianna Turner
Andrew Ross	Gangadeep Kaur	Kamal Makarem	Robert Gagnon
Angela Zheng	Garry Hall	Kevin Casey	Ruth Kennedy
Anoja Dharmapala	Graham Jones	Lalitha Reknar	Ruth Brown
Anthony Yeo	Harry Stevens	Lauren McNeil	Saharnaz Hajaghazadeh
Asia Batool	Harry Savva	Lynda Pitts	Sally Zou
Asma Haidari	Hasini Senadheera	Mallika Prabakaran	Shashi Kant Kochar
Barry Clearwater	Hasnat Jahan	Mark Rodrigues	Shazia Khanum
Barry Lockwood	Holley Dumble	Mary Karas	Shazia Ali
Beverly Deworsop	Hugh Foster	Matthew Garrie	Shirleen Van Dort
Bhagya Etta	Ian Michelson	Mick Fagan	Sithy Marikar
Bianca Lau-Goodchild	Ian Gabriel	Neerupma Dhir	Stephie Anil Patne
Bill Irvin	Indumathy Madhavan	Nilanthi Gamlath	Sumitha Moses
Carl Carter	Isabella Faragher	Noel Bolden	Susan McGrath
Catherine Sharpe	Jack Vo	Paul Ryan	Susan Rose
Chloe Payne	Janine Johnson	Peter Fellows	Tamara Turney
Chris Towers	Jim Tsaparas	Prema Kodikarage	Trinh Nguyen
Claire Rodier	Joan Boyd	Rachel McNish	Vince Boyle
David Broadstock	Jocelyn Narayan	Ralph Wildenberg	Viraj Vandabona

## Students

Abhishek Chavan	Emily Dudovic	Joseph Cheteni	Penelope Nugent
Amber Watts	Emily T Mandangu	Julianne Nicoles	Rebecca Sest
Andrew Mitilineous	Ena Plecic	Kylie Ann Miller	Ruby Harrop
Austin Bell	Evelyn (Yanxin) Yang	Liam Nicholls	Saharnaz Hajaghazadeh
Ayman Harun	Evelyn Afotey	Maddison Sill	Sally Zou
Bernadette Lydster	Fiona Yuen	Madeleine Bough	Suzanne Muir
Bijan Asgari	Frank (Kudzai) Mponda	Maya Khmelevski	Tara Ray
Carla Ripepi	Georgia Lennon	Melvi Saji	Willem Brussen
Chayaporn Darsana (Geam)	Jane Corb	Natalie Beaumont	Wondimu Dagafa
Chloe Payne	Jessica Morley	Natasha Dissamayake	
Elisha Kiprop Kiptukyo	Jorja Potts	Penelope East	

# Project Partners and Supporters

## Our Generous Funders

City of Casey  
City of Greater Dandenong  
Community Information & Support Victoria (CISVic)  
Department of Education  
Department of Health & Human Services  
Department of Home Affairs  
Department of Industry, Innovation & Science  
Department of Justice – Consumer Affairs Victoria  
Department of Premier and Cabinet – Multicultural Affairs & Social Cohesion  
Department of Social Services  
Good Shepherd Microfinance  
Noble Park English Language School  
Victoria Legal Aid

## Our Wonderful Donors

Anonymous donors  
Australian Muslim Womens Centre for Human Rights  
Backpack Beds Australia  
Brotherhood of St Laurence  
Deborah Remfry  
Department of Home Affairs  
Friends of Refugees  
Infoxchange  
Inner Wheel Club Narre Warren  
International Order of Old Bastards  
KOGO  
Magistrates Court of Victoria  
Mr and Mrs Sudhulz  
Salesian College  
Sarah Robb  
Share the Dignity  
South East Business Network  
St John's German Lutheran Parish  
Sunshine Foundation  
Telstra  
The Salvation Army Victoria Division

## Our Partners and Supporters

Doveton College  
ADRA  
Afri-Aus Care Inc.  
AMES Australia  
Ashwood Secondary College  
Australian College of Applied Psychology  
Australian Taxation Office - Tax Help  
Australian Women's and Families Network  
Avocare  
Box Hill TAFE  
Bunnings Springvale  
Centre for Multicultural Youth  
Centrelink Community Engagement Team  
Charles Darwin University  
Cheltenham Police Station  
Chisholm Tafe- Dandenong  
Chisholm Tafe-Cranbourne and Hampton Park  
City of Casey Youth Services  
City of Greater Dandenong  
Clayton Community Centre  
Cockatoo & Hills NILS  
Community Information & Support Victoria (CISVic)  
Connect Health (Gamblers Help Southern)

**Yarraman**

PT>

Cove Training	Link Health and Community	Skills Plus
Dandenong & District Aborigines Co-operative Ltd	Lions Club of Wheeler's Hill	South East Volunteers
Dandenong Community Aid Consortium	Living Learning Pakenham	Sangpool Scholarship Group
Dandenong High School	Lord Somers Powerhouse	Southern Migrant Refugee Centre
Deakin University	Lyndale Secondary College	Springvale Learning & Activities Centre
Doveton College	McLennan Real Estate Dandenong	Springvale Monash Legal Service
Empath	Mission Australia	Springvale Neighbourhood House
Federation University	Moira	St.Kilda's Mums
Financial and Consumer Rights Council	Monash Health	Taskforce
Financial Counselling Australia	Monash Multicultural Services Network	The Water Well Project
Gary & Warren Smith	Monash Oakleigh Community Support & Information Service	Transport Accident Commission
Glen Waverley Secondary College	Monash Youth and Family Services	Uniting Care
Hampton Park Community Centre	Multicultural Centre for Women's Health	Vic Roads
Hampton Park Community House	Narre Warren P-12 South Secondary College	Victoria Police
Hampton Park Secondary College	Noble Park Secondary College	Victoria University
Headspace Dandenong	Oakleigh Police Station	Victorian Myanmar Muslim Community Inc
Healthy Mothers Healthy Babies	Our Watch	WAYSS Ltd
Holmesglen TAFE	Power Neighbourhood House	Wellington Secondary College
Immigration Museum	Reclink Australia	Wellsprings for Women
InTouch Inc.	Red Cross	Westall Secondary College
Intuitive Self	RMIT	Windermere Family Services
Keysborough Learning Centre	Sacred Heart College	Womens Health in the South East
Keysborough Secondary College	Salesian College	Youth Support and Advocacy Service (YSAS)
Lifesaving Victoria	Selandra Community Hub	
	SELLEN	



**“The compassionate care and understanding, combined with a total professional work ethic, obvious passion to help those that had lost the will to help themselves is in my humble opinion an example of how to perform the most difficult task of helping people in crises. While I am not yet out of the woods, I can definitely see light peeking through its darkest foliage.”**

**“I’m sad to be saying goodbye. I can’t tell you how much I have enjoyed working here and learnt so many positive lessons from volunteering. I learnt that giving makes a world of difference. By learning to help others, I learned to appreciate myself. I learnt Community is important! I like all the smiling faces here and I learnt that the Smile is universal. Volunteering here was a very enjoyable and beneficial experience.”**

## Donate

**Give a tax deductible donation today**

South East Community Links is committed to responding to current needs in the community. The Anna Hall Memorial Fund, Gifts of Hope, Proud and Resilient Young People and Sang Pool Asylum Seeker Scholarship Fund are specific causes that we believe in.

Whether you choose to donate to one of our specific appeals, or make a general donation, all donations over \$2 are tax deductible and are greatly appreciated.

**For more information, please visit:  
[www.givewow.com.au/](http://www.givewow.com.au/) or visit our website: [www.secl.org.au](http://www.secl.org.au)**





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