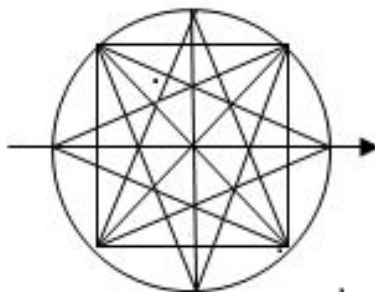


**Chairs:**

Sam Navarria: Mob: 0432 975 558

Cynthia Shaw: Mob: 0434 080 977



P O Box 94  
Forest Hill VIC 3131  
**Email:** chair.msc@gmail.com  
**Website:** www.ccoei.org.au

## **MIGRANT SETTLEMENT COMMITTEE (Eastern Region)**

Standing Committee of the Communities' Council on Ethnic Issues (Eastern Region) Inc.

Reg. No. A0017562S

### **Minutes**

**Friday, February 2nd 2018**

**Whitehorse Community Centre, Level 1 Conference Room,  
79 Mahoney's Road, Forest Hill.**

1. **Chair:** Cynthia Shaw

2. **Present**

Dilnaz Billimoria	Whitehorse Interfaith Network
Gitta Clayton	Links – CHBC
Krishani Dassanayake	CCOEI – Committee of Management (Event administration)
Julie Conan-Davies	Swinburne University
Jen Duniam	Uniting Lifeassist
Helen Forbes-Mewett	Monash University Senior Lecturer and Researcher
Poly Kiyaga	AMES Australia, Regional Ops Manager
Saba Irfan	Women's Friendship Group Manningham
Kate Jeffery	Link Health and Community
Audrey Jones	Victoria Police Crime Prevention Office
Helen Jurcevic	Women's Friendship Group Manningham
Geof Kloot	Neighbourhood Watch Victoria
Cindy Kung	Louise Multicultural Community Centre
Digna Libera	Holmesglen TAFE Chadstone, Moorabbin
Judy McDougall	Migrant Information Centre
Margeaux Loos	Australian Tax Office
Penny Moore	City of Maroondah
Katrina Myers	Box Hill Institute
Madeleine Parker	Department of Education and Training, Senior Project Officer, ESL
Barbara Reeckman	Melbourne Polytechnic
Sue Rosenhain	Women's Health East
Cynthia Shaw	CCOEI Committee of Management - Secretary
Johnny Tran	Victoria Police
Sui Ting Tse	CCOEI President
Clary Verbunt	Dutch Community and CCOEI
Sonia Vignjevic	Eastern Community Legal Centre
Michelle Wright	City of Whitehorse
<b>New members:</b>	
Rebecca Taylor	Melbourne Poly – AMEP Home Tutor Program
Sarah Prisma	Melbourne Polytechnic - Home Tutor Program
Jacquie Arunlanandaem	Migrant Information Centre
Rick Comfort	DHS – Multicultural Service Officer
Jenny Mitchell	Whitehorse Manningham Libraries CALD/Branch Manager
Jacqui Robson	Foundation House
Thong Za Tawng	Foundation House Community Liaison Worker

**Apologies:** Sam Navarra; Leigh Gilmore; Elizabeth Sidiropoulos; Dianne Godfrey; Mairilyn Gurry; Stella Jennings; Jasmina Mulugeta; Joan Pepi; Bwe Thay; Ludmilla Theodore; Rebecca Wickes

3. **Minutes November 2017.** Minutes circulated. Moved Cynthia Shaw, Seconded. Clary Verbunt. Accepted.
4. **Business Arising** – no business arising.
5. **Correspondence** – Email from Rick Comfort (DHS) regarding: Changes to Child Care and Changes to Online services. Rick invited members to call on his services to come and speak to groups.

#### 6. **MSC 2018 Calendar**

The Calendar is distributed each month there is a meeting. Planning for 2018 was conducted at the end of 2017 through a review using Survey Monkey. All Members of the MSC were encouraged to contribute to planning for speakers and topics to cover for 2018. It was noted that the calendar is a flexible document that allows for movement when necessary in order to be able to respond to issues as they arise. (The Calendar will be circulated again from April 2018).

#### **2<sup>nd</sup> March 2018 – please note - there will be no MSC Meeting:**

Members were asked to note that a special Harmony event will take place at the Mullum Mullum Indigenous Gathering Place in Ringwood East. This will replace the March meeting. To clarify: there will be no MSC meeting in March as all members are invited to attend the following event:

(The [invitation flyer](#) was circulated by Gitta Clayton and attached to these minutes. Gitta kindly provided a brief overview of the day). The event is a partnership between MMIGP, CCOEI, CHBC and Foundation House. The event is supported through funding by the Victorian Multicultural Commission and Maroondah City Council.

#### **Friday 2<sup>nd</sup> March 2018 (9:30am-12:30pm)**

##### ***Together in Harmony***

##### ***Songs and stories from Indigenous leaders and refugees from Burma.***

**Where:** Mullum Mullum Indigenous Gathering Place, 47 Patterson Street, East Ringwood. (opposite East Ringwood station)

**Parking is available at the rear of the building** on a first come basis. Come early to avoid disappointment.

**Who should attend?** MSC members are invited to attend, there will also be members of the Mullum Mullum Indigenous Gathering Place, refugees, volunteers and other members of the community.

**Program:** will include an Indigenous traditional smoking ceremony and the opportunity to learn about Traditions from Burma.

**Informal light lunch provided.**

#### 7. **February Meeting Focus - overview.**

Settlement services and programs: Humanitarian Settlement Program (HSP), and settlement in the Eastern Metropolitan Region. Speakers: Poly Kiyaga Regional Operations Manager delivered the presentation – (Sarah Daly - Apology). Judy McDougall Senior Project Officer, Migrant Information Centre.

HSP – AMES Australia.

Poly said that he had been with AMES for 12 years. Their current model incorporates 11 regions. The lead subcontractor model includes the following 5 providers:

- **Australian Red Cross Society:** Canberra and Surrounds and Western Australia;

- **Settlement Services International Limited (SSI)**: Sydney and Regional NSW;
- **MDA Ltd (in partnership with Access)**: Brisbane and Surrounds, and North Queensland;
- **Melaleuca Refugee Centre**: Northern Territory;
- **AMES Australia**: South Australia, Tasmania, Melbourne, and Regional Victoria.

**What is the same** (or similar): such as the range of services including:

- Case management approach
  - Pre and post arrival needs assessment
  - Case plans & ongoing monitoring
  - Initial registrations / health / referrals / links to community
  - Assessments and transition to exit
- Immediate on arrival - airport pick up and associated services
- Housing
- Compliance and reporting

**What is different** (broad areas):

- 3 Tiers of clients:
  - Tier 1: Clients generally present with the knowledge and skills required to settle into their new community with minimal assistance from a Service Provider.
  - Tier 2: Clients are likely to have experienced high levels of poverty, trauma, language and/or education barriers or health issues.
  - Tier 3: Clients display an inability to independently engage with appropriate supports and may be impacted by multiple and complex barriers.
- Tier 1&2 determined by Service Provider. Tier 3 upon department approval.
- Current CCS-eligible clients will continue to be eligible for Tier 3 (up to 5 years in Australia).

**Case Management (Foundation Outcomes) include:**

- Housing; secure suitable accommodation
- Physical & Mental Health; client can use services
- Managing Money; client can manage and access
- Community Participation; client can develop links
- Family function; client can access relevant services
- Justice; client knows has legal rights and responsibilities
- Language services; client participates in AMEP
- Education & Training; recognise prior skills and qualifications
- Employment; client can engage with employment

**Working with employment providers - HSP Case Managers will:**

- Attend initial appointment with client at JobActive Provider
- Contribute to the development of client's Job Plan
- Ensure that an interpreter in the client's language is present
- Explain potential barriers to employment and other responsibilities
- Provide an understanding of the client's needs i.e. Health issues etc...
- Assist with the development of the client's Job Plan
- Assist client understand their rights and responsibilities under mutual obligation
- Assist client understand the consequences of a failure to meet their mutual obligation requirements

Poly also provided an Outcomes Framework for members with Pre arrival, On arrival and Post arrival HSP services. In addition he provided information on client profiles (their aspirations) and suburb profiles. Cynthia thanked Poly for the valuable and thoughtfully constructed presentation. The attached presentation provides further information.

## **Speaker: Judy McDougall Settlement in the Eastern Region**

Judy described settlement in the Eastern Metropolitan Region 2016-2017 which shows, the largest number of people settling in the region were born in China (899) followed by India (121) and the largest number of humanitarian entrants were from Burma (136). People who accessed MIC services in 2016/2017 were born in over 90 different countries.

The largest number of family stream migrants settled in Whitehorse (418) and Monash (390), and the largest number of humanitarian entrants in Maroondah (198) followed by Knox (55). MIC casework services were provided at their Box Hill office and at outreach offices at Ringwood and Croydon as well as at Swinburne Croydon campuses. Group programs were held at schools and community venues across the region close to where the target communities have settled.

**National Settlement Services Outcomes Standards.** Judy provided information about the 9 standards of Education & Training to Justice (see attached presentation slide No 4)

**Casework:** Clients presented with issues including: Youth; utilities; phones; migration; material assistance; legal; housing and tenancy; health; family relationships; employment; education; driving etc.

In the year ending June 2017, staff provided one-on-one settlement assistance, funded through the Australian Government Department of Social Services to 1744 individuals from refugee backgrounds and people who are family stream migrants with low English language proficiency living in the Eastern Metropolitan Region of Melbourne. Services were provided through more than 6600 client contacts. The largest number (1181) of enquiries related to housing and tenancy. Eighty-five per cent (5454) of contacts were face to face, 14% (959) were by telephone and 1% (86) by email/mail.

MIC staff referred clients to a number of external services for assistance. In 2016/2017 this work included referrals to government agencies (991), real estate agents (498) community housing providers (208), education/training providers (188), health professionals (187) and utility companies (306).

The most clients seen by Country of Birth were those born in Burma (69%)

The work of the MIC includes:

- Road Safety
- Family Violence counselling and group therapy programs
- Gender equity programs
- Community capacity building and community development for refugee communities
- Assisting with access to services (aged care; disability services etc)
- Volunteer visiting program to residential aged care facilities etc.

Cynthia thanked Judy for her presentation, providing valuable assistance for MSC members regarding Settlement Services in the Eastern Region.

## **8. Reports:**

Members provided a range of reports regarding their work with CALD clients. No written reports were received to date.

## **Next MSC Meeting**

**Friday 6<sup>th</sup> April 2018 (9.30am – 12.00 noon)**

**Venue: Conference Room, Level 1, Community Resource Centre, 79 Mahoney's Road, Forest Hill**

**NOTES:**

- (1) For past and current MSC documents, including meeting papers and guest presentations, visit [www.ccoei.org.au](http://www.ccoei.org.au) go to the MSC page on the left hand side and scroll down
- (2) For dates of meetings go to: <https://www.ccoei.org.au/msc.html> and scroll down
- (3) Information sheet link: [https://www.ccoei.org.au/docs/CCOEI\\_Information\\_Sheet.pdf](https://www.ccoei.org.au/docs/CCOEI_Information_Sheet.pdf)
- (4) To contact Cynthia Shaw or Sam Navarria on matters relating to the MSC please use email contact: [chair.msc@gmail.com](mailto:chair.msc@gmail.com)