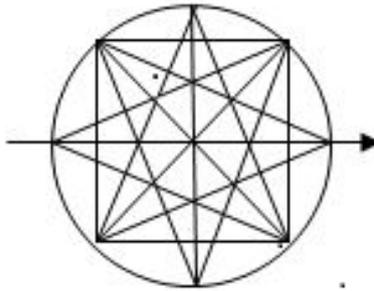**Chairs:**
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MIGRANT SETTLEMENT COMMITTEE (Eastern Region)

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

Reg. No. A0017562S

Minutes

Friday, June 1, 2018

**Whitehorse Community Centre, Level 1 Conference Room,
79 Mahoneys Road, Forest Hill.**

1. **Welcome** – Sam welcomed MSC members and guests.
2. **Present**

Sally Brooks	MIC, Strategic Engagement Coordinator
Iresha Butngamnwa	ECLC, Community Development Coordinator
Gitta Clayton	Links – CHBC, Community Engagement Coordinator
Rick Comfort	DHS Centrelink MSO
Julie Conan-Davies	Swinburne University, AMEP Coordinator
Rayce Coyte	IMVC, National Disability Coordinator Officer
Mark Crowe	MFB, MLO
Geoff de Young	DHS, MSO
Halime Duzen	NEAMI National, Partner in Recovery
Leigh Gilmore	Sheriff Office Eastern, Sheriff Officer Koori and Multicultural Liaison
Vincent Hu	Chinese Community Social Services Centre, Community Services Worker
Saba Irfan	Women's Friendship Group Inc
Kate Jeffery	Link Health and Community, Senior Research and Planning Officer
Helen Jurcevic	Women's Friendship Group Inc
Digna Libera	Holmesglen TAFE
Sam Navarria	CCOEI
Rosemary Sheehan	Whitehorse Council, Diversity Officer
Bwe Thay	Swinburne University
Sui Ting Tse	CCOEI, President
Clary Verbunt	Dutch Community, CCOEI

Apologies

Dr Helen Forbes-Mewett	Monash University, Senior Lecturer and Researcher
Suzi Hayes	Knox CC
Margeaux Loos	ATO, Migrant Education
Jenny Mitchell	Whitehorse/ Manningham Libraries, CALD Branch Manager
Penny Moore	City of Maroondah, Community Development Officer
Madeleine Parker	DET, Senior Project Officer EAL
Vicki Selimi	DHS, Centrelink, Multicultural Services Officer
Cynthia Shaw	CCOEI
Elizabeth Sidiropoulos	Victoria Police, Eastern Region Multicultural Police Unit, MLO
Lyudmila Theodore	Holmesglen TAFE, AMEP Coordinator
Rebecca Wickes	Monash University, Associate Professor

Guests

Rochelle Beatty	Melbourne Polytechnic, Head of Prime Contract Management (apology)
Sally Brennan	SwinLocal, Senior Project Manager
Barbara Reeckman	Melbourne Polytechnic, Pathways Guidance Coordinator, AMEP

Karen Sims   My Health Record, Communication Manager

3. **Minutes MSC May 2018**
   Moved Rick Comfort, seconded Clary Verbunt. Accepted.

4. **Business Arising**
   Incorporated in the agenda.

5. **Correspondence.** Information circulated via email and noted at the meeting: (a) Forum on family violence in CALD communities 07/07/2018 Louise Multicultural Community Centre; (b) article by Helen Jurcevic (OAM) *No fairytale ending from the Land of a Fair Go*; (c) Refugee Welcome Dinner, Coonara Community House 23/7/2018; (d) Women's Friendship Group Manningham Community Achievement Award winners cocktail party 23/5/2018; (e) 2018 Refugee Week Indoor Cricket Carnival, Cricket Victoria programs; (f) work placements for Swinburne Migrant English SLPET Students in various work places – Julie Conan-Davies; (g) Settlement Services International media release announcing the appointment of Ms Sonia Vignjevic as its State Director, Strategy, Growth and Partnerships; (h) Anxiety Recovery Centre Victoria safeTALK Suicide Alertness for Everyone workshops (9830 0566); (i) Letter of support by CCOEI for ECLC Matter of Trust Project to the Department of Premier and Cabinet Multicultural Affairs and Social Cohesion Division

6. **Meeting focus: progressing social and economic inclusion through adult education and training – Adult Migrant English Program (AMEP), Skills for Education and Employment (SEE), Victoria Skills First; pre-accredited to accredited training.**

   AMEP and SEE programs
   Rochelle Beatty, Head of Prime Contract Management, Melbourne Polytechnic, was not able to attend. On her behalf Barbara Reeckman gave an overview of the federally funded AMEP and SEE programs.

   AMEP
   The AMEP is the Australian Government's longest running (since 1948) legislated English language program for eligible new migrants and humanitarian entrants. Its focus is English for work, job readiness and social integration. AMEP services aim for eligible new migrants to successfully and confidently participate socially and economically in Australia by developing skills to find sustainable employment, further training/study, access services and other Government programs.

   Eligibility for AMEP: permanent visa holders; eligible temporary visa holders; Australian citizens; over 18 years of age and under 18 if a parent holds a permanent entry permit or permanent visa, or youths aged 15-17 whose needs are not being met by mainstream schools; and below functional English – less than Australian Core Skills Framework (ACSF) 3. Clients must take up the AMEP within mandated time.

   The main program entitlement is up to 510 hours of English or achieving functional level whichever comes first. There are also additional sub programs that are part of the AMEP:
   - **Special Preparatory Program (SPP)** for humanitarian clients with recognized difficult pre-migration experiences; either 100 or 400 hours (used prior to 510 hours);
   - **Settlement Language Pathways to Employment and Training (SLPET)** is an additional 200 hours for employment-focused classroom tuition (between 120-160 hours) and a compulsory work experience placement (between 40 and 80 hours) in industries such as warehousing, hospitality, office administration, retail and childcare. SLPET provides exposure to Australian work place culture and values; assistance with transition to work; and develops strong networks with local employers and industries. Course topics are job related: resume writing, interview skills, workplace communication (telephone skills, negotiations), Australian workplace culture, Health and Safety, report writing, work rights and responsibilities, job advertisements.
   - **AMEP Extend** is an additional 490 hours for clients who have not reached functional English at 500 hours. Places are capped.

There are two streams in the AMEP: Social English - focusing on social participation and living independently in the community; **Pre-employment English -** English to participate in the workforce. This stream is compulsory for clients with mutual obligations (e.g. Newstart). Clients can move between streams during their AMEP training.

AMEP Services include **Childcare** for children under school age so that parents can attend classes; the **Volunteer Tutor Scheme,** provides **l**anguage assistance in a client's home with trained volunteer tutors, which can be done in conjunction with classroom tuition; the **Distance Learning** program**,** delivered by **TAFE NSW, f**or clients unable to attend classes. The childcare and Volunteer Tutor Scheme are organized by Melbourne AMEP.

AMEP clients are firstly registered for the program, and their needs identified at an Initial Interview and language assessment.

The Melbourne AMEP providers in the North East Region are Swinburne University of Technology (Croydon and Wantirna); Mountain District Learning Centre (Boronia); Box Hill Institute (Lilydale & Ringwood); Melbourne Polytechnic (Greensborough); Olympic Adult Education (Heidelberg). In the Inner Metro Region the providers are Box Hill Institute (Elgar Campus); Swinburne University of Technology (Hawthorn Campus); Holmesglen Institute (Chadstone & Moorabbin).

SEE
SEE focuses on delivering accredited English courses, numeracy, computing and IT skills to prepare for work or further study. It focuses on vocational skills and qualifications. Clients' entitlement is up to 650 Hours. Referral to the program is via Centrelink or a *Jobactive* provider.

Eligibility for SEE – clients must be between 15 and 64 years, registered with the Department of Human Services as a job seeker and looking for full-time work. They must also be Australian citizens or have permanent residence or work rights and receive a Centrelink payment (unless under 21 or serving the newly arrived waiting period for income support).

SEE uses a multi-provider model. Melbourne Polytechnic is the Prime Contractor for the Northern SEE Consortium which delivers the program in North East Melbourne (Greensborough). Its partners are Olympic Adult Education (Heidelberg); Box Hill Institute (Lilydale); Swinburne University of Technology **(**Croydon and Wantirna). In the Inner Metro Region, AMES Australia is the Prime Contractor.

An example of how the SEE program can improve job prospects for participants is the Preparation for hair dressing course which combines English with preparation for a VET course. The teacher is qualified in hairdressing and TESOL, and many students were hairdressers in their country. This preparatory course **e**nables students to realise their language is strong enough to commit to a mainstream course, giving them time to plan for the higher fees knowing that they will succeed. Five students have already enrolled in the mainstream Cert 3 Hairdressing course in S2.

Barbara presented a **case study** to illustrate the value of AMEP and SEE programs: a client from Ethiopia who completed Year 12, and a degree in Information Communication Technology (ICT); worked in a research company for 3 years as a data entry clerk, married and came to Australia in 2014 on a 309 visa, (now permanent), Through the AMEP she enrolled in CSWE3, used the AMEP childcare for her child, went on to SLPET in office admin with work placement at a TAFE, and was employed casually as a result of her work placement. The AMEP provided the opportunity to further develop her English, improve her confidence and knowledge, understand networks, make connections, embark on a pathway, learnt about work culture and approaches to finding work, and through practical work experience demonstrate her employability skills resulting in employment.

Sally Brennan, Senior Project Manager, Learn Local Partnerships at Swinburne – SwinLocal: TAFE and Learn Locals working together

Sally spoke on a project/partnership between Learn Local Organisations (LLOs) and Swinburne University of Technology. The project was instigated by Swinburne which has had a commitment to partnerships, and the LLO sector. The project was supported by funding that recognises the value of pre-accredited training and the learning environment generated by LLOs.

Government expectations are crucial in encouraging TAFEs and LLOs to work in partnership. A case in point is the TAFE Learn Local Roadmap project designed *"to guide future collaboration between the two sectors by establishing and maintaining more effective working relationships, and identifying opportunities to collaborate more closely in meeting the needs of individuals and businesses in local communities. The project has a major focus on identifying and promoting examples of good practice in TAFE-Learn Local collaboration and to highlight the benefits for learners, communities and the providers involved."*

LLOs are community based organisations registered with the Adult Community and Further Education (ACFE) Board, which provide pre-accredited training. Essentially, LLOs are value based organisations committed to social change and equity principles through community development, and driven by a learner centred learning environment and pedagogy.

Pre-accredited training is short modular courses designed for learners to gain confidence and skills and create pathways to further education and training, or a step to employment. The emphasis of pre-accredited training is on learners who have not achieved year 12 or equivalent. The training addresses the particular needs of adults who have experienced barriers to education in the past, and who find it difficult to undertake accredited programs. Funding for pre accredited training is through the allocation process from the ACFE Board. Pre accredited training is value based learning rather than skills based.

Sally gave a recount of the TAFE-LLOs partnership project. In 2016 the project explored possibilities and in 2017, generated further thinking about possibilities, identifying roadblocks, challenging traditional models etc. The ongoing development of this partnership has complex layers that must be acknowledged and treated sensitively. In 2018 the approach is both practical and theoretical.

Project features
- LLOs deliver pre-accredited training at Swinburne Croydon, using Swinburne facilities and resources;
- Specific pre-accredited delivery is developed to enable pathways for students into pre-apprenticeships, accredited training or additional pre-accredited modules;
- Students are referred through Swinburne, such as Jobs & Skills Centre, and by Jobactive providers;
- Course participants have free access to all services and resources available to Swinburne students, including language literacy and numeracy (LLN) support, career advice, libraries, and computer labs;
- Learner journey is at the heart of the process.

Sam thanked Barbara and Sally for their presentations and noted that such education programs are well placed to continue to support social and economic inclusion for some of the most disadvantaged in the community.

My Health Record (MHR) – Karen Sims, EMPHN, Communications Manager, My Health Record
MHR is an initiative of the Australian Government's Australian Digital Health Agency. Essentially, MHR is a secure online summary of an individual's health information. Individuals can choose who their MHR is shared with, who can access it, and what's in it. The information can come from general practice, hospitals, referrals, specialists, pharmacy, pathology, discharge, diagnostics, prescriptions, medicines, etc.

MHR benefits: avoid duplication, adverse drug events, reduce time to gather the information, enhance patient self-management and patient outcomes. Positive results at the information storage, access and management level, can result in improving medication safety; access to information for people and their care providers; reducing unnecessary test duplication.

Karen noted the concern around privacy and access, and patient confidentiality. She assured that individuals can choose to decline access to specific documents, they can set up their own pin code to restrict access to selected documents; they can set up an SMS that alerts them when their MHR has been accessed for the first time; they can see who has accessed their MHR at any time. Only in emergencies can a clinician access an individual's MHR but in those rare cases the event is reported to the individual. The issue of data security was also noted as a concern.

Every individual will have a MHR created for them, unless they choose to opt out. The opt out period is from the 16th of July to the 15th of October 2018. Information about MHR is in key community languages. Leaflet on the MHR in English circulated at the meeting. A communication campaign is being undertaken with providers of services, both inside and outside health networks. Partners in the MHR include Federal and State governments and health services. There is a new website to support audience needs https://www.myhealthrecord.gov.au/

If individuals opt out, a MHR will not be created. If they do not, a MHR will be created but will have no content. MHR activates only when it is accessed by a health provider or the individual, which is when 2 years of Medicare and PBH will be added to MHR. An individual can cancel their MHR and the content will be archived per legislation governing archiving. Individuals who have opted out, or cancelled can choose to re-engage with the MHR system.

Sam thanked Karen for her presentation and invited Karen to return at a later date to speak again on MHR.

MSC 2018 Calendar
The 2018 Calendar is on track: the local government projects' focus will be in August, and three LGAs have expressed the wish to present. The calendar is a flexible document driven by MSC input.

MSC 2018 Calendar

MSC meeting dates	Meeting focus	Forums/functions/events dates and working groups	International Multicultural events Calendar
01 Jan	No meeting		
02 Feb	Settlement services and programs - focus on Victoria & Eastern Metropolitan Region: who is settling in the Eastern Region, and where, what are their needs and aspirations? Sarah Daly, Settlement Senior Manager, AMES; Judy McDougall, Senior Project Officer, MIC.		February 1-7 United Nations Interfaith Harmony Week
02 March	Celebrating harmony and inclusiveness - CALD choir (Karen) and the Mullum Mullum Choir combine to tell stories through song and music. (Working Group members include: Chris; Heather; Gitta; Jasmina and Cynthia). Venue Mullum Mullum Indigenous Gathering Place, Ringwood.	**Harmony Day events.**	March 21: Harmony Day
06 April	Regional Advisory Councils (RAC) of the VMC: *RACs progressing the Victorian multicultural agenda - key developments and projects*: RAC Commissioner Sonia Vignjevic presented with RAC members James Thangman and Bwe Thay. Helen Forbes-Mewett (apology).		**April 7** – World Health Organisation World Health Day
04 May	The NDIS and CALD communities – access and participation in the EMR, and exploring the need		**May 21** - World Day for Cultural Diversity for Dialogue and

	for a forum in the EMR. Panel of speakers: Chris Cahill and Sharna Goulding, NDIA; Megan Kearney and Eli Niall (NDIS); ADEC; Sophie Dutertre, (CEH); Olivia Killeen, (ECCV); Emily Ma, Chairperson, Chinese Parents Special Support Network (CPSSN).		Development,
01 June	Adult education and training: progressing social and economic inclusion: AMEP, SEE, Skills First; pre-accredited to accredited training: Rochelle Beatty (unable to attend) Barbara Reeckman (MP) and Sally Brennan (Swinburne University); Karen Sims My Health Record (MHR).		**June 20** – UN World Refugee Day, **June 26** – UN Day - Support of Victims of Torture
01July	No meeting		
03 Aug	Cultural responsiveness of LGAs in the Eastern Metropolitan Region – focus on a project. Knox City Council, Joan Pepi, Multicultural Communities Officer. Project: *Working in the Multicultural Space* Maroondah City Council, Penny Moore, Community Development Officer. Project: *Nurturing Partnerships between Sport and Newly Arrived Communities* Yarra Ranges Council, Wendy Blakis, Best Start Community Facilitator, & Rakhi Khanna. Project: *Stepping stones to service connections and engagement for CALD families.*	**Working Group(s) for 2nd half of 2018:** **CALD NDIS access and participation Working Group.** First meeting now 10 August 2018. Participating organisations Include NDIS, NDIA, CEH, ECCV, ADEC, Link Health and Community, Latrobe Community Health Service, Uniting Care Life Assist, MIC, Neami National and Local Government organisations, others are also welcome to participate on this group. **Pending working groups:** 1. **Family violence forum** Working group to be set up to develop theme and program (working group possible composition to include ECLC, MIC, ECCV, Red Cross). 2. **Youth services** Working group to be set up to develop program and theme (working group possible composition CMY, DET Victoria, IMVC, AMEP, Foundation House, Margeaux, Madeleine)	
07 Sept	Social cohesion in multicultural Australia – stats and stories: findings from qualitative and quantitative research. Speakers from Monash University including Dr Helen Forbes-Mewett		
05 Oct	CCOEI AGM and a focus on emerging CALD groups in Eastern Metropolitan Region.		**October 17-** International Day for the Eradication of Poverty, UN calendar
02 Nov	Australian Refugee and Humanitarian Program 2019 - 2020: Community views, current challenges, and future directions. Asher Hirsch, Senior Policy Officer, Refugee Council of Australia (RCOA). **MSC review** of 2018 and plan 2019 activity.		**November 16** - International Day for Tolerance **November 25** - International Day for the Elimination of Violence against Women,
07 Dec	Finalize 2019 MSC Calendar. Some suggestions to date: (a) Human Rights Law Centre – focus on refugees and asylum seekers in offshore		Dec 3rd: International Day for People with a disability http://www.idpwd.com.au/

	processing centres; (b) Victorian Fisheries Authority		

7. Reports

Forums and events update

NDIS: access and participation of CALD community working group (Convenor Rayce Coyte). No meeting held as yet. Working group: Rayce Coyte (Inner Melbourne VET Cluster); Cynthia Shaw (CCOEI); Jon Adams (Manningham CC); Vicki Selimi (Centrelink); Sophie Dutertre and Mary Gavranic (Centre for Culture, Ethnicity and Health); Sally Brooks (Migrant Information Centre Eastern); Melissa O'Reilly and Yolanda Li (Action on Disabilities within Ethnic Communities); Emily Ma (Chinese Parents Special Support Network); Christiaan Bramblebee, Rose Juan and Bruce Watson (La Trobe Community Health); Christopher Cahill National Disability Insurance Agency); Saskia Weerheim (Knox CC); Maureen D'Arcy (Whitehorse CC); Stephanie Perri (Link Health and Community); Halime Duzen (Neami National); and members of the Eastern Regional Advisory Council of the Victorian Multicultural Commission.

Organisations update

No reports due to lack of time. Members are encouraged to email their report to Cynthia/Sam.

Special note: Suzi Hayes, Knox CC, has informed the CCOEI and the MSC that she will be taking up a new position with City of Yarra. CCOEI thanks Suzi for her valuable work through her position with Knox CC and wish her all the best for her future role in the area of diversity and inclusion.

8. Initiatives and innovations (for noting) – none noted.

9. Next MSC Meeting: Friday 3rd August, 2018, 9.30 –12.00.

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

Focus:
Cultural responsiveness of LGAs in the Eastern Metropolitan Region – focus on LGA projects. LGAs to present include Knox, Maroondah and Yarra Ranges.

NOTES: **(1)** For past and current CCOEI and MSC documents, including meeting papers and guest presentations, visitwww.CCOEI.org.au**(2)** To contact Cynthia Shaw or Sam Navarria on matters relating to the MSC please use chair.msc@gmail.com