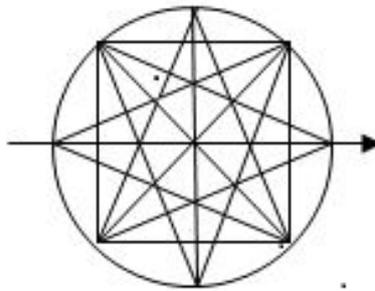


Chairs:

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, June 5th 2015

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

1. Present

Jessica Bishop	MIC, Diversity Coordinator
Linda Chen	Community Member, ESL Teacher
Dorota Cipusev	DSS, HSS Contract Manager
Gitta Clayton	AMES Outer East Volunteer Tutor Program (VTP) Coordinator
Chris Cosgriff	Anchor Chair, CCOEI
Heather Cosgriff	CCOEI
Glenis Crocker	CCOEI
Dianne Godfrey	Department of Human Services, Multicultural Services Officer
Margot Hennessy	AMES, Manager Youth Programs
Abby Horsburgh	Inner East Integrated Family Services, Case Worker
Jack Intziadis	Department of Human Services, Multicultural Services Officer
Jeanine Jones	Safe Futures Foundation, Project Coordinator
Helen Jurcevic	Women's Friendship Group Inc., President
Cindy Kung	Louise Multicultural Community Centre, Program Coordinator
Steven Lim	MIC, Student on placement
Jin Jin Minehane	Safe Futures Foundation, General Manager, Innovation and Foundation Development
Jasmina Mulugeta	Foundation House, Eastern Region Team Coordinator
Sam Navarria	CCOEI
Andree O'Donnell	AMES Settlement, Case Manager/Team Leader
Railey Orger	City of Whitehorse, Community Development Officer, Diversity
Madeleine Parker	DET, North-Eastern Victoria Region, Senior Regional Project Officer EAL
Alaine Prime	Victoria Legal Aid, Community Educator
Kirsten Reedy	City of Manningham, Planning and Development Officer
Cynthia Shaw	CCOEI
Bwe Thay	Swinburne University of Technology, Project Officer/AMEP Pathway Counsellor
Sui Ting Tse	CCOEI
Wanling Zhang	MIC, Access and Support Program

Apologies

Leonie Burnham	ECLC, Manager Inner East Office
Jeska Chamberlain	Victoria Police, Multicultural Liaison Officer
Twanny Farrugia	DonateLife Community Champion, CCOEI
Leigh Gilmore	DOJ, Sheriff Office Ringwood, Senior Sheriff Officer & Indigenous & MLO
Belinda Haydon	Women's Health East, Health Communication Officer
Saturnino Onyala	MIC, Settlement Worker
Elizabeth Sidiropoulos	VicPol, MLO, Eastern Region Community Engagement
Stuart Sorrell	VicPol, Eastern Region Community Engagement
Clary Verbunt	Dutch Community, CCOEI
Fred Warren	Holmesglen TAFE, AMEP Coordinator

- 2. Minutes May 2015 meeting:** Minutes circulated electronically. Moved Chris Cosgriff, Seconded: Andree O'Donnell. Accepted.

3. **Business Arising** – incorporated in the agenda.
4. **Issues and concerns template:** MSC members/organisations can highlight issues for the attention of the Victorian Multicultural Commission (VMC) and appropriate Regional Advisory Council (RAC).
5. **Correspondence** – relevant correspondence (initiatives, services, programs circulated to MSC).
6. **Focus: Initiatives and innovations that make a difference**

Women's Friendship Group: presenter Helen Jurcevic, President, Women's Friendship Group Inc.

The Women's Friendship Group was set up in 2006, and is a multicultural group for women who come together in friendship and harmony. There are many diverse cultures in the group whereby cultural ideas and interests are shared. The group meets on a monthly basis and have guest presenters on legal, health and finance to increase their knowledge and broadening their world. The group celebrates key annual events such as the Cultural Diversity Day in March, and undertakes two outings per year by coach to the seaside or the country for a picnic. There are over 200 members who have access to these subsidised trips and pay a maximum of \$25 per outing. The group has published a Cookery Book which can be purchased for \$10.00 to assist the program. There are many other programs and initiatives such as an exercise program and with knitting and crochet 1700 items have been distributed to the community in need such as the Royal Talbot Hospital. Many functions have been undertaken with the previous Victoria Police Band (now disbanded).

One important program of the Women's Friendship Group is the International Social Justice program where an African village has been adopted in Kenya. Through consultation with village leaders to find out their needs a feeding program and a Nursery School have been established, chairs bought and children provided with uniforms. The group sends money to provide 2 meals per day for children attending school. Villagers were taught important lifesaving medical information such as how to treat snake bite. The village owns the project. To find out more go to: <http://walkforwater.com.au> Helen Jurcevic can be contacted on: jurcevic@bigpond.com

Settled and Safe: presenter Alaine Prime, Community Liaison Educator, Victoria Legal Aid.

This program has been in progress for approximately 2.5 years. The program team has worked collaboratively with a range of organisations such as the MIC and AMES to assist workers to pick up on legal issues early. Over several months they developed partnerships with local settlement service providers and delivered the *Settled and Safe* training program. By working in partnership with these service providers, they ensured the program was delivered in a way that was culturally relevant and met the specific needs of communities. *Settled and Safe* recognises the importance of different cultural contexts.

Many people starting new lives in Victoria arrive from countries with very different laws and systems governing family relationships and attitudes to family violence. It should be noted that family violence does not discriminate. It is experienced by victims regardless of their race, religion, ethnicity, culture, age, education level, sexual orientation, or socio-economic status. While adjusting to challenges of a new life in Australia, family relationships can come under pressure. This pressure can be heightened where families have experienced trauma and dislocation.

Story telling is the strength of the program. One example was the Iranian group which began with a family violence story then unpacked to information on child protection. When talking to a group, open discussions about legal issues take place and referrals to a range of assistance is explored (e.g. men's groups).

One of the key messages of the program is how to access services (e.g. legal aid).

Alaine Prime is one of only two Educators in the State. To investigate training for the workers in your organisation go to: <http://www.legalaid.vic.gov.au/about-us/community-education-and-projects/settled-and-safe/settled-and-safe-training>

Safe Futures Foundation: presenter Jin Jin Minehane, General Manager Innovation & Foundation Development

The Safe futures Foundation is a Not for Profit organisation situated in Croydon. They offer a range of programs to protect young adults and children from control, abuse and violence.

Programs include (as taken from their website):

- Safe in the Community
- Community Connect
- Safe Children Bright Futures (little Sunbeams)
- Strengthening Families
- Housing Connect
- Improving Safety in the Home (see below).

Early intervention is the key to helping to break the cycle of violence and also has a longer term value. Family violence is in all communities, rich or poor. Every fortnight a woman is murdered by her former partner. Types of family violence include control, financial abuse, and emotional abuse. Many women are afraid of reporting abuse to the police fearing their child may be taken away.

The Safe Futures Foundation has completed the ***Improving Safety in the Home*** project, and Jeanine Jones, Project Coordinator, Safe Futures Foundation, spoke about the project.

The key goal was to enhance safety in the home. 21 women participated in the Pilot program from November 2013 to the end of October 2014.

Breaches of family violence intervention orders (FVIO) are escalating. Over a quarter of all intervention orders imposed are breached. In many cases when the police arrive the perpetrator has already left.

For children, the impacts are life-long as the trauma disrupts schooling and early childhood development that is critical to their sense of safety and stability. Many women feel frustrated and disillusioned with the current judicial system. They are granted a FVIO that is meant to protect them, yet when it is breached, unless there is sufficient evidence, the police cannot act and the perpetrator cannot be made accountable. Collection of evidence that can be used to substantiate and to successfully pursue breach offences in court is a vital component of the response.

This program is an early intervention, holistic response and the primary goal is to support women and their children to stay in their own homes when safe and appropriate to do so. It includes a comprehensive risk and safety assessment, specialist case management support, use of IT, and cyber safety information and advice. Furthermore, a specialised safety and risk audit of properties is undertaken that identifies safety upgrades.

New innovations include a SafeTcard which is a personal tracking device which may be worn around the neck with a button to press in an emergency. This activates the audio function and records everything being said even at a distance of 3 meters. Deterrence is the primary objective. Recordings can be used as admissible evidence in Court; with this new device the legal system can better support these women.

Since the implementation of the *Improving Safety in the Home* initiative, there has been a significant decrease in the level of breaches. Perpetrators who were made aware of the safety upgrades have stopped breaching. The women reported significant improvements to their lives in areas such as parenting, employment, social interaction, shopping, exercise and performing other day-to-day tasks. Go to www.safefutures.org.au for more information about the Safe Futures Foundation.

TAFE taster program and Transition to Higher Education activities - presenter Bwe Thay, Project Officer/AMEP Pathways Counselor, Swinburne University of Technology.

Bwe is passionate about helping students to transition to higher education and to assist them to find a meaningful purpose or dream career.

Migrant and refugee students want a better life for themselves and their families and regularly go to Bwe to ask if he can help them. People arrive in Australia with skills (from their own country) which are not always transferable in Australia. *The Taster Program* helps these students to further their education through pre-apprenticeship training and gives them a taste of the trades where they learn the basics of skills such as carpentry, plumbing and bricklaying. This is an effective pathway to taking the first steps needed to building a new career. Through counsellors in the AMEP program, students are informed of the education and training available to them, and how they can overcome what they previously considered to be insurmountable barriers. Often these alternative pathways can still make their dreams come true. There are no gender restrictions so everyone can do what they are passionate about. The carpentry students are currently proudly constructing a "Welcome Tree" from plywood, which will be presented to the City of Manningham to celebrate the opening of a Refugee Welcome Zone. For more information go to: <http://www.swinburne.edu.au/media-centre/news/2015/06/migrants-and-refugees-building-their-futures.html>

AMES Youth Program: presenter Margot Hennessy, Manager Youth Programs, AMES and AMES youth students

The AMES Youth Program was developed for young people looking through the lens of youth to understand their needs and aspirations. An applied learning approach is used, which enhances social inclusion and effective settlement and links students into the community with youth facilities. Students learn English with other young people through topics that interest them. Outside the classroom they have access to a range of initiatives that make a difference – such as work experience in workplaces and volunteering in the community.

The AMES Youth Program has set up a number of partnerships with local government and other agencies, artistic and sporting networks, employers and local community groups to provide a range of opportunities to meet other young people and get a better understanding of further study or work options in the future. There are 7 sites and 12 classes in AMES across Melbourne and teachers have a time allowance to support these classes.

Nasi - Guest speaker, AMES student, said:

"Hello I am from Iran. Everyone likes being in class, they want to study and the youth class allows us to learn quicker. The YouCan2 program allows us to share sporting activities with other young people. We are learning well together with High School students that come to class, they understand us and are happy studying together".

Marco – Guest speaker, AMES student, said:

"Hello I am from the Philippines. I love studying at AMES. A very good initiative with the AFL is teaching us the rules. We are excited to be playing at the MCG in July. Another program I enjoy is taking swimming lessons, learning how to float and breathe properly; we also learn to go underwater. Students like the trades and the YouCan2 program because it gave them work."

For more information about the AMES Youth Program go to <http://www.ames.net.au/learn-english/english-for-youth.html>

MIC Access and Support Program: presenter Wanling Zhang, Access and Support Program, MIC

The program is funded by Home and Community Care (HACC), and assists people with special needs who live in the 7 councils of the Eastern Metropolitan Region. HACC and other systems are complicated. The Access and Support Program helps people to access the services they need to stay in their homes longer.

Services are free and confidential and are for all people in need (not limited to culturally and linguistically diverse backgrounds). There is also assistance for people who are at risk of homelessness.

Anyone can ring and ask for help. The program works in collaboration with many other agencies such as AMES and the HSS program to ensure the needs of clients are assessed. One example of need is assisting with showers/personal care. People may be linked to Planned Activity Group (PAG) activities, such as when people have physical issues and need Day Care facilities and social exercise groups.

The program can also:

- Explain how services work;
- Link people to services and follow up on services;
- Help people to attend appointments and to understand what is happening;
- Talk to family and carers (with consent).

For more information go to: <http://www.miceastmelb.com.au/accessandsupport.htm>

The Volunteer Tutor Program (VTP): presenter Gitta Clayton, Volunteer Tutor Program Coordinator, AMES (deferred to when Gitta returns from Thai/ Burma border refugee camps).

7. **MSC 2015 Calendar:** the calendar is a guide of meeting focus, activities and events of the MSC. It may change to take into account developments during the year.

MSC 2015 CALENDAR

MSC meeting dates	Meeting focus	Forums/functions/events dates and working groups	International Multicultural events Calendar
January 2	No meeting		
06 Feb	Part A: Settlement Services in Victoria: Humanitarian Settlement Services (HSS) and the Settlement Services Grants (SSG) – panel of speakers from HSS and SSG providers (Teresa Lee and Tori Densley AMES; Judy McDougall MIC), the Department of Social Services (Josh Presser, DSS), and the Department of Human Services (Jack Intziadis and Maria deMonte DHS).	Forum: Community Safety and Crime prevention: Financial risks, elderly guarantors from Chinese background 10/02, Manningham. Forum: Domestic Violence 19/02. (Leonie, Jeska, Glenis, EACH, Foundation House).	February 1-7 United Nations Interfaith Harmony Week
06 March	Part B: Refugee and asylum seekers: the policy landscape and its challenges for advocacy organizations – Refugee and Immigration Legal Centre (RILC). Speaker: David Manne, Executive Director, Principal Solicitor and Migration Agent, RILC, and a RILC lawyer.	Harmony Day events. Forum: Community Safety and crime prevention project: Elderly guarantors from Indian background and financial risks, late March.	March 21: <u>Harmony Day</u>
03 April	Good Friday – no meeting.	Forum: Community Safety and crime prevention: Elderly guarantors from Greek background and financial risks, late April (Effie, Athena/Adonis)	April 7 – World Health Organisation <u>World Health Day</u>
01 May	Part A: Refugee Women’s Health: how are services responding to the needs of refugee women, particularly young women? Part B: Refugee Men’s Health: what are the main areas of concern and are men accessing available health services? Speakers: Marilyn Spratling (Refugee Health Nurse Program, Refugee Health Nurse Coordinator, Clinical Services) and Dr Marion Bailes, Specialist GP.		May 21 - <u>World Day for Cultural Diversity for Dialogue and Development,</u>
05 June	Initiatives and innovations that make a difference: brief presentations across sectors: Settled and Safe: Alaine Prime, Community Liaison Educator, Victoria Legal Aid Women’s Friendship Group: Helen Jurcevic, President, Women’s Friendship Group Inc.	Refugee Week: celebration of settlement in EMR. MSC/CCOEI, City of Manningham (Convenor: Kirsten; Cynthia, Sam, Bwe, Saturnino, Gitta, Elizabeth, Jasmina).	June 20 – UN <u>World Refugee Day</u> , June 26 – UN <u>Day - Support of Victims of Torture</u>

	<p>AMES Youth Program: Margot Hennessy, Manager Youth Programs, AMES</p> <p>MIC Access and Support Program: Wanling Zhang, Access and Support Program, MIC</p> <p>Safe Futures Foundation, Jin Jin Minehane, Gen Man Innovation & Foundation Development</p> <p>The VTP Program: Gitta Clayton, Volunteer Tutor Coordinator, AMES</p> <p>TAFE Taster and Transition to Higher Education, Bwe Thay, Project Officer/AMEP Pathways Counselor, Swinburne University of Technology.</p>		
July 3	No meeting		
07 Aug	<p>Australian Refugee and Humanitarian Program 2015-2016: Community views, current challenges, and future directions. Asher Hirsch, Policy Officer, Refugee Council of Australia (RCOA)</p>	<p>CALD and mental health (postponed to 2016) and working group to be formed to include, Leonie and Railey).</p>	
04 Sept	Assisting refugees (and older migrants) through the every day life maze (i.e. open a bank account; enrol kids in school, public transport, etc). Hamidullah Nida, AMES Settlement (HSS), Manager Orientation.	<p>Education and Training expo moved to 2016: invitations to working group: Gateway LLEN, Providers of the AMEP and VET (TAFE, AMES), Centrelink.</p>	
02 Oct	Family violence and elder abuse: The Elder Abuse Network, Kaz McKay; the <i>A Matter of Trust</i> project (Glenis Crocker, CCOEI) and projects building on <i>A Matter of Trust</i> (Leonie Burnham, ECLC). CCOEI AGM 12.00.- 12.30	<p>Refugee health forum (for 2016 could combine with CALD mental health forum): services for refugee and humanitarian entrants (EACH; Eastern Health; Glenis, Belinda, Refugee Nurse. MIC).</p>	<p>October 17- <u>International Day for the Eradication of Poverty</u>, UN calendar</p>
06 Nov	Refugee Council of Australia – the Refugee Communities Network – to be confirmed; OR Employment and training programs for CALD: do they respond effectively to needs (speakers from JN, TAFE, ACE, employers, settlement/education). OR Understanding the paths for refugees through the visa system (Zoe Holbeche and Magdallene Hektoras, DIBP, Current visa types (i.e. T.P.V., Bridging, etc.) and the implications for refugees TBC). Review MSC 2015 program and plan 2016 calendar of speakers, forums and events.	<p>Refugee youth: (Bwe, Margot, CMY, BELS, Gateway LLENS, ECLC, VicPol, EACH): policy, programs, services, sharing good practice & opportunities. (Disability forum: how are CALD with a disability faring under the NDIS? – postponed to first half of 2016)</p>	<p>November 16 - <u>International Day for Tolerance</u></p> <p>November 25 - <u>International Day for the Elimination of Violence against Women</u>,</p>
04 Dec	Finalize meeting and events calendar 2016. Meeting focus to be advised.		<p>Dec 3rd: <u>International Day for People with a disability.</u> http://www.idpwd.com.au/</p>

Other areas of interest:

- (a) Human Rights Law Centre – a focus on CALD;
- (b) Amnesty International – its work locally and globally
- (c) How culturally responsive are LGAs in the Eastern Metropolitan Region

8. Forum and Agency Reports

Forum Reports

Refugee Welcome Celebration 2015 (Kirsten Reedy)

The Refugee Welcome Celebration, a partnership of CCOEI, City of Manningham and the MSC, is on track as planned for the 26th June. The function is being hosted by the City of Manningham. As noted in previous reports,

the keynote speaker is Thomas Albrecht, the UNHCR Representative for Australia and the Pacific Region, and the celebration includes refugee stories, artwork, and human library activity and welcome tree messages. The leaves for the welcome trees for messages of welcome were distributed to the MSC. These will be placed on the trees on the day of the function. Everyone welcome – booking essential. 400 people are expected.

Crime Prevention Community Safety CCOEI project *A Matter of Trust*: (Glenis Crocker). The Victorian Government funded CCOEI project delivered the last forum of the series on the 26th of May with a focus on people working in the financial and banking sectors and members of the Indian Community. Five forums have been delivered, and each has been developed to suit participants' needs and preferred ways of engaging. *A Matter of Trust* has focused on the financial abuse of elderly CALD, which falls under family violence. As previously reported, it is important to note that the financial abuse of elderly CALD is not limited to any one specific CALD group, socio economic and educational level. Part of the project brief was to develop presenter and participant resource kits, which are now in the final stages of completion. Reports to the Department of Justice and Regulation are in the process of being completed, and these will be forwarded to the department in the near future. The kits aim to facilitate and support forums and educational activity. CCOEI thanks the people involved in the forums and in particular the Project Steering Committee members: Leigh Gilmore (Sheriff's Office); Jeska Chamberlain (Victoria Police), Leonie Burnham (Eastern Community Legal Centre), and CCOEI Executive members Chris Cosgriff, Heather Cosgriff, Cynthia Shaw, Sui Ting Tse, and Sam Navarria.

Other forums in 2015: Youth forum planned for November. Working group being formed.

Agency and individual reports

DSS (Dorota Cipusev): noted the DSS 2010 – 2020 Action Plan. Key goal: reduce violence to women and children. HSS and Complex Case Management programs are being reviewed. Noted DSS newsletter Multicultural ENews.

MIC (Jessica Bishop): Refugee week celebration on 20/06/2015. Performances and a photo exhibition.

DHS – Centrelink (Jack Intziadis): transition to new job services providers and JSA contracts; emphasis on mutual obligation of the jobseeker and how this will be the centrepiece for action; note the significant program offerings of AMEP and SEE – information on these programs is in various community languages.

CCOEI (Glenis Crocker)

CCOEI notes that 6 out of the 7 regions in the EMR show significant numbers of residents from CALD backgrounds who speak LOTE at home. This statistical picture is important to support funding submissions. Refugee welcome celebration Eastern Region with City of Manningham progressing.

Next MSC Meeting: Friday 7th August 2015, 9.30 – 12.00

Focus: Australian Refugee and Humanitarian Program 2015-2016: Community views, current challenges, and future directions.

Speaker: Asher Hirsch, Policy Officer, Refugee Council of Australia (RCOA).

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

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