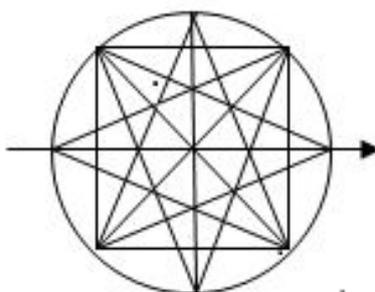


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Standing Committee of the Communities' Council on Ethnic Issues (Eastern Region)

Inc.

Reg. No. A0017562S

Minutes**Friday, May 4, 2018****Whitehorse Community Centre, Level 1 Conference Room,
79 Mahoneys Road, Forest Hill.**1. **Welcome** – Sam welcomed MSC members and guests.2. **Present**

Dilnaz Billimoria	Whitehorse Interfaith Network
Sally Brooks	MIC, Strategic Engagement Coordinator
Rick Comfort	DHS Centrelink MSO
Chris Cosgriff	CCOEI
Heather Cosgriff	CCOEI
Rayce Coyte	IMVC, National Disability Coordinator Officer
Dr Helen Forbes-Mewett	Monash University, Senior Lecturer and Researcher
Saba Irfan	Women's Friendship Group Inc
Helen Jurcevic	Women's Friendship Group Inc
Sam Navarria	CCOEI
Madeleine Parker	DET, Senior Project Officer EAL
Barbara Reeckman	Melbourne Polytechnic, AMEP
Kirsten Reedy	Manningham City Council, Social Planning and Development Officer
Vicki Selimi	DHS, Centrelink, Multicultural Services Officer
Cynthia Shaw	CCOEI
Bwe Thay	Swinburne University
Sui Ting Tse	CCOEI, President
Clary Verbunt	Dutch Community, CCOEI
Apologies	
Iresha Butngamwa	ECLC, Community Development Coordinator
Gitta Clayton	Links – CHBC, Community Engagement Coordinator
Leigh Gilmore	Sheriff Office Eastern, Sheriff Officer Koori and Multicultural Liaison
Belinda Haydon	Link Health and Community, Community Partnerships Officer
Kate Jeffery	Link Health and Community, Senior Research and Planning Officer
Digna Libera	Holmesglen TAFE
Margeaux Loos	ATO, Community Education and Assistance
Alex Mills	Link Health and Community, Opening Doors Coordinator
Jenny Mitchell	Whitehorse/ Manningham Libraries, CALD Branch Manager
Penny Moore	City of Maroondah, Community Development Officer
Jasmina Mulugeta	Foundation House, Eastern Region Team Coordinator
Elizabeth Sidiropoulos	Victoria Police, Eastern Region Multicultural Police Unit, MLO
Johnny Tran	Victoria Police, Multicultural Liaison Officer
Rebecca Wickes	Monash University, Associate Professor

Guests

Chris Cahill,	National Disability Insurance Agency (NDIA), Assistant Director Community Engagement, Vic East
Sharna Goulding	NDIA, Vic East
Eli Niall	Department of Health and Human Services (DHHS), NDIS, Senior Project Officer, Communication and Stakeholder Engagement, Transition Team East Division
Emily Ma,	Chinese Parents Special Support Network (CPSSN), Chairperson
Eva Lam	CPSSN, volunteer
Melissa O'Reilly	Action on Disability within Ethnic Communities (ADEC), NDIS Unit Team Leader
Yolanda Li,	ADEC, NDIS Team
Sophie Dutertre Officer	Centre for Culture Ethnicity and Health (CEH), Senior Project Officer
Olivia Killeen Officer	Ethnic Communities Council of Victoria (ECCV), NDIS Project Officer
Bruce Watson	Latrobe Community Health Service (LCHS)

3. Minutes MSC April 2018

Moved Barbara Reeckman, seconded Cynthia Shaw. Accepted.

4. Business Arising

Incorporated in the agenda.

5. Correspondence. Information circulated via email and at the meeting.**6. Meeting focus: The NDIS and CALD communities – access and participation in the EMR, and exploring the need for a forum in the EMR.****Christopher Cahill, Assistant Director, Community Engagement, Victoria East, NDIA**

Chris provided an update of the roll out of the NDIS in the Eastern Region, experience to date and challenges ahead. Post meeting, he provided the following statement covering the key points of his presentation.

“This is such an important discussion and your expertise is valued.

It is also very timely as we are still very firmly in the establishment phase of the Scheme across Inner & Outer Eastern Melbourne, with many roads already travelled and improvements made. The Scheme continues to evolve at a rapid rate and together with our NDIS partners at Latrobe Community Health and Link Health & Community and other key Stakeholders (DHHS, DET & Local Councils) we continue to plan and take up different engagement opportunities as they arise.

Whilst the NDIS officially went live across Inner & Outer Eastern Melbourne from 1 November 2017, the journey of engagement commenced in the area 6 months before this.

The suite of CALD focussed NDIS resources available are:

- Easy English information booklets
- A range of translated information in 10 community languages
- Access to interpreters for phone or in-person contacts
- Translation of NDIS plans into a participants preferred language
- Support to connect with CALD focussed providers as plans are implemented where a participant prefers this.

All resources are available at: www.ndis.gov.au

Engagement activities conducted so far include (general offer, not CALD specific).

MSC Minutes May 2018

- Connection with the local Early Childhood provider network.
- A number of NDIS Community Information sessions were conducted – June 2017
- Then a series of ‘Getting ready for Planning’ sessions were held – September 2017
- Then a series of ‘Plan Implementation’ information sessions were held - February 2018
- Education sessions were run for both Principals, School Leaders & Student Welfare staff and parents & carers of students in schools - August 2017.

Through all the activities and with an open offer of providing interpreter support if needed the only interpreter requested so far has been for Auslan.

NDS ran ‘NDIS Readiness’ sessions for Service Providers over the last year.

Many current service providers are running around preparing their current clients for the NDIS and helping them with getting ready for planning.

Information, Linkages & Capacity Building (ILC) projects and grants continues to be offered including work with ADEC to reach into CALD communities.

On the drawing board at the NDIA is a ‘CALD overlay’ to the general NDIS pathway to bring some extra focus. This may introduce a *Multicultural Community Connector* type role into our network. We will have to wait and see what is approved.

(Chris asked the following questions):

1. What is suggested as the best way to engage with CALD communities about the NDIS?
2. Are CALD people holding back due to a lack of information that they can understand?
3. Are specific cultural barriers being faced?

Suggestions are most welcome and please share on email.

A range of mental health focussed NDIS resources are available at: reimagine.today”

Chris noted the eligibility criteria for NDIS

- Be under age 65
- Live in Australia in a rolled out area
- Have a permanent and significant disability
- Be an Australian citizen or a permanent resident

[see this link <https://www.ndis.gov.au/ndis-access-checklist>]

Sophie Dutertre, CEH, provided a brief overview of CEH and noted

- Focused on professional development for cultural competence;
- Language is an issue, not just direct translation but translating concepts;
- The NDIS focus on individual choice contrasts with a collective cultural approach – a complicated issue from a cultural perspective;
- Training for interpreters, including in languages such as Karen and Chin – 132 interpreters have been trained to date;
- Training for providers – Communities of Practice – on 23/5;
- Much work needs to be done in the pre planning and the pre diagnosis areas;
- booklet of terms used in the NDIS context simplified in plain English;
- Eligibility fact sheet.

Note: post meeting, Sophie provided three documents which have been circulated to the MSC members: (i) a glossary of disability terms; (ii) Working across cultures under NDIS; (iii) List of CEH modules (training program) building capacity of organisations working with CALD clients.

Bruce Watson, LCHS, noted

- Lack of client uptake of interpreters, and the reluctance of clients to provide personal information to interpreters (it is a challenge and finding the right interpreter is important);
- the scope and depth of information needed requires between 2 – 2 ½ hours;
- LACs plan on clients building capacity around building independence.

Sharna Goulding, NDIA Vic East noted

- One third of clients coming in for a plan are new participants;
- Alert flagged when CALD clients make contact - an interpreter online then describes the next steps;
- Diagnosis is the responsibility of health services.

Olivia Killeen, ECCV NDIS Project Officer provided a brief overview of ECCV, including its advocacy role

- The ECCV disability project includes building capacity through an E-Bulletin;
- ECCV aims to assist the community to understand what is happening and planning and marketing the fortnightly bulletin;
- Community leaders will further disseminate information to the community as 'Community Champions';
- People are hungry for information;
- Organisations and their staff struggle to understand the NDIS and how it works.

Eli Niall, DHHS, NDIS Senior Project Officer, Communication and Stakeholder Engagement Transition Team, East Division, noted

- DHHS have been working with services over a long time making sure that CALD clients come on-board;
- Most of the clients approaching DHHS know they have a disability;
- Guiding clients through the old system to the new system is a massive task;
- Transitioning State disability clients to the NDIS: 2/3 of clients are existing clients, and 1/3 are new clients;
- There are more services wanting to make sure that those who have not yet done so are transitioned into the new system;
- A key role for DHHS is to support the NDIA and to fund CEH and ECCV and connecting them with available services of the NDIA;
- Policy requires that no one will be disadvantaged by the new system.

Yolanda Li, ADEC, provided a brief overview of ADEC's advocacy and training role and noted

- The major initiative is to train interpreters in understanding the NDIS, and so far over 200 interpreters have received NAATI accredited training;
- Language is only one aspect of the training. There are many challenges to overcome such as translation of concepts, and understanding services;
- Overcoming community stigma and shame regarding disability is high on the list together with fear of being judged;
- Challenges included working with carers and their mental stress. Other issues include housing; education; family violence etc.

Melissa O'Reilly, ADEC noted

- Information sessions resulted in good attendance;
- Explanations what clients can access under the scheme
- Interpreter training – excellent feedback from interpreters
- Generational differences – e.g. some services require clients to undertake online input
- Stigma – reluctance to have a formal diagnosis (example: thus harming future marriage prospects)
- What to ask the doctor as there is an impression that doctors don't know what they are doing,

Emily Ma, CPSSN, Chairperson and Eva Lam, Volunteer CPSSN provided a brief overview of CPSSN

Emily spoke as the chairperson of the CPSSN, and as a parent of an adult child with disability. She provided an overview of the CPSSN:

- A non-profit organisation founded in 2005;
- Founded by parents, managed by parents and operated by volunteers (carers and members of the community);
- Support families from Chinese ethnicity with children with special needs: Autism Spectrum Disorder, Learning Difficulty, Intellectual Disability;
- Membership of over 230 families;
- Conduct information sessions, workshops, family outings, and participate in projects.

Emily and Eva gave feedback about the NDIS and noted:

- NDIS has provided increased community access to people with disabilities, and
- helped users choose from a greater range of services.

They highlighted barriers and issues encountered when accessing the NDIS including:

- NDIS information sessions were not conducted in other languages, and there was little consultation with CALD communities;
- Initial phone call from NDIS: 'real' or 'fake';
- Lack of understanding about how to navigate the NDIS system;
- Access to interpreters was not offered.

They also highlighted challenges CALD carers encounter using the NDIS on behalf of their participant:

- Difference between support coordinators and case managers;
- Needing to speak to a number of professionals about setting up services, budgets and payments;
- Long wait times on the NDIS hotline;
- 'Gap payments' with attending activities and programs, a concern for families in severe financial hardship;
- Difficulty with exploring and developing new interests, such as swimming, pottery, horse riding;
- Researching and finding appropriate service providers, especially for those who self-manage;
- Planners dismissive of the reports of health professionals and experts about the supports and assistance that a participant needs, e.g. assistive technology communication aids;
- NDIS does not recognise the people with a disability need an extensive amount of time to learn and develop skills.

Emily and Eva pointed out that parents and carers feel unsupported in their roles because:

- Strong push for carers to self-manage;
- Decrease in support services for carers;
- Decreased opportunities to meet other carers;
- Language barriers.

Contact details visit the CPSSN website www.cpssn.org.au

At the conclusion of the panel discussion, the MSC was of the view that a working group is required to explore some of the challenges and develop strategies/initiatives for the Eastern Region such as an EMR NDIS CALD Network and possibly a community event. Rayce Coyte accepted the role of convener. The working group will consist of key providers and users of services, including CALD groups, LGAs, advocacy organisations and project managers, and NDIS/NDIA staff. Rayce Coyte, as convener will report at the next meeting of the MSC. Meeting attendees and members of the MSC who indicated their interest in participating on the working group, will be contacted to arrange the first meeting.

Kirsten Reedy informed members that Manningham City Council have funding to provide CALD NDIS event in the 2018-2019 financial year. This is a positive step in helping to address some of the NDIS challenges.

MSC 2018 Calendar

The 2018 Calendar is on track: the local government projects' focus will now take place in August, with adult education and training progressing social and economic inclusion scheduled for June. The MSC calendar is a flexible document that is adapted after consultation with the MSC.

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: <u>Harmony Day</u>
06 April	Regional Advisory Councils (RAC) of the VMC: <i>RACs progressing the Victorian multicultural agenda - key developments and projects</i> : RAC Commissioner Sonia Vignjevic presented with RAC members James Thangman and Bwe Thay. Helen Forbes-Mewett (apology).		April 7 – World Health Organisation <u>World Health Day</u>
04 May	The NDIS and CALD communities – access and participation in the EMR, and exploring the need 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).		May 21 - <u>World Day for Cultural Diversity for Dialogue and Development</u> ,
01 June	Adult education and training: progressing social and economic inclusion: AMEP, SEE, Skills First; pre-accredited to accredited training.		June 20 – <u>UN World Refugee Day</u> , June 26 – <u>UN Day - Support of Victims of Torture</u>
01 July	No meeting		
03 Aug	Cultural responsiveness of LGAs in the Eastern Metropolitan Region – focus on a project: LGAs to present on their projects	Family violence forum: working group to develop theme and program (working group possible composition to include ECLC, MIC, ECCV, Red Cross)	
07 Sept	Social cohesion in multicultural Australia – stats and stories: qualitative and quantitative research through the years (panel of speakers to be finalised – Helen, Rebecca, others? TBC)	CALD health – CALD access and participation in the NDIS (if needed). Working group may include NDIS, NDIA, CEH, ECCV, ADEC, Link Health and Community, Latrobe Community Health Service, Uniting Care Life Assist, EACH, MIC, others ?) To be reviewed following MSC May focus meeting.	
05 Oct	CCOEI AGM and a focus on emerging CALD groups in Eastern Metropolitan Region.	Youth services: working group to develop program and theme (working	October 17- <u>International Day for the Eradication of Poverty</u> ,

		group possible composition CMY, DET Victoria, IMVC, AMEP, Foundation House, Margeaux, Madeleine)	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.		Dec 3 rd : International Day for People with a disability http://www.idpwd.com.au/

Other calendar events (to be planned)

- Language schools and CALD recently arrived school age migrants and refugees
- Human Rights Law Centre – focus on refugees and asylum seekers: Australia’s current contribution and track record (Inc. Nauru and Manus Island: asylum seekers and refugees).

7. Reports

Forums and events update

Together in Harmony, 2nd March 2018 (Sam for MM and CCOEI) – CCOEI and MM have submitted a nomination for the Helping Achieve Reconciliation Together (HART) awards, and have been shortlisted for the award.

Organisations update

No reports due to lack of time. To facilitate updates and reports, members are encouraged to email a report to Cynthia/Sam.

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

9. Next MSC Meeting: Friday 1st June, 2018, 9.30 –12.00.

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

Focus: Adult education and training: progressing social and economic inclusion: AMEP, SEE, Skills First; pre-accredited to accredited training:

Guest presenters/speakers:

Rochelle Beatty, Melbourne Polytechnic, Head of Prime Contract Management (AMEP, SEE and other programs)

Barbara Reeckman, Melbourne Polytechnic, AMEP Pathways Guidance Coordinator

Sally Brennan, Senior Project Manager, Learn Local Partnerships at Swinburne University

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 Navarra on matters relating to the MSC please use chair.msc@gmail.com