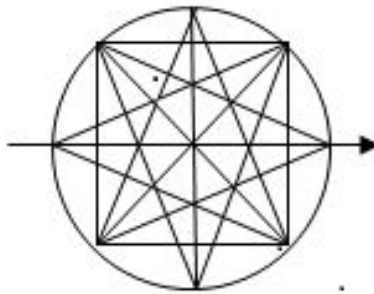


**Chairs:**

Sam Navarria: Mob: 0432 975 558  
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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, March 4<sup>th</sup> 2016**

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

#### **1. Present**

Kelly Alfris	Department of Social Services, Settlement Grants Manager
Dilnaz Billimoria	Whitehorse Interfaith Network
Linda Chen	NEAMI, Mental Health Support Worker
Chris Cosgriff	CCOEI
Heather Cosgriff	CCOEI
Dianne Godfrey	DHS, MSO
Mohit Gupta	Swinburne University, Team Leader
Suzi Hayes	Knox City Council, Multicultural Communities Officer
Jack Intziadis	DHS, Centrelink North East Region, MSO
Aaron Jones	NEAMI National, Blackburn Service Manager
Helen Jurcevic	Women's Friendship Group Inc.
Jason Kelly	Victoria Police, Community Engagement Inspector
Zeenat Khan	DHS, MSO
Cindy Kung	Louise Multicultural Community Centre, Program Coordinator
Sam Navarria	CCOEI
Andree O'Donnell	AMES Australia, Settlement Services (HSS), Case Manager/Team Leader
Madeleine Parker	Department of Education and Training, Senior Project Officer, ESL
Cynthia Shaw	CCOEI
Bwe Thay	Swinburne University, AMEP Pathway Counsellor; CCOEI
Jessica Thompson	Migrant Information Centre, Youth Settlement Worker
Sophie Todorov	VicPol, Youth Resource Officer, Whitehorse
Sui Ting Tse	CCOEI
Clary Verbunt	Dutch Community, CCOEI
<b>Apologies</b>	
Sandy Ashton,	Eastern Health, Diversity Coordinator, Consumer Participation & Patient Experience
Leonie Burnham	ECLC, Manager Inner East Office
Gitta Clayton	AMES Australia, Volunteer Tutor Program
Glenis Crocker	CCOEI
Twanny Farrugia	DonateLife
Saarah Ozeer	Bounce, Director
Elizabeth Sidiropoulos	VicPol MLO

**2. Minutes February 2016.** Minutes circulated. Moved Sui Ting Tse, Seconded. Cynthia Shaw. Confirmed,

**3. Business Arising** – incorporated in the agenda.

4. **Correspondence.** Communication from Stephanie Béthencourt that due to unforeseen circumstances she would not be able to present at the IELTS meeting scheduled for the afternoon. The meeting is deferred to a later date to be confirmed.

5. **Meeting Focus: Maroondah Youth Services Providers Network (MYSPN) – Heather Cummings and Sarah Cullen**

MYSPN provides members with opportunities to network, share information and address local needs, issues & service gaps. The purpose of MYSPN is to play a key role in the development and maintenance of an integrated, coordinated and collaborative service system that works towards the improvement of service provision to young people in Maroondah. Examples of networks include Psychs and school staff. There are quarterly meetings with outings such as bus tours.

**Aims include**

- Providing or sharing relevant information, skills and knowledge;
- Improving shared knowledge of referral options for young people in Maroondah;
- Acting to address identified needs, issues and service gaps;
- Seeking to improve and expand youth services in Maroondah;
- Building partnerships and working collaboratively;
- Working towards a coordinated, seamless service system;
- Advocating on behalf of young people.

There are over 200 members who share emails and work closely with neighbourhood councils (e.g. Knox and Yarra Ranges).

**No wrong door initiative**

No Wrong Door is an initiative supporting young people who find it difficult to navigate the service system, and continually have to re-tell their story. It is based on the premise that *every door in the service system should be the right door*. No Wrong Door services and schools commit to actively engaging young people, ensuring that each young person receives appropriate and adequate support for their needs, regardless of whatever door or service they walk through. Website <http://www.nowrongdoor.com.au/>

**Project Overview Key Components:**

- Involves extensive youth consultation and needs analysis across 2015 and 2016;
- One component (the Wellbeing Survey) will be repeated to measure progress;
- Council is investing approximately \$20,000 in this project, the majority in schools;
- Over 20 schools have signed up (primary and secondary).

**Youth Consultation & Needs Analysis**

- Wellbeing Survey
  - Wellbeing Profiler – University of Melbourne;
  - Youth Consultation;
  - Designed and delivered in partnership by young people and Council.
- Stakeholder Consultation
  - Research: Including demographics, social and wellbeing data, youth needs / issues, and best practice youth service delivery.

Questions asked of MYSPN members

1. What do you think makes 'a good life' for young people?
2. What is / isn't working well in the Maroondah youth sector to help achieve this?
3. What are the main issues that young people are currently presenting to you?

- Going forward, how can the Maroondah youth sector work together better as professionals to improve the wellbeing of young people in Maroondah?

#### Next steps

- Consultation results will be ready around April (Heather stated that she is willing to return to the MSC to provide some details of the outcomes);
- Planning and processing together as a sector;
- Maroondah City Council Youth Plan development.

Contact: Heather Cummings Maroondah City Council Youth Services 9294 5707  
[heather.cummings@maroondah.vic.gov.au](mailto:heather.cummings@maroondah.vic.gov.au)

#### My Story / Our Story project - Sarah Cullen

The project has been funded by the Victorian Multicultural Commission. It will utilise the skills of a renowned photographic artist (Andy Drewitt <http://andydrewitt.com/>) as a mentor for 5-8 very lucky young people. Eligibility will depend on the photographic competence of the young person. Three photos will need to be submitted with stories attached to each image. The direction of the project will not be mandated by Council – the young persons and their mentor will determine their vision and develop their art accordingly. The resultant art works will be proudly displayed at an exhibition yet to be determined.

**Contact:** Sarah Cullen Maroondah City Council Youth Services 9294 5701.  
[sarah.cullen@maroondah.vic.gov.au](mailto:sarah.cullen@maroondah.vic.gov.au)

#### 6. MSC 2016 Calendar

The calendar is flexible to respond to developing issues and situations.

##### MSC 2016 CALENDAR

MSC meeting dates	Meeting focus	Forums/functions/events dates and working groups	International Multicultural events Calendar
01 Jan	No meeting		
05 Feb	The Australian Multicultural Foundation (AMF) in 2016: priorities, challenges and key events (AMF Executive Director, Dr Hass Dellal AO) – replaced by a focus on programs and services – various presenters.		February 1-7 United Nations Interfaith Harmony Week
04 March	(a) MYSPIN (Maroondah Youth Services Providers Network): an introduction to the network; (b) Youth programs and services, gaps and challenges for service providers in Maroondah; (c) Consultation with CALD youth project <b>Speaker:</b> Heather Cummings (Youth Planning and Policy Officer, Maroondah City Council; and MYSPIN Co-ordinator)	<b>Harmony Day events.</b>	March 21: <u>Harmony Day</u>
01 April	Australia's asylum seeker and refugee policies and programs (DIBP, DSS and service providers) - focus on refugees and asylum seekers from Syrian; Iranian; Afghani, Iraqi and Sudanese backgrounds – replaced by a focus on IELTS presented by the provider IDP.	<b>Refugee health forum:</b> Event date: 22 <sup>nd</sup> April 2016. Bookings essential. Flyer will be sent out. (EACH Refugee Health Nurse; Eastern Health; MIND; Cynthia, Glenis, MIC, Victorian Health Network; Foundation House, HSS others;	<b>April 7 – World Health Organisation <u>World Health Day</u></b>
06 May	The Victorian Multicultural Commission (VMC) in 2016: priorities, challenges and key events (VMC Chair: Helen Kapalos).		<b>May 21 - <u>World Day for Cultural Diversity for Dialogue and Development</u>,</b>
03 June	Initiatives and innovations in education, health, the law, community safety and security, community access: presenters may include VICPOL, BELS, Bounce, Anchor, and ECLC. OR	<b>Refugee Week:</b> celebrating our diverse community through the arts: exhibition of stories, photos, art and craft, video, entertainment, etc. Guest speakers: CALD artists: the	<b>June 20 – UN <u>World Refugee Day</u>, June 26 – UN <u>Day - Support of Victims of Torture</u></b>

	<b>Disability and CALD:</b> how are CALD with a disability faring under the NDIS? (Tahseen and Miriam, speaker from NDIS and the NDIS Agency)	exhibition could travel monthly to different venues. Working party: Saarah, Dianne, Suzi, Glenis, Cynthia Steven. Reps from Yarra Ranges and Monash? Whitehorse venue? Council refugee welcome zone?	
01 July	No meeting		
05 Aug	The Family Violence Network in East Melbourne – Leonie and Kaz ECLC; OR Domestic Violence and its relationship to other social issues. Leonie, Miriam, VicPol, Others (this idea was also noted as a potential forum)		
02 Sept	Mapping Social Cohesion – The Scanlon Foundation (Professor Andrew Markus TBC)	<b>Employment and Training expo:</b> working group: OELLEN, AMEP, VET, and Jobactive providers, Centrelink, others?	
07 Oct	Older people from migrant and refugee backgrounds - age related concerns: MIC, ECLC, EMPHN (Miriam) with a focus on services, access, successes and challenges; <b>and</b> CCOEI AGM 12.00.- 12.30		<b>October 17- <a href="#">International Day for the Eradication of Poverty</a>, UN calendar</b>
04 Nov	Australian Refugee and Humanitarian Program 2016 - 2017: Community views, current challenges, and future directions. Asher Hirsch, Policy Officer, Refugee Council of Australia (RCOA) TBC <b>Review of the Migrant Settlement Committee 2016</b> program and develop 2017 calendar of speakers, forums and events) – Sam and Cynthia.	<b>CALD Youth and community engagement:</b> BELS (youth ambassadors), CCOEI, DHS Centrelink, Swinburne, Bounce, MIC, ECLC, VicPol, AMES, LGAs, Foundation, CMY, OELLEN, DOJ?)Focus: Pathways, active participation.	<b>November 16 - <a href="#">International Day for Tolerance</a></b> <b>November 25 - <a href="#">International Day for the Elimination of Violence against Women</a>,</b>
02 Dec	Finalize 2017 MSC Calendar (meetings, forums and events).		Dec 3 <sup>rd</sup> : <a href="http://www.idp.wd.com.au/">International Day for People with a disability.http://www.idp.wd.com.au/</a>

Notes:

- Homelessness and its impact on CALD was offered as a potential forum (refer the Villa Maria Forum on Homelessness, the work of Anchor with families, the work of the Salvation Army, and that of the MIC;
- Meet and greet your new neighbours and get to know your changing community.
- Human Rights Law Centre – a focus on CALD;
- Amnesty International – its work locally and globally;
- How culturally responsive are LGAs in the Eastern Metropolitan Region.

## 7. **Forum Reports**

As reported in previous meeting minutes, the Refugee Health Forum steering committee has met and the forum program is developing. The forum is scheduled for the 22<sup>nd</sup> of April in the city of Whitehorse.

### **Agency and individual reports**

**Neami National Blackburn** <http://www.neaminational.org.au/> (Aaron Jones, Service Manager)

Neami is a community mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. This is not a clinical support service and also not a case management service that looks after diagnosis and medications. Neami provides rehabilitation and recovery support services to assist people to achieve meaningful lives. Assist people from 16 – 64 years of age and in some cases can assist people over 64. There are community programs that bring clients together where there is a common interest or need. There are also home and community outreach support programs to improve health, independence and wellbeing.

Aaron noted that people from CALD backgrounds are underrepresented in the service and they have put in place a range of strategies including: a CALD portfolio holder that reports at staff meetings each fortnight and shares strategies with other portfolio holders with a view to building cultural responsiveness in the organisation. All the Blackburn staff recently participated in a full day cultural responsiveness training session with the Victorian Transcultural Mental Health service (based at St. Vincent's). They also use interpreters face to face and telephone. Some of the challenges they face often revolve around community attitudes. Stigma towards mental health is one of the biggest barriers they face. For contact with the organisation there is a central point of intake on 1300785358. Aaron can be contacted on 9890 9248

### **DHS Centrelink Report (Jack, Zeenat and Dianne)**

. The MSC said farewell to Jack and welcomed Zeenat who will cover Windsor, Yarra and Box Hill.

- Changes to portability of pension - visit <https://www.dss.gov.au/about-the-department/international/policy/portability-of-australian-income-support-payments#02>
- Income and Assets changes
- Asylum Seeker – 20, 000 slowly transitioning to TPV
- No Jab No Pay! Vaccination documentation is essential to qualify for benefits. Visit website for details <https://www.humanservices.gov.au/corporate/budget/budget-2015-16/budget-measures/families/no-jab-no-pay>

**Louise Multicultural Community Centre (Cindy Kung)** – Flyer calling for artists for an Art Project in September. Cindy will send the flyer to Cynthia.

### **VicPol (Jason Kelly)**

- Jason is the Community Engagement Inspector for the Eastern Region which covers the area from Wodonga to Shepparton, Inner Metro to Gippsland;
- Funding received for work with Youth women and girls; Liz Sidiropoulos has put together a workshop on Islamic Youth which will run in Manningham and Monash areas in partnership in the Youth Space and focuses on what young people would like to do, e.g. leadership training. This is a positive initiative that will provide an ongoing and sustainable reference group for the police. Jason will report on progress over the next few months.

### **VicPol (Sophie Todorov)**

- Working with Liz Sidiropoulos in Orientation Week at Universities and TAFEs with international students. This project is to build confidence in the community in relation to safety;
- The "Fit to Drive" program around road safety is going very well.

**AMES HSS (Andree O'Donnell)** – Andree is no longer in Ringwood, but in Box Hill and Dandenong, and leading both teams. Low numbers mainly Burmese Chin in the region and some Iranians. The team is now able to refer to Complex Case Support even from the early stages for families with complex needs.

**DSS (Kelly Alfris)** Kelly addressed 4 items:

#### **(1) Changes to the Ministry – Social Services Portfolio**

The Prime Minister announced some changes to his Ministry on 13 February 2016. The Hon Craig Laundy MP is the Assistant Minister for Multicultural Affairs, replacing Senator the Hon Concetta Fierravanti-Wells in this role.

#### **(2) Increased Humanitarian Support for Syria and Iraq**

The Minister for Foreign Affairs announced on 4 February 2016 an additional \$25 million for humanitarian assistance in Syria, Iraq and countries in the region hosting large numbers of refugees. For more information see [http://foreignminister.gov.au/releases/Pages/2016/jb\\_mr\\_160204.aspx](http://foreignminister.gov.au/releases/Pages/2016/jb_mr_160204.aspx)

#### **(3) Complex Case Support (CCS) Programme**

CCS delivers specialised and intensive case management services to eligible humanitarian entrants with exceptional needs which extend beyond the scope of other settlement services. Anyone can refer a client to the service. More information is available on the DSS website at <https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/settlement-services/complex-case-support-programme>

#### **(4) ABS Census Area Supervisor recruitment**

The Australian Bureau of Statistics (ABS) is looking to recruit over 600 part-time Area Supervisors across Victoria. Area Supervisors play an important role in ensuring everyone in Australia is included in the Census. Applications are welcomed from applicants reflecting the diversity in the Australian community. Applications are also invited from those working directly with culturally and linguistically diverse communities. Interested applicants can apply through the Current Vacancies link <http://www.abs.gov.au/careers>

#### **Swinburne University of Technology (Bwe Thay)**

- **Welcome Tree Planting Ceremony** at the Hawthorn campus. Planted a gumtree to celebrate emerging communities. Powerful speeches were made by members of the community. Swinburne looking at inclusive practices to assist the community.
- **World Kitchen** – Free event celebrating cultural diversity on Monday 21 March 2016 12:00 pm to 1:30 pm Level 1, the George (GS) Building Hawthorn Campus. The world kitchen showcases and shares specially prepared dishes and stories illustrating the connection to student countries and cultures. Members of the MSC are invited to attend. Cynthia commented on the World Kitchen event she attended at Swinburne Hawthorn campus last year that was very successful. Listening to the stories and sampling the food prepared by the students was very enjoyable. Invitation is extended to service providers, bookings required: <http://www.swinburne.edu.au/corporate/careers/world-kitchen/>
- Federation Square to celebrate Cultural Diversity Week: Sunday 20<sup>th</sup> March. Migrant students are volunteering and will share their stories at this large event in the city.

**Chris Cosgriff: Dreaming on the Edge** – Hope and Healing Retreat. March 16<sup>th</sup> – 18<sup>th</sup> 2016 Candlebark Farm, 531 Healesville – Koo Wee Rup Road Healesville. This event aims to build on the unity and bring motivation and inspiration to our Aboriginal community in the East by sharing experiences about Mental Health, spiritual and emotional wellbeing. There will be community art projects, live music etc. For more information visit [dreamingontheedge@each.com.au](mailto:dreamingontheedge@each.com.au) [www.each.com.au/dreamingontheedge](http://www.each.com.au/dreamingontheedge)  
Chris will report back at the next meeting.

**Sui Ting Tse** reminded everyone to fill in the attendance sheet in the foyer – it is a requirement of the landlord of the building.

#### **Next MSC Meeting**

**Friday 1<sup>st</sup> April, 9.30 – 12.00**

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

**Focus:** IELTS program overview

**Speaker:** Stephanie Bethencourt, IDP

#### **NOTES:**

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