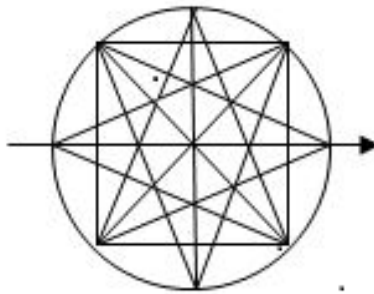


**Chairs:**

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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, October 9<sup>th</sup> 2015**

**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
Mientje Bramham	Office of Bruce Atkinson, Parliament of Victoria, Electoral Officer
J. Chung	LMCC Volunteer
Chris Cosgriff	Anchor Chair, CCOEI
Heather Cosgriff	CCOEI
Glenis Crocker	CCOEI
Dianne Godfrey	DHS Centrelink - MSO
Rosemary Graham	Office of Neil Angus, Parliament of Victoria, Electoral Officer
Marilyn Gurry	CCOEI, Swinburne University
Steven Lim	CCOEI Volunteer
Sam Navarria	CCOEI
Andree O'Donnell	AMES Settlement, Case Manager/Team Leader
Saturnino Onyala	MSC, Settlement Support Worker
Railey Orger	City of Whitehorse, Community Development Officer, Diversity
Saarah Ozeer	Bounce - Director
Cynthia Shaw	CCOEI
C. N. Su	LMCC Volunteer
Bwe Thay	Swinburne University, AMEP Pathway Counsellor; CCOEI
Sui Ting Tse	CCOEI
Jessica Thompson	Migrant Information Centre, Settlement Community Development Officer
Heidi Tucker	Anchor, CEO
Clary Verbunt	Dutch Community, CCOEI

#### **Apologies**

Hon Bruce Atkinson MLC;	
Anna Burke MP;	
Leonie Burnham	ECLC, Manager Inner East Office
Linda Chen	CCOEI
Gitta Clayton	AMES, Volunteer Tutor Program
Twanny Farrugia	CCOEI
Jack Intsiadis	DHS Centrelink, MSO
Helen Jurcevic	Women's Friendship Group Inc.
Helen Kapalos	Chair VMC
Cindy Kung	Louise Multicultural Community Centre
Jasmina Mulugeta	Foundation House
Madeleine Parker	Dept. Education and Training – School Development Officer, ESL
Inga Peulich MLC	Shadow Minister for Multicultural Affairs and Shadow Minister for Scrutiny of Government
Dee Ryall MP	
Michael Sukkar MP	

Fred Warren

Holmesglen TAFE

## Guests

Carolyn Poljsh

Link Health and Community, Health Promotion Manager

Mohammed Karimi

Link Health and Community, Research and Community

2. **Minutes September 2015 meeting:** Minutes circulated electronically. Moved Sui Ting Tse Seconded Marilyn Gurry – approved.
3. **Business Arising** – incorporated in the agenda.
4. **Issues and concerns:** MSC members can highlight issues for the attention of the Victorian Multicultural Commission (VMC) and the appropriate Regional Advisory Council (RAC).
5. **Correspondence** – relevant correspondence (initiatives, services, programs, etc) circulated to MSC.

Communication from Helen Jurcevic re issues concerning immunization and IELTS requesting CCOEI support - to be addressed at CCOEI exec meeting.

## 6. Meeting Focus

### (a) **Afghan Community Health Needs Assessment, Mohammad Daud Karimi, Link Health and Community.**

*Link Health and Community* is a community health service that provides an extensive range of health services in the City of Monash and surrounding areas. The service is undertaking a study of the health and wellbeing needs of the growing community of Afghan residents in the cities of Greater Dandenong, Monash and Kingston. This Afghan community is considered a high needs group for health care and support. Given the high burden of diseases among Afghans in their home country and the large demographic in the above regions the study aims to increase awareness and understanding of the health and well being needs of this community.

### **Study objectives**

- Identify specific needs relating to the prevalence of specific health problems;
- Identify barriers to accessing health services, including preventative health and early intervention services;
- Examine ways in which *Link Health and Community* might better respond to the health and wellbeing needs of the Afghan community.

Members of the Migrant Settlement Committee agreed that due to the shortness of the presentation (due to other commitments) it would be useful to have more information about the project and outcomes in the new year. If you can assist this project contact Mr. Mohammad Daud Karimi, Research and Community Liaison, *Link Health and Community*, Phone: 8822 8305 Wednesdays to Fridays and [mdaudkarimi@yahoo.com](mailto:mdaudkarimi@yahoo.com)

### (b) **A Matter of Trust: Loan Foreclosures – Preventing Financial Abuse of CALD Elderly, Glenis Crocker, Project Manager, CCOEI.**

In 2014, CCOEI was funded by the State Government of Victoria under the Community Safety program to undertake a project on the abuse of CALD elderly acting as financial guarantors. The project, *A Matter of Trust*, was delivered between July 2014 and July 2015. Glenis managed the project and developed a **Project Plan Management Framework** that guided it from start to end, mapping key responsibilities, tasks and activities, timelines, milestones and deliverables. The framework also described the five forums which were delivered between October 2014 and May 2015.

The idea for the project came from an MSC meeting where the extent of the problem was highlighted. It was noted by the Sheriff's Office that elderly CALD, particularly those from established communities, were

experiencing significant financial abuse and hardship - losing assets such as the family home due to fraud or lack of understanding of being a guarantor.

Background research into the subject revealed areas of concern such as: (a) lack of information about what questions to ask, where to seek information and support, particularly legal aid; (b) inaccessibility and/or inadequacy of the information, e.g. limited to no information in languages other than English; and (c) lack of information on issues arising from financial abuse, e.g. domestic violence and mental health.

Exploring the area of assistance available to victims indicated *Money Help* to be a high powered financial advice and educational resource. However, the *Money Help* information is provided over the phone and therefore not of immediate help, or even of any help, to CALD elderly with limited English. Lack of information in community languages made it almost impossible for them to access such areas of support, information and education.

**Project focus:** Vulnerable older people from certain CALD backgrounds residing in the Eastern Region of Melbourne were indicated through demographical and other information provided by key services organisations. The issue was prevalent in some of the more established CALD communities, such as Chinese; Greek and Indian. These communities had come to the attention of the Department of Justice and Regulation as a result of Sheriff Office interventions. Although these groups were identified as a priority and were a focus for the forums, it is important to note that financial abuse is an issue that knows no boundaries and no community or socio economic level is immune. In fact it is best to think of financial abuse of elderly CALD not just in terms of culture but more appropriately in terms of human rights: the right to have information that is accessible, including information in languages other than English. Although useful information in some community languages was available, for example that provided by Centrelink, there was on the whole a lack of translated material.

The project deliverables included a participants' information kit in some community languages, as well as a presenters' kit - copies of these were circulated at the meeting. The content of the presenters' kit is an example of the information service providers could use when running sessions for their older clients. The participants' kit contains useful information and where to source information in languages other than English. Both kits are available from CCOEI, as are other resources developed by the project like A2 posters of stories in some community languages and in English.

Further work on the subject will be by the Eastern Community Legal Centre who has received funding from the Victoria Law Foundation to continue and expand on some of the project findings.

Everyone involved in the project were thanked for their participation, input and guidance.

- 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
02 Jan	No meeting		
06 Feb	Part A: <b>Settlement Services in Victoria:</b> 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).	<b>Forum: Community Safety and Crime prevention:</b> Financial risks, elderly guarantors from Chinese background 10/02, Manningham. <b>Forum: Domestic Violence</b> 19/02. (Leonie, Jeska, Glenis, EACH, Foundation House).	February 1-7 United Nations Interfaith Harmony Week
06 March	Part B: Refugee and asylum seekers: <b>the policy landscape and its challenges for advocacy</b>	<b>Harmony Day events.</b> <b>Forum:</b> Community Safety and	March 21: <u>Harmony Day</u>

	<b>organizations</b> – Refugee and Immigration Legal Centre (RILC). Speaker: David Manne, Executive Director, Principal Solicitor and Migration Agent, RILC, and a RILC lawyer.	crime prevention project: Elderly guarantors from Indian background and financial risks, late March.	
03 April	Good Friday – no meeting.	<b>Forum:</b> Community Safety and crime prevention: Elderly guarantors from Greek background and financial risks, late April (Effie, Athena/Adonis)	<b>April 7</b> – World Health Organisation <u>World Health Day</u>
01 May	<b>Part A: Refugee Women’s Health:</b> how are services responding to the needs of refugee women, particularly young women? <b>Part B: Refugee Men’s Health:</b> 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.		<b>May 21</b> - <u>World Day for Cultural Diversity for Dialogue and Development</u> .
05 June	Initiatives and innovations that make a difference: brief presentations across sectors: <b>Settled and Safe:</b> Elaine Prime, Community Liaison Educator, Victoria Legal Aid <b>Women’s Friendship Group:</b> Helen Jurcevic, President, Women’s Friendship Group Inc. <b>AMES Youth Program:</b> Margot Hennessy, Manager Youth Programs, AMES <b>MIC Access and Support Program:</b> Wanling Zhang, Access and Support Program, MIC <b>Safe Futures Foundation,</b> Jin Jin Minehane, Gen Man Innovation & Foundation Development <b>TAFE Taster and Transition to Higher Education,</b> Bwe Thay, Project Officer/AMEP Pathways Counselor, Swinburne Uni. of Tech. <b>The VTP Program:</b> Gitta Clayton, Volunteer Tutor Coordinator, AMES – <i>deferred to Nov meeting</i>	<b>Refugee Week:</b> celebration of settlement in EMR. MSC/CCOEI, City of Manningham (Convenor: Kirsten; Cynthia, Sam, Bwe, Saturnino, Gitta Clayton, Elizabeth Sidiropoulos, Jasmina Mulugeta).	<b>June 20</b> – UN <u>World Refugee Day</u> , <b>June 26</b> – UN <u>Day - Support of Victims of Torture</u>
July 3	No meeting		
07 Aug	<b>Australian Refugee and Humanitarian Program 2015-2016: Community views, current challenges, and future directions.</b> Asher Hirsch, Policy Officer, Refugee Council of Australia (RCOA)	<b>CALD and mental health (postponed to 2016</b> and working group to be formed to include, Leonie and Railey).	
04 Sept	<b>Assisting refugees through the every day life maze</b> (i.e. open a bank account; enrol kids in school, public transport, etc). Hamidullah Nida, AMES Settlement (HSS), Manager Orientation.	<b>Education and Training expo moved to 2016:</b> invitations to working group: LLEN, AMEP and VET providers, Centrelink.	
09 Oct	<b>CALD elderly signing as guarantors for family members and the risks:</b> <i>A Matter of Trust</i> project (Glenis Crocker, CCOEI) – a snapshot of the project and outcomes);  CCOEI AGM 12.00.- 12.30	<b>Refugee health forum</b> proposed Thursday 25 February 2016, Willis Room, COW, Nunawading. Services for refugee/humanitarian entrants (EACH; Eastern Health; Cynthia, Glenis, Belinda, Refugee Nurse. MIC – Participating organisations to be confirmed).	<b>October 17-</b> <u>International Day for the Eradication of Poverty</u> , UN calendar
06 Nov	1. <b>Update on the Thai Burma Refugee Camps</b> – Gitta Clayton; 2. <b>AMES Volunteer Tutor Program</b> – overview of the program and “Meet a Volunteer” – Gitta Clayton; 3. <b>Review of the Migrant Settlement Committee 2015</b> program and the Strategic Plan for 2016 (calendar of speakers, forums and events) – Sam and Cynthia.	<b>Refugee &amp; CALD Youth Event My choice – My Life</b> Venue: Swinburne University of Technology Croydon campus, 12/11/2015, 9:30am – 2:00 pm <b>Conveners: Bwe Thay and Saarah Ozeer.</b> Organisations participating include: CCOEI, DHS Centrelink, BELS, Swinburne,	<b>November 16</b> - <u>International Day for Tolerance</u>  <b>November 25</b> - <u>International Day for the Elimination of Violence against Women</u> .

		Bounce, MIC, ECLC, VicPol, AMES, Maroondah Council Youth Team, Foundation House and YMCA, OELLEN, DOJ, <u>Purpose:</u> Pathways to further study and employment, innovative services and activities including sport (AFL and soccer).	
04 Dec	Finalize MSC Calendar (meeting and events) for 2016.  Meeting focus to be advised.	<b>Disability forum:</b> how are CALD with a disability faring under the NDIS? – postponed to first half of 2016.	Dec 3 <sup>rd</sup> : <u>International Day for People with a disability.</u> <a href="http://www.idpwd.com.au/">http://www.idpwd.com.au/</a>

**Other areas of interest:** 1) Human Rights Law Centre – a focus on CALD; 2) Amnesty International – its work locally and globally 3) How culturally responsive are LGAs in the Eastern Metropolitan Region.

### 8. Forum Reports

**Refugee and CALD Youth forum for young people between 16-30 years** planned for 12 November 2015 will be hosted by Swinburne University at Croydon - see calendar above for participating organisations. The forum will be interactive with presentations, activities and information stalls and will highlight innovations that may be useful in assisting youth to achieve their goals. Specific areas will be transition to higher education and pathway options, employment and legal rights, health, building self-confidence and developing emerging young leaders as future leaders. The forum working party is meeting regularly and is finalising the program.

**Refugee Health Forum:** The forum will be held in the first half of 2016 in the City of Whitehorse, and a steering committee is being established. Contact Sam or Cynthia to be on the committee.

### Agency and individual reports

#### **City of Whitehorse (Railey Orger)**

- Accessible Communication Workshop. Wednesday 28 October 9:30 – 12:00, Waratah Room, 379 Whitehorse Road, Nunawading RSVP Maureen D’Arcy on 92626443
- Whitehorse Spring Festival 18 October, 10:00 am - 4:00pm with a Story Telling theme.

**Swinburne University (Bwe Thay)** - Reported on the very successful World Kitchen event held at Swinburne and circulated several recipe cards for meals from India; South Sudan; Burma; Afghanistan and Oromo..

**DSS (Kelly Alfris)** - Introduced DSS’s new regular newsletter. The newsletter contains a wealth of information and is an important resource, and has been circulated to MSC members.

**Louise Multicultural Community Centre (Su and Chung)** is holding an afternoon tea event *Difficult Stories* 28 October.

#### **Humanitarian Settlement Services (Andree O’Donnell)**

- HSS is moving from Ringwood to Box Hill 34-36 Prospect Street, 1-4 case managers for 6 months; the Volunteer Tutor Program (Gitta Clayton) remains in Ringwood;
- Number of Syrian refugees arriving in the Eastern Region not yet clear but could be 100 – 200.

#### **Migrant Information Centre (Saturnino Onyala)**

- Introduced the “Getting Around Safely on Public Transport” program for people from an African background. For further information contact Saturnino Onyala on (03) 9285 4888
- The MIC AGM will be held on 18<sup>th</sup> November 2015.

**DHS Centrelink (Dianne Godfrey)** provided an information kit on domestic violence available in a range of languages.

**Next MSC Meeting: Friday 6<sup>th</sup> November 2015, 9.30 – 12.00**

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

**Focus:** a. **Update on the Thai Burma Refugee Camps and the Hope Project** – Gitta Clayton and Julie McLean, Hope Team members. Karen women will also attend and sing a Karen song and answer questions.

**b. AMES Volunteer Tutor Program** – Gitta Clayton

**c. Review of the Migrant Settlement Committee 2015** program and the Strategic Plan for 2016 (calendar of speakers, forums and events) – Sam and Cynthia.

**NB:** The MSC meeting will be followed by the Refugee Council of Australia (RCOA) public consultation (12:30 pm – 1:30 pm) that will inform RCOA's annual submission on the Refugee and Humanitarian Program that will be presented to the Minister for Immigration and Border Protection – all welcome (sandwiches and tea and coffee will be available). This year's focus will be on

- International refugee needs
- Australia's Refugee and Humanitarian Program post-arrival settlement support
- Australia's policies towards asylum seekers.

If you are unable attend but would like to provide input please contact (02) 9211 9333 or email:

[admin@refugeecouncil.org.au](mailto:admin@refugeecouncil.org.au) the discussion paper can be accessed at this site:

[www.refugeecouncil.org.au/publications/intake-submission](http://www.refugeecouncil.org.au/publications/intake-submission)

**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)