



P O Box 94  
Forest Hill VIC 3131

**Chairs:**

Sam Navarria and Cynthia Shaw

**Phone Secretary:** 0424 441 051

**Email:** msc.chair@ccoei.org.au

**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**

**September 6<sup>th</sup> 2013**

**The Courtyard Room, City of Whitehorse, 379 Whitehorse Road Nunawading.**

Cynthia welcomed MSC members and guests to the meeting. Sam introduced Twanny Farrugia.

**1. Present**

Jessica Bishop	MIC, Settlement Community Development Officer
Leonie Burnham	Eastern Community Legal Centre
Lnda Chen	CCOEI
Chris Cosgriff	CCOEI President, Anchor
Glenis Crocker	CCOEI, Secretary
Maria de Monte	DHS (Centrelink) MSO
Belinda Gillam Derry	Dept of Health, Home and Community Care Diversity Advisor
Marilyn Gurry	CCOEI
Mandy Homewood	Swinburne University (Croydon), Migrant English Campus Convenor
Sam Navarria	CCOEI
Andree O'Donnell	HSS South Eastern Melbourne and Gippsland Region
Jade O'Keefe	Anchor Inc, Case Manager
Madeleine Parker	DEECD EMR, School Development Officer ESL
Cynthia Shaw	CCOEI
Elizabeth Sidiropoulos	VICPOL, MLO
Sui Ting Tse	Louise Multicultural Community Centre, CCOEI
Clary Verbunt	CCOEI, Dutch Community

**Apologies**

Natasha Andrew	Maurice Blackburn
Gitta Clayton	AMES Outer East Volunteer Tutor Program, VTP Coordinator
John Devine	Anchor, CEO
Leigh Gilmore	Sheriff Office
Michael Hardie	Janssen Spirituality Centre, Director
Margot Hennessy	AMES Youth Coordinator
Slavica Jurcevic	DIAC, Settlement Grants Manager
Jaya Manchikanti	City of Knox
Kiri McKendrik	Sheriff Officer
Steven Noy	VICPOL
Railey Orger	City of Whitehorse, Diversity and Ageing Officer
Merilyn Spratling	EACH, Refugee Health Nurse, RHN Program

**Guest presenter**

Twanny Farrugia	Formerly Loss and Grief Counsellor/Educator and DonateLife Community Champion
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## 2. Minutes August 2, 2013 meeting

Minutes circulated prior to the meeting. Request from Jaya Manchikanti to add the following to the City of Knox August 2013 report "Knox City Council is currently seeking feedback on its first Safety Plan and details are available on the Council's website on the front page". No other additions/amendments. Moved Glenis Crocker; seconded Sui Ting Tse. Accepted.

## 3. Business Arising – Incorporated in agenda

## 4. Settlement Needs in your Area

MSC members were reminded to use the DIAC form for unmet needs in the EMR and send to CCOEI or directly to DIAC. CCOEI provides opportunities for discussion of unmet needs at its MSC meetings.

## 5. Correspondence

- (a) Email communication from Margi Jelovcic from Mind Australia who has moved to the Assessment Intake and Referral Worker for Mind in the Outer South. Regretfully she can no longer attend MSC meetings but would like to be kept on the mailing list. She notes that it has been great working with everyone at the MSC and wishes everyone success and to keep up the good work. If any member of the MSC could help Margi with contacts in the Outer South she would really appreciate it – just send her contact details or please pass on her contact details to interested individuals and organisations [mjelovcic@mindaustralia.org.au](mailto:mjelovcic@mindaustralia.org.au)  
On behalf of the MSC Sam has written to Margi thanking her for her participation and contribution to the MSC and wishing her well in her new position.
- (b) CCOEI has received written confirmation of successful 2013-2014 VMC grant. Strengthening Multicultural Communities
- (c) The Settlement Planning Update invites evaluation of the update newsletter and settlement statistics that accompany the update. Cynthia circulated the evaluation form and this can be returned to DIAC ASAP by each member of the MSC.

## 6. Meeting focus: (a) Loss and Grief across cultures and (b) DonateLife – organ and tissue donation. Presented by Twanny Farrugia, former Loss and Grief Counsellor/Educator and DonateLife Community Champion.

Sam introduced Twanny - "*Twanny's multiple health issues, loss and grief occurrences and an innate understanding of childhood migration, has equipped him to empathise with people facing difficulties in life. On the death of his father, Twanny became a member of a donor family. On retiring from his consultancy service with its core business as a Loss and Grief Counsellor/Educator in the Allied Health Industry together with his life experiences have motivated Twanny to become a volunteer public speaker for DonateLife Victoria to inform and educate the general community on organ and tissue donation.*"

### Presentation: Loss and grief across cultures

Twanny commenced by saying that there is no right or wrong way to grieve, there is also no time limit and we all grieve differently.

### Definitions of loss and grief:

- *Grief is the price we pay for love.* (Parkes 1986)
- *Loss is being deprived of something one has had* (Neimeyer 2000)
- *Any changes in our life equates to LOSS. Any loss equates to GRIEF.* (Farrugia Twanny 2000)

Migrants also experience grief in relation to arriving in a new country - it is like "peeling an onion". Each new layer brings a different aspect of the grieving process to light and these aspects may be re-experienced over and over as each layer is peeled back.

Twanny spoke about a Vietnamese client who had been in the army in Vietnam, and when Saigon fell he suddenly became an enemy of the country and had to flee.

### Loss and Grief: LANGUAGE

- Loss of words in both native tongue and dialects
- The lack of English proficiency is possibly the most significant challenge for migrants, and can create a barrier in all other aspects of settlement.
- Over confident in English proficiency

#### **Loss and Grief - DRESS CODE**

- What may be formal wear in their native country is informal in Australia or visa-versa
- Burqa for Middle Eastern Women not always acceptable or understood in Australia
- Saris for Indians/Sri Lankan again not always acceptable or appropriate dress in Australia

#### **Loss and Grief - FOOD**

- Where special ingredients cannot be sourced
- Culturally appropriate recipes not easily available
- Food here tastes/looks different

#### **Loss and Grief - EDUCATION**

- Different style of learning
- Educational expectations / Education level not recognised

#### **OTHER Grief and Loss examples:**

Ways of dating, music, leisure activities no longer the same etc.

#### **What are some of the things we can do to help our clients?**

- Listen and more importantly 'hear' what they have to say
- Show that you care
- Encourage people to tell their stories
- Acknowledge/normalise/validate their grief and allow time
- Understand different styles/ expressions of grief
- Be aware of heightened sensitivity

#### **Presentation – DonateLife – tissue and organ donation**

Twanny told the MSC a little about his own kidney transplant which saved his life 42 years ago. He said that he was so glad that he became ill in Australia otherwise he might not be alive today! Twanny spoke about renal failure, the requirement for dialysis machines to remove poisons from the bodies of patients.

#### **Gifts of life:**

1. Can keep up to more than 10 people alive through organ transplants of kidney, heart, lungs, pancreas, liver and intestines and tissue transplants of corneas, heart valves, skin, bones, tissues
2. Australia has the highest success transplant rate, but the lowest donor rate in the world
3. 1600 people on Waiting lists for transplants from 6 months to 4 years
4. Family can say no (easier to donate if families know their loved ones wishes).

#### **Why are organ donations needed?**

- Mainly due to inherent genetic disease including heart; lungs; liver etc.
- Eye trauma, or disease needing corneal transplants to save sight
- Body trauma or organ shut down for many reasons need a transplant
- Skin transplant due to burns (such as the Bali Bombing)

#### **Who can donate?**

Anyone and everyone can donate

### What information do I need before I proceed?

- a) Medical examination done prior donation to ascertain if organs are suitable and healthy
- b) Family know and approve
- c) Where relevant, community leaders/religious leaders - all have approved
- d) Once you have made an informed decision about becoming an organ and tissue donor, find out how to register, specify what organs you can or wish to donate.
- e) You can you change your mind, at any time.
- f) Register on the Australian Organ Donor Register at any Medicare branch or on Medicare website.
- g) And the most important thing you can do is to discuss your donation decision with your family and close friends. It's also important that you know their donation wishes so that you are prepared to confirm their decision, should the situation ever arise.

### For more information:

DonateLife Victoria  
 Web Site: [www.donatelife.gov.au](http://www.donatelife.gov.au)  
 Tel: 8317 7400

### Twanny Farrugia

Email: [twannypac@gmail.com](mailto:twannypac@gmail.com)  
 Mob: 0412 107 734

Sam and Mandy thanked Twanny for the two presentations and wished him well in the DonateLife campaign. The presentations brought home the importance of loss and grief across cultures and the immediacy of the DonateLife work. Both presentations were deeply informed by personal experience that made them powerfully engaging.

### 7. MSC 2013 calendar

MSC meeting dates	Meeting focus	Forums, functions, events - dates and working groups	International Multicultural Calendar events in 2013
Jan	No meeting		
01 Feb	Victorian Equal Opportunity and Human Rights Commission (VEOHRC), Michelle Burrell Manager, Strategic Projects and Policy Unit, VEOHRC: the work of the VEOHRC focusing on anti-racism (reporting racism project and anti-hate website)		February 1 United Nations Interfaith Harmony Day
01 March	Settlement of refugees in the EMR: Adam Warzel, Acting Director, Settlement and Multicultural Affairs, DIAC; Ramesh Kumar, General Manager, HSS & Asylum Seeker programs, AMES; Brook Shearer, Acting Manager Asylum Seeker Program, AMES. 150 <sup>th</sup> year Celebration Coranderrk: Jaqui Wandin, Coranderrk	Harmony Day	March 21: <u>Harmony Day One World Cup Soccer Tournament</u> organised by VicPol on Sunday 17 <sup>th</sup> March
05 April	Living in Community Detention - Housing asylum seekers at the Janssen Spirituality Centre. Michael Hardie, Director Janssen		<b>April 7 - <u>World Health Day</u></b> , recognized by the UN
03 May	Focus on school for refugee children: BELS/mainstream schools: programs for refugees. Robert Colla Principal BELS		<b>May 21 - <u>World Day for Cultural Diversity for Dialogue and Development</u></b> ,
07 June	Focus on Training and employment services for migrants and refugees: presenters from JSA and the Adult Migrant English Program (educational counseling and employment pathways and training	Refugee Week – auspice, coordinate, and seek grants/ resources? Event Coordinator and funding needed (check	<b>June 20 – <u>World Refugee Day</u></b> , <b>June 26 - <u>Day - Support of Victims of Torture</u></b>

	programs).	OMA, VMC, LGAs)	
<b>July</b>	<b>No meeting</b>		
02 Aug	A culturally sensitive approach to CALD health - GPs (Inner East Melbourne Medicare Local – Sally Hall and GP) and health professionals (Refugee Health Nurse, Marilyn Spratling, EACH).	Building cultural competence: requisite skills and tools. Leonie (convenor), Railey, Maria, Rebecca (MIC Diversity training), Rosanne (Vic Pol), AMES TBC, Teena. Postponed to first half of 2014.	
06 Sept	1. Understanding Loss and Grief across cultures, and 2. DonateLife – organ and tissue donation (Twanny Farrugia).	DV: theme TBC. Leonie (convenor) Glenis, Jasmina, Judy (MIC) Jeska. Postponed to first half of 2014.	
04 Oct	Overview of the work of Anchor – achievements and challenges, John Devine, CEO, Anchor	Employment and Training expo – to be followed up with Swinburne Uni (Karen Connolly)	<b>October 17- <a href="#">International Day for the Eradication of Poverty</a></b> , recognized by UN
01 Nov	Review MSC 2013 program; plan MSC 2014 program; CCOEI AGM	Disability and Cultural Diversity - Challenges forum 27/11/2013; 1- 4. Perspectives on research, policy and practice in disability care in CALD communities: (Professor Chiu); Disability Care Australia (formerly NDIS); service provider (ADEC)	<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> ,
06 Dec	Meeting to be advised.		Dec 3 <sup>rd</sup> : <a href="#">International Day for People with a disability</a> . <a href="http://www.idpwd.com.au/">http://www.idpwd.com.au/</a>

### Other areas of interest

#### Meeting focus:

1. The law – magistrates court/Sheriff office
2. Interfaith networks: LGAs (City of Whitehorse and City of Greater Dandenong? others?)
3. Organisations servicing CALD: What do they do? What are the limitations/barriers?

#### Forums, functions, events:

1. Refugee Youth programs and services in the EMR

### 8. Forum and agency reports

#### Forum reports

- (a) **Family Violence** (Leonie Burnham) – The forum will be held in the first half of 2014.
- (b) **Building Cultural Competency** (Leonie Burnham): Forum to be held in the first half of 2014.
- (c) **Health Forum on disability and cultural diversity – challenges** (Twanny Farrugia): The forum will be held on the 27<sup>th</sup> of November 2013 and focuses on the challenges for the disability sectors to best respond to diverse communities. The venue is City of Monash on Springvale Road Glen Waverly. The forum committee is working on the forum brief, promotion/invitation material; budget etc. As previously reported, the forum will explore findings from research, policy perspectives and service delivery practices, and targets service providers and organisations working with CALD communities, particularly communities from non English speaking background.

#### Agency Reports

##### Humanitarian Settlement Services, AMES HSS Consortium (Andre O'Donnell)

- Cases are trending down
  - (i) 45-50 cases in June/July period
  - (ii) 18 cases in August
  - (iii) 9 cases expected for the whole of September and 8 for the whole of October.

- Asylum seekers coming in after the 30<sup>th</sup> of August will not be eligible for HSS. They will be serviced by post arrival services.
- 866 entrants will be serviced by the MIC and only receive English classes
- Election result may also impact

#### **AMEP and other education programs (Swinburne University - Mandy Homewood)**

- A number of the students who were enrolled in the part time pilot course in carpentry have now enrolled in full time carpentry course
- Started a CSWE2 part time evening class – referrals welcome.
- Swinburne currently running 15 AMEP classes

#### **Department of Human Services – Centrelink (Maria de Monte)**

Jobs and Skills Expo recently held was very successful with excellent participation – 3200 attended, 70 stalls, 600 jobs available online for quick follow up, and very pleasing job outcomes (264 jobs). Positive responses from participating employers such as McDonald's, COSCO, Salvation Army, Box Hill TAFE and others. The expo had to be organised at short notice due to funding from DHS that needed to be used quickly. These expos are delivered in different areas decided by the Department and turn around time is extremely limited. Maria will provide a written report.

#### **CCOEI (Glenis Crocker and Chris Cosgriff)**

- Glenis brought to the attention of the MSC EMR LGA recently published census data on cultural makeup in various cities. The highest numbers are Indian and Chinese, with Chinese female dominant whereas the highest proportion in Indian and Sri Lankan communities is male. No data on ethnicity was made available.
- Chris reported on the DOJ Indigenous Award
- Coranderrk festival to be held on the 15<sup>th</sup> of March 2014.

#### **ECLC (Leonie Burnham)**

- ECLC is operating from a new office in Healesville 3 days a week. Please promote.
- Recent Domestic Violence forum key note speaker was Commissioner Ken Lahey Glenis also attended. 170 community leaders attended. There is an acknowledgment that DV is a difficult area and communities are struggling with it. Need for addressing these serious issues of DV is evident.

9. **Projects and Ideas** – this item postponed to future meetings.

**Next MSC Meeting: Friday October 4, 2013, 9.30 - 11.30.**

**Focus: The work of Anchor. Guest speaker John Devine, CEO, Anchor.**

Venue: The Courtyard Room, Whitehorse City Civic Centre, 397 Whitehorse Road, Nunawading.

**NOTE: For past and current CCOEI and MSC documents, including meeting papers and guest presentations, visit [www.CCOEI.org.au](http://www.CCOEI.org.au)**