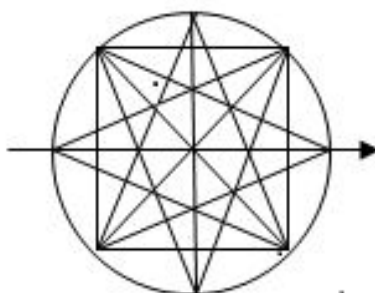


**Chairs:**

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, September 2, 2016**

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

#### **1. Present**

Sandy Ashton	Eastern Health, Diversity Coordinator, Consumer Participation & Patient Experience
Dilnaz Billimoria	Whitehorse Interfaith Network
Leonie Burnham	CCOEI committee
Iresha Butngamnwa	ECLC, Community Development Coordinator
Chris Cosgriff	CCOEI
Mervat Dahdoule	MIC
Leigh Gilmore	Sheriff Office Ringwood, Koori and Multicultural Liaison
Helen Forbes-Mewett	Monash University, Senior Lecturer and Researcher
Dianne Godfrey	DHS, MSO
Kate Jeffery	Link Health and Community, Senior Research and Planning Officer
Helen Jurcevic	Women's Friendship Group Inc.
Teena Lee	Community Volunteer
Tina Mifsud	NEAMI National, CRSW Community Rehab Support Worker
Sam Navarria	CCOEI
Madeleine Parker	Department of Education and Training, Senior Project Officer,
Mhisti Rele	Doctor
Mitra Ronagh	AMES, Case Manager
Cynthia Shaw	CCOEI
Elizabeth Sidiropoulos	VicPol, MLO
Lisa Stokheim	Anchor Inc., Manager Housing and Support
Sui Ting Tse	CCOEI
Clary Verbunt	Dutch Community, CCOEI
Clive Williams	Victoria Police, Community Engagement Inspector, East
<b>Apologies</b>	
Kelly Alfris	Department of Social Services, Settlement Grants Manager
Gitta Clayton	AMES Australia, Volunteer Tutor Program
Heather Cosgriff	CCOEI
Glenis Crocker	CCOEI
Marilyn Gurry	CCOEI
Suzi Hayes	Knox City Council, Multicultural Communities Officer
Belinda Haydon	Women's Health East, Opening Doors, Health Communication Officer
Ellen Kimball	Whitehorse Council, Community Development Officer
Sang Lian	Chin Community Support, Volunteer
Andree O'Donnell	AMES Settlement, HSS Case Worker
Saarah Ozeer	Bounce, Refugee Youth Mentoring Program, Director
Sue Rosenhain	Women's Health East, Health Promotions Manager
Gianluigi Rotondo	Monash University, PhD Candidate
Alegra Shermuly	PHD student Monash University
Sarah Smethurst	ECLC, Family Violence Team Coordinator
Bwe Thay	Swinburne University, AMEP Pathway Counsellor/CCOEI
Sonia Vignjevic	ECLC, Director Partnerships and Community Development

Amanda Wiggs  
ZehraYalcin

Knox Council, Senior Support Officer  
Kara House, Case Worker

**Guest**

Professor Andrew Markus      Monash University

2. **Minutes MSC August 2016. Moved** Chris Cosgriff, Seconded Clary Verbunt. Accepted.
3. **Business Arising.** Incorporated in the agenda.
4. **Correspondence.** Various items of information circulated electronically.
5. **MSC Calendar.** Calendar is a guide to focus meetings, speakers and events.

**6. Meeting focus - Mapping Social Cohesion – Professor Andrew Markus, Monash University.**

Background: Studies researching social cohesion are particularly relevant to Australia given its multicultural makeup. Every year research is undertaken exploring the social health of the nation, and over the years a picture develops that provides insight and direction in relation to the nation's overall social wellbeing. One such research, Australia@2015 study survey, was conducted by Professor Andrew Markus of Monash University.

The Australia@2015 survey was available in 20 languages, online and print, and was promoted over 6 months (September. 2015-February 2016). Partner organisations included: SBS; Multicultural NSW; ECCV; the Scanlon Foundation; Monash University, AMF, DSS, state government departments, local government, organisations in Bendigo, CMY (Melbourne), SSI (Sydney), MDA (Brisbane), Access (Brisbane), Logan Council, and FECCA, .

A video summary of the survey can be found on [Australians Today](#) . The survey is the largest ever conducted of people born in Australia and recent migrants, on their experience of Australian life. More than 10,000 respondents completed the survey across 20 languages.

The research outlines public attitudes to key issues. While Australia is generally considered a good country for migrants, analysis of the findings is not positive across all groups, with some experiencing high levels of dissatisfaction and discrimination. Best aspects of Australian life: freedom, democracy, and standard of living are rated the best by both recent migrants and those born here.

Most happy and prosperous of recent migrants were those arriving in Australia on 457 Business visas, with 90% satisfied with life in Australia. In contrast, many arriving on an Independent Skill visa struggle to find work, and nearly half indicate they are just getting along or struggling to pay bills.

Professor Markus noted that the difference in satisfaction levels between 457 visa holders and those on Independent Skill visas is significant. *“The proportion of Independent Skill visa holders indicating a measure of difficulty is more than double that of 457 visa holders. A likely explanation is that 457 visa holders have work arranged before they come to Australia”*. However, humanitarian entrants, while satisfied with life in Australia, struggle to find work and report increased financial hardship over time.

Skill Independent Visa respondents commented on the difficulties experienced getting started in Australia. They cannot get a foothold when they have no experience or history in Australia. Renting is a good example of this. One respondent commented: *“When you need a phone you go to Vodafone to have a plan, they ask you for an address. You don't have a permanent address. When you go to rent a property they ask you for rent history. You don't have any rent history. They ask you for your pay slip, you don't have any job. You apply for jobs, they won't give you any job because you don't have local experience. Education - you don't have local degree. You go to the bank to open bank account, they ask you for address and telephone - what should we do? It's a circle. You cannot get out”*.

Sense of belonging: among those least satisfied are New Zealand Special Category Visa holders, with some 50% indicating that they have experienced racism or discrimination in Australia. New Zealanders are not considered migrants and are not accepted as permanent residents, even though large numbers live in Australia. In 2001 direct pathways to

Australian Citizenship were cut off including HECS and Centrelink benefits. About 200,000 fall into this category. Their Visa conditions contribute to a low sense of belonging in Australia.

Respondents completed the Scanlon survey through an open access system. 51 Focus groups plus some interviews were undertaken to obtain an in depth understanding of sub groups. Transcripts included ½ million words. 48% were Australians, 52% were born overseas.

**Discrimination question:** “Have you experienced discrimination because of your colour, ethnic origin or religion?” Discrimination affects people’s sense of alienation. Highest discrimination was experienced by Indigenous Australians and some African groups. Examples of discrimination previously not known about include tram and bus drivers not stopping and/or not opening doors for passengers from particular ethnic groups. This results in victims being too frightened to use public transport and often missing appointments etc. as a result.

**Institutional Trust question:** When asked about doctors and Centrelink the South Sudanese indicated a higher level of trust than those from India, China and Hong Kong.

South Sudanese indicated a lower level of trust in relation to police.


Discrimination can also be experienced by children as young as those in Kinder. Hurtful comments from other children included “you look like a gorilla”.

**Australian Muslims** are a diverse group of citizens in terms of age, gender, place of birth etc. Discrimination is driving them more into feelings of being alienated. Iranians (arriving by boat) have a medium sense of belonging. However, the current debate is undermining this. They indicated the importance of wanting their kids to *live in a free country*.

**'Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?'**

3 <sup>rd</sup> generation Australian	%	African countries	%
SEIFA 10	7	Ethiopia	60
SEIFA 9	12	Kenya	67
SEIFA 2	25	Zimbabwe	75
SEIFA 1	27	South Sudan	77
<b>Indigenous</b>	<b>59</b>		

**INSTITUTIONAL TRUST – BY COUNTRY OF BIRTH**



	CHINA + HK	INDIA	SOUTH SUDAN
DOCTORS	80	87	82
CENTRELINK	73	70	80
IMMIGRATION	72	77	35
POLICE	76	87	26
EMPLOYERS	49	64	20

Professor Markus noted elements that can make a difference to a sense of belonging for all Australians:

- Local councillors (e.g. Hume policy of breaking bread with at least 3 communities) is a good example;
- Voluntary organisations;
- Principals of schools – they have the power to change schools (however they need adequate support so they don't burn out).

For a copy of the full presentation by Prof. Andrew Markus go to the website:

[http://www.ccoei.org.au/docs/Australia\\_2015\\_Scanlon\\_Monash\\_survey.pdf](http://www.ccoei.org.au/docs/Australia_2015_Scanlon_Monash_survey.pdf)

On behalf of the MSC, Sam thanked Professor Markus for his presentation.

#### 6. MSC 2016 Calendar - The calendar is flexible to respond to developing issues and situations.

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	Youth programs: (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> (EACH; Refugee Health Nurse Program; Eastern Health; Cynthia, Glenis, Sam, MIC, Victorian Refugee Health Network; Francisco, others; Willis Room, Whitehorse. 22 April)	<b>April 7</b> – World Health Organisation <u>World Health Day</u>
06 May	The Victorian Multicultural Commission (VMC) in 2016: priorities, challenges and key events (VMC Chairperson: Helen Kapalos); and  Intercultural practices and support services relating to migrants and refugees in Australia and Italy, Gianluigi Rotondo PhD, Monash University		<b>May 21</b> - <u>World Day for Cultural Diversity for Dialogue and Development</u> ,
03 June	Focus on community safety and security (VicPol), and family support programs (Anchor).		<b>June 20</b> – UN <u>World Refugee Day</u> , <b>June 26</b> – UN <u>Day - Support of Victims of Torture</u>
01 July	No meeting		
05 Aug	Family violence prevention: EMR Regional Family Violence Partnership, Jelena Djurdjevic Family Violence Regional Integration Coordinator, Eastern Metropolitan Region; Eastern Elder Abuse Network, Kaz Mackay, ECLC's Elder Abuse Prevention Coordinator		
02 Sept	Mapping Social Cohesion – The Scanlon Foundation (Professor Andrew Markus, Monash University)	<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; CCOEI AGM 12.00.- 12.30 Alex Mills Opening Doors Program, Link Health and Community	<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>October 17-</b> <a href="#">International Day for the Eradication of Poverty</a> , UN calendar
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>Exhibitions: Celebrating CALD communities</b> - stories, photos, art and craft, video, entertainment, etc. Guest speakers: CALD, indigenous artists, leaders. Exhibition located in different venues at different times. Working party: Chris, Heather, Saarah, Dianne, Suzi, Glenis, Sam, Cynthia, and reps from Whitehorse Knox, Maroondah Manningham.	<b>November 16 -</b> <a href="#">International Day for Tolerance</a> <b>November 25 -</b> <a href="#">International Day for the Elimination of Violence against Women</a> ,
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>

Other areas:

- Homelessness and its impact on CALD - 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;
- **How** are CALD with a disability faring under the NDIS? (Speaker from NDIS and the NDIS Agency)
- Amnesty International – its work locally and globally;
- How culturally responsive are LGAs in the Eastern Metropolitan Region.

**7. Forum Reports and events**

**CALD Exhibition (Chris Cosgriff)** – Festivals and Events grants outcomes unknown. Awaiting results.

**Refugee Health Forum (Cynthia Shaw)** - Report to be officially launched in October.

**Agency and individual reports**

**Humanitarian Settlement Services (Mitra Ronagh, AMES).** Refugees arriving in the region are mainly from China, Syria and Iraq.

**Department of Human Services - Centrelink (Dianne Godfrey).** DHS Community Forum on 14<sup>th</sup> Sept 2016 (on 345 visas). Tweaking scenarios for discussion at this event and will inform participants ASAP.

**Migrant Information Centre (Mervat Dahdoule)**

- Mervat is Volunteer Coordinator and Project Worker. Spoke of the Access & Support Program which provides short term, individual support for people who need help to access services so they can stay living at home;
- Community Visitor Scheme - CALD oriented and aims to alleviate loneliness in the elderly. Volunteers of the same background and language are allocated whenever possible;
- Social work in Manningham targeting women from Arabic background;
- **Movie Fundraiser: The Baulkhan Hills African Ladies Troupe.** Flyer was circulated. Tickets \$25 and can be purchased at [www.trybooking.com/225518](http://www.trybooking.com/225518) or call the MIC 9285 4888;
- **“A Story for Our Children”.** An exhibition of work by refugee and migrant families living in the Eastern Region of Melbourne. Exhibition will be launched at **5pm on Friday 23<sup>rd</sup> September** at Federation

Estate, 32 Greenwood Avenue, Ringwood. Includes a musical dance performance and food from Little Burma. RSVP essential by Monday 19<sup>th</sup> September phone Sophie on 9285 4888. Flyer circulated.

**Victoria Police (Clive Williams)** – Clive is the newly appointed community engagement inspector for the region. Recent history includes 5 years in the Bairnsdale area. He covers Koori and Migrant communities and focuses on social cohesion. Education is crucial and the way to address many issues.

**Victoria Police (Elizabeth Sidiropoulos)**

- Forums on family violence and elder abuse with Monash Multicultural Network;
- Building Resilience in the Community program – focus on identifying indicators of radicalization. The session at Swinburne University Hawthorn Campus 60-70 staff attended. Note that youth issues are not limited to one community. Presentations are available on request;
- International Students – working on crime prevention strategies. Incidence of international students targeted robbery is high but not racially motivated, and usually occurs with soft targets. This presentation is on request;
- Operation Safe Plate;
- Road Safety Information sessions with MIC continuing at Ringwood Uniting Church – drink driving issues particularly with newer communities such as those from Burma.

**Interfaith Network (Dilnaz Billimoria)**

- All faiths Music Festival will take place at the Box Hill Town Hall from 2:00pm to 5:00 pm. (Information provided via email). Information tables available for flyers etc. A range of groups will be performing;
- Women's Health East – "Hands up campaign" aiming to promote women's issues and concerns, looking for volunteers. Men also welcome;
- Matter of Trust – project taken up by ECLC continuing the seminal work of CCOEI, and discussed with ECCV who aims to do the project across the state;
- Candidate for City of Whitehorse Council Elections.

**Opening Doors Manningham (Mhisti Rele)**

Mhisti is a Doctor with a passion for addressing the needs of CALD communities in relation to health literacy as well as domestic violence. Can be contacted on [mhistirele@yahoo.com.au](mailto:mhistirele@yahoo.com.au)

**Neami National (Tina Mifsud)**. NEAMI services people with Mental Health Issues. Tina is the CALD portfolio holder. Outreach service operates in the East to support people with mental health issues.

**Women's Friendship Group (Helen Jurcevic)**

- Girls Sanitary Kits – made and distributed (made for 3<sup>rd</sup> World countries in mind where young girls miss school due to lack of sanitary protection);
- Update on medical supplies - still in Tullamarine;
- Friendship group welcomes donations. Eight families have benefited and children have chosen their own handmade rug. Photo of children who have benefited from these donations was passed around;
- 16 Faces campaign – on social media;
- 10<sup>th</sup> Anniversary – Women's Friendship Group;
- Layette to Royal Women's Hospital.

**Dutch Elderly (Clary Verbunt)** King Willem-Alexander and Queen Máxima will be visiting Australia.

**Indigenous event (Chris Cosgriff)**. Blackburn Lake tour, bush tucker etc. event 20<sup>th</sup> Sept 10:00-3:00 pm.

**CCOEI (Sui Ting Tse)** Reminded members of the Swinburne World Kitchen event, Hawthorn Campus, on the 8<sup>th</sup> Sept 12:00 to 1:30 pm. Round Table discussion aiming to discuss ways of Swinburne connecting with community, will follow the event at 1:30pm. Flyer circulated on behalf of Bwe Thay from Swinburne.

**Dept. of Education and training Victoria (Madeleine Parker)** – Madeleine's work involves a lot of travel providing schools with policy support.

**Link Health and Community (Kate Jeffery).**

- Hume Council – Young Ambassadors program. Reaching out to the faith community in Hume. This outreach will build on the work of the network's youth ambassadors, who have visited a number of temples and mosques in recent months to connect with others;
- MAV conference From Multiculturalism to Inclusion. Many interesting presentations;
- Health Day 26/9 – will send flyer.

**Eastern Health (Sandy Ashton).** Major committees at Eastern Health include the Family Violence Steering Committee and the Staff Wellbeing Committee. Rosie Batty attended recent Family Violence Steering Committee. The committee is concentrating on the Royal Commission recommendations. Another area of work for the service is health literacy. Sandy is keen to engage with more consumers.

**Anchor (Lisa Stockheim).** Housing Support Service assists people find the right pathways to suit them and the housing support they need. Anchor works with children, young people, families and individuals in Melbourne's Outer East. Their services include finding emergency housing, helping people transition to long-term, sustainable housing.

**Monash University (Helen Forbes Mewett)**

Supervising students undertaking PhD studies. The students can present on their research particularly research exploring aspects of community and agencies such as the project working with police in Monash.

**Next MSC Meeting:** Friday 7 October, 9.30–11.00.

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

**Focus:** Link Health and Community, Opening Doors program. Alex Mills, Opening Doors Coordinator

**The MSC shortened meeting will be followed by the CCOEI AGM at 11.15 am, and the launch of the Refugee Health Forum Report, concluding with refreshments and a light lunch).**

**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)