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Message from SCOA Chair- Cedric Manen



June has seen our member agencies and communities celebrate Refugee Week with a large number of events across the country.

The variety of events has been dazzling too, which is unsurprising given the wonderful diversity in the settlement sector! It has also been great to see the growth across Australia of the “Walk Together” events sponsored by new SCOA member Welcome to Australia.

May and June saw SCOA complete the final state consultations, including a national teleconference specifically for our regional members. It can be hard for regional members to participate and we wanted to make sure there was a specific opportunity for our regional members to engage in consultations. We are now collating this feedback and will share the national snapshot of the consultations with all of our members in the next few weeks.

I am currently preparing to participate in the Annual Tripartite Consultations on Resettlement in early July, which will be a great opportunity to learn from and share with international colleagues’ experiences and ideas to promote resettlement. This year’s NGO focal point is Canada. I attended the first SBS Community Advisory Committee meeting in Melbourne on 23rd April and look forward to working with the committee to ensure there is adequate representation of the sector through media. Many of you should by now have received digital radios from SBS as part of SBS’s commitment to communities SCOA and SBS recently distributed 175 digital radios to communities across Australia to facilitate access to the new digital content now available.

Thanks,
Cedric Manen
SCOA - Chairperson



Message from SCOA Executive Officer- Sky de Jersey

SCOA's recent [State Consultations](#) have been a great way to gain a better understanding of the work of our members across Australia. I'd like to thank those that were able to participate in the process or hosting a site visit. SCOA has continued to welcome new members to the organisation and there are currently 84 members.

We are currently mid-way through our annual Membership Satisfaction Survey which provides us with valuable feedback, so you may have just spoken to SCOA's MSO Kat O'Neill, or will receive a phone call shortly from her to complete our survey. The annual satisfaction survey is an important opportunity for us to learn what is working and which areas we need to improve upon in how we represent and support our members and the settlement sector.

In late June I had the opportunity to speak at the inaugural "Stand Up! National Conference on Eliminating all Forms of Violence against Women from CALD Backgrounds", I spoke about the issues mentioned in our [discussion paper on domestic violence](#). We are continuing the focus on family and domestic violence with the National Settlement Policy Network (SPN) in June focussed on this topic more information on the SPN can be found [here](#).

I am in the process of preparing to participate in the annual Centrelink National Multicultural Advisory Group meeting, which will be held in mid-July. These meetings are an important conduit for advocacy and information on Centrelink services and support to people from culturally and linguistically diverse backgrounds.

Thanks,
Sky de Jersey
SCOA – Executive Officer

SCOA Consultations and Teleconferences

State consultations

SCOA has been conducting national consultations with its members over the past few months. The consultations are held annually as an opportunity for SCOA to engage face to face with its members to discuss settlement issues, trends and best practices. A full report on the annual members' consultations will be finalised shortly. The minutes of each consultation are available at: [Minutes SCOA State Consultations](#).

Teleconferences

Policy Practice Forum – 9th July, NSW, ACT, VIC, TAS, QLD: 2.00-3.30pm SA and NT: 1.30-3.00pm
WA: 12.00-1.30pm, Topic: Research Development, to RSVP email mso@scoa.org.au

CEO Think Tank – Held 25th June, Topic: Social Media, minutes will be circulated shortly

National Settlement Policy Network – Organised in partnership with the Refugee Council of Australia quarterly, Held 26th June, Topic: Domestic Violence and Settlement, minutes will be circulated shortly



News from the Department of Immigration and Citizenship

Update on the Woman at Risk visa category

The Woman at Risk visa category recognises the priority given by the United Nations High Commissioner for Refugees (UNHCR) to the protection of refugee women in particularly vulnerable situations. The annual target for grants of this visa is 12 per cent of all refugee places and the Australian government has consistently met or exceeded this goal.

To date, over 13,000 women and their families have been resettled in Australia under the Woman at Risk program, with around 1,400 new entrants settled in various locations so far this program year.

The Minister for Multicultural Affairs, Senator Kate Lundy, will launch a booklet entitled “Getting Settled – Women Refugees in Australia” in Townsville in June 2013, to mark the beginning of Refugee Week. The booklet is intended to raise awareness of the particular issues and challenges that highly vulnerable refugee women face in their settlement journey. It also contains the personal stories of a number of women who have settled in Australia – like many other refugees, they have gone on to make a significant contribution to their communities and to the broader Australian society.

Townsville, a long-standing settlement location for women at risk, is one of seven selected regional locations for the settlement of refugee women who have no family or other links in Australia and is well-established as a location which has effective programs and services in place to assist these women and their families.

Community Proposal Pilot

On 31 May 2013, the Minister for Immigration and Citizenship, the Hon Brendan O’Connor MP, announced the start of the community refugee sponsorship trial, called the Community Proposal Pilot.

The pilot has been introduced by the Government to provide a mechanism for communities within Australia to identify and support individuals in humanitarian situations offshore for resettlement in Australia. The Pilot will provide up to 500 humanitarian places from within the 20,000 place in the Humanitarian Program.

The pilot will test the capacity of the Australian community to provide a substantial financial contribution towards the costs of humanitarian settlement and practical support to assist humanitarian entrants to settle successfully.

The pilot is intended for individuals and families in humanitarian situations offshore who have established communities and networks in Australia. While all communities are encouraged to participate in the pilot, applicants must meet the existing criteria for a humanitarian visa.

Approved Proposing Organisations (APOs) are well-established community organisations in Australia that have been approved by the Department to propose visa applicants for Refugee and Humanitarian visas. The names of approved proposing organisations will be listed on the department’s website once finalised.

Further information on the pilot and the application process is available on the department’s website at www.immi.gov.au/visas/humanitarian/offshore/community-proposal-pilot.htm.

**News from DIAC continued....****‘Violence and the Law’ section of AUSCO trainer’s handbook**

Refugees and humanitarian entrants to Australia participate in the DIAC funded Australian Cultural Orientation (AUSCO) program before arriving in Australia. As part of this program, entrants are given information on Australian law which includes laws relating to family violence.

In the AUSCO trainer’s handbook which accompanies the curriculum, a section titled *‘Violence and the Law’* describes domestic violence and its impact on victims, other family members and the community in general. The handbook also describes the various forms of domestic violence including physical abuse or assault, sexual abuse or assault, social abuse, economic abuse, and psychological, emotional or verbal abuse. An AUSCO student handbook is provided to all participants and includes a chapter on Australian law including reference to family violence, gender equality and Australian families. Participants are informed of what steps they should take in the event of domestic violence, such as calling the police or seeking counselling. Participants are also given instruction in alternative methods and strategies of child discipline.

The AUSCO course is designed to prepare entrants for travel, enhance settlement prospects, create realistic expectations of Australia and to provide information about Australian values and lifestyle, as well as law. The aim is to deliver the curriculum over five days to ensure all topics are covered in sufficient detail; however, it is not always possible for participants to attend for this length of time due to personal commitments, impending travel and logistical problems. Each course is tailored to meet the needs of the participants. Whilst the AUSCO curriculum is content rich with excellent resources the capability of the participants to absorb and understand the information varies greatly depending on their experiences and background. For example, some classes may spend a great deal of time on how to pack a suitcase, how to fasten a seatbelt, what to expect during their flight and on everyday greetings.

Given the time constraints of five (or fewer) days to deliver the curriculum it is a challenging environment in which the AUSCO trainers operate. The trainers are recruited by the International Organization for Migration (IOM) who are currently contracted to deliver the course on behalf of DIAC.

The Global Coordinator of IOM based in Bangkok has recently raised the sensitivity and complexity of providing more in-depth family violence subject matter in AUSCO classes. The coordinator is planning to work with IOM trainers on how to broach domestic violence in a manner which is culturally appropriate for participants. It is considered that incorporating a classroom approach that has not been properly explored and considered could potentially exacerbate issues such as domestic violence.

AUSCO complements the Onshore Orientation Program provided through Humanitarian Settlement Services (HSS).

RACISM. IT STOPS WITH ME

**News from DIAC continued....****Humanitarian Settlement Services: Regional Community Profiles**

The Department of Immigration and Citizenship has directly settled humanitarian entrants in regional areas for some years now, and around 20 per cent of humanitarian entrants have been directly settled in regional locations over the last several years.

The department has compiled a series of Regional Community Profiles drawing on information provided by Humanitarian Settlement Services (HSS) providers. The profiles will be a useful tool for HSS clients when making the decision about where to settle, as they contain information on a range of issues such as accommodation, housing, education, health services and employment opportunities. The profiles will also be a useful tool for HSS providers, Australian Cultural Orientation (AUSCO) providers and others in the settlement sector.

Profiles have been prepared for the following locations:

- Southern Tasmania
- Northern Tasmania
- Mount Gambier (South Australia)
- Geelong (Victoria)
- Shepparton (Victoria)
- Mildura (Victoria)
- Wodonga (Victoria)
- Albury (New South Wales)
- Wagga Wagga (New South Wales)
- The Illawarra region (New South Wales)
- The Hunter region (New South Wales)
- Coffs Harbour (New South Wales)
- Logan (Queensland)
- Toowoomba (Queensland)
- Townsville (Queensland)
- Cairns (Queensland)

The profiles are available on the department's website at the following link:

<http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/hss.htm>

Australian Citizenship Day

Please mark **Tuesday 17th September 2013** on your calendar and start thinking about how to celebrate Australian Citizenship Day in your organisation.

For more information see: www.citizenship.gov.au

**News from DIAC continued....****New Initiatives to streamline TIS National's Free Interpreting Service for Non-Government Organisations (NGO)**

The Department of Immigration and Citizenship has recently finalised phase one of the review of the Free Interpreting Service Policy. The first phase focused on the NGO category, available to NGO's operating on a not-for-profit basis and providing 'casework or emergency services'. To be eligible under this category the NGOs should not be government funded for the provision of the services and their clients should be Australian citizens and permanent residents.

A key finding of the review was that NGO stakeholders require more information on the eligibility criteria, such as what qualifies as 'casework' or an 'emergency service' as well as clearer guidelines on service eligibility, features and conditions of use.

In response to this finding DIAC is implementing several new initiatives to improve and streamline the service. The initiatives clarify existing policy parameters and are aimed at increasing awareness of the scope and intention of the Free Interpreting Service Policy. **Eligibility criteria for the service remains unchanged** and the service will continue to be available to approved organisations and individuals to communicate with non-English speaking Australian citizens and permanent residents. In the coming months you will notice:

- A new, streamlined, online application form, including clear instructions on the information needed to apply for the service;
- An updated webpage for the Free Interpreting Service Policy with examples of what is considered 'casework and emergency services' and the types of organisations that are eligible to apply;
- The introduction of three-year end dates on all new codes issued to allow access to the service to be equitable and fair;
- Published service 'terms and conditions' of the service outlining user rights and responsibilities; and
- Easy to use instructional guides on the Free Interpreting Service to assist NGO staff to use TIS's Free Interpreting Service effectively and appropriately.

Most of the initiatives will be introduced on or around 1st August 2013 and will apply to all new service users. Existing service users will be contacted shortly regarding how they may be affected by the new initiatives for the Free Interpreting Service.

For more information on the Free Interpreting Service review please go to:

http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/free-services.htm

or contact TIS Language Policy Liaison on 1300 575 847 or at tis.language.poliy.liaison@immi.gov.au

SCOA Member Profile...

Springvale Community Aid & Advice Bureau (SCAAB)

Established in 1972, the Springvale Community Aid & Advice Bureau (SCAAB) was the first organisation in Australia to receive funding to deliver settlement services. During its 40+ years, SCAAB has grown from a small volunteer run agency in Springvale to an organisation operating from four sites across the southeast of Melbourne.



SCAAB is a mainstream community service provider with two specialist areas of expertise – settlement and youth homelessness. We provide the full suite of DIAC funded settlement services including HSS, SGP, Complex Case, CAS and ASAS to adult and youth refugees and asylum seekers settling in the region. Settlement clients may also be eligible for our mainstream services such as financial counselling, emergency relief, No Interest Loan Scheme, bulk billed psychological support, child support advice, energy efficiency program, JSA employment services, volunteer program, school relief program, education transition assistance, employment pathways planning and more.

Our youth services site – YouthLinks – also offers a range of specialist homelessness services for people under 25 who are at risk of, or experiencing, homelessness.

Earn To Learn

Earn To Learn is a youth program we developed in response to the high numbers of young people accessing our services who could not afford to remain in secondary school without gaining part-time employment. The rising cost of living in combination with increased school expenses beyond Year 10 were leaving alarming numbers of young people in the south east with no choice but to withdraw early from secondary education.



Earn To Learn visits the 'Afghanistan Hidden Treasures' Exhibition Photo Courtesy of SCAAB

Thanks to philanthropic funding from Helen Macpherson Smith Trust, we were able to develop and deliver a program to increase participants' employability by assisting with personal presentation, resume writing, interview skills, access to work experience, supported work placements, identification of job vacancies, OH&S knowledge, communication skills and understanding workplace culture. This employability training is combined with homework support to ensure education continues to be the first priority. We also include day trips during school holidays to visit places of significance, develop confidence using public transport to travel outside of their

area of residence and reward their hard work during term time. After delivering the program for 18 months, we had assisted 90 young people in the program – all of whom had remained in school.

The benefits of Earn To Learn have been most evident amongst recently arrived refugee young people for whom affordability of education has been a long standing issue. After an extremely successful pilot program, Earn To Learn will become a core component of our SGP funded youth work from July 1st 2013. Helen Macpherson Smith Trust has very kindly provided an additional two years of reduced funding to assist with the transition of the program into our SGP work.



Low Income Energy Efficiency Program (LIEEP) – Rewired: Saving Energy in CALD communities

SCAAB has recently been successful in gaining LIEEP funding from the federal government. The program aims to increase CALD community awareness in the southeast about energy efficiency, access to energy saving devices and knowledge of energy consumption options to assist these communities to gain greater control over their energy expenses and environmental impact.

Working with Kildonan, LaTrobe University, Consumer Utilities Advocacy Centre, United Energy, Dandenong Community Advice Bureau and Intercel (a local manufacturer of energy efficiency products) SCAAB will deliver the program within an integrated service model to ensure the highest possible rate of community reach and retention in the project. We will add to our existing team of settlement workers to increase their capacity to deliver LIEEP with interested clients without disruption to settlement services. This will aid in the strong research component of the project so we can successfully and accurately track the impact of various interventions over an extended period. The program will commence in July and run for three years. Watch this space!

For more information on SCAAB and their programs please visit: <http://www.scaab.org.au/>.

Article and photos courtesy of the Springvale Community Aid & Advice Bureau

Call to settlement workers

Assist with research – Online Survey

Settlement workers with experience working with humanitarian entrants settling in Australia are invited to take part in an online survey for a research study.

The research is being conducted by Dr Catherine Flynn a Senior Lecturer at the Department of Social Work at Monash University and PhD student Paula Fernandez Arias.

The aim of this study is to identify how the resettlement process is understood and experienced by settlement workers and humanitarian entrants alike. These stories will be looked at in the light of the current multicultural government policies and the broader theory of multiculturalism in an attempt to explore the relationship between theory, policy and lived experience.

If you wish to take part in the study please go to <https://www.surveymonkey.com/s/settlementworker>. The survey takes 15 to 30 minutes to complete.

Participation is completely voluntary and you can withdraw from the survey at any time you like. If you have any questions please email Paula Fernandez Arias at paula.fernandez@monash.edu.



New Anti-Racism Resource Launched

The Australian Human Rights Commission recently launched their online anti-racism resource, *What you say matters*, funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) under the National Anti-Racism Strategy to educate and engage young people about racism.

The resource was designed to encourage young people to reflect on racism. Answering questions such as What is racism? Why are people racist? Who experiences it? Where does racism happen? Why is it a problem? and What are the Laws?

It also educates young people on how to safely respond to incidences of racism at school, in their peer group, sports club or communities. Encouraging them to take a stand and providing options on how to do so in varying environments without compromising their safety.

You can find the resource on the *Racism It Stops With Me* campaign website:

<http://itstopswithme.humanrights.gov.au/whatyousaymatters>

Refugee Youth in Focus

National Forum on Children and Young People from Refugee Backgrounds

Monday 15th July – Tuesday 16th July 2013

University of Sydney Law School

This 2-day forum will showcase research, policy and practice from around Australia in relation to children and young people from refugee backgrounds.

Monday 15th July 2013: Children, Youth and the Refugee Experience - innovative research in partnership

Day 1 will have a focus on research, presenting findings from an ambitious national multidisciplinary project that has been examining resettlement, asylum and settlement issues as they relate to refugee children and youth

Tuesday 16th July 2013: Young People from Refugee Backgrounds – exploring policy and practice in the Australian context

Day 2, auspiced by the MYAN (Australia) in partnership with a range of organisations, will focus on practice, providing opportunities for professional development and cross-sectoral collaboration in the areas of education and employment transitions, health, youth-specific settlement services and migration law. Dynamic panel presentations from those working in policy, applied research and service delivery will ensure that discussions in each of these streams focus on exploring models of good practice and assist in the identification of key policy and advocacy priorities for young people and the sector.

Evening Reception Monday 15th July

A reception will be held on Monday 15th July 5.30 – 7.00pm. Guest speaker: Dr David Corlett – presenter of *Go Back to Where You Came From*.

Download a copy of the forum flyer [here](#) or click [here](#) to register.

For further information, contact Nadine Liddy, MYAN National Coordinator, on nadine@myan.org.au or Nik Tan, MYAN Australia Project Officer, on info@myan.org.au

Refugee mothers celebrate hard won freedom

To help celebrate Mothers' Day, Settlement Services International (SSI) invited a group of 50 refugees and mothers to a special lunch event held in Auburn.

Many of the mothers have Women at Risk visa status. The Women at Risk Visa protects women in vulnerable situations. It is granted to women and their dependents who are subject to persecution or are of concern to the UNHCR, are living outside their home country without the protection of a male relative and are in danger of victimisation, harassment or serious abuse because of their gender.

Two women who escaped their countries and are now living in Sydney talked of their personal journey to Australia and what made them leave their home countries.

Ruby** fled to Australia from Iraq with her four children.

"I came with nothing...I have now managed to find accommodation by myself, and my children are in school. God has helped me and Australia has helped me and I'm so happy."

Tara** a young Iraqi woman in her early 20s who fled Iran, is not technically a mother but is the main carer for her two younger brothers. "I am both mother and father to my brothers - 16 and 17 years old. I give thanks that I am celebrating this day with you and I hope that my mother will be able to join us one day soon."



Special guest speaker, researcher and consultant Margaret Piper AM touched the hearts of many in the room when she made the point that refugee mothers are called on to do much more than what most of us see as the role of a mother.

"You had to confront the painful realisation that home was no longer safe for you or your children. Each of you set off on a journey not knowing where or when it would end."

Also in attendance was the Hon. John Murphy MP, Member for Reid, and several community leaders and representatives of refugee support services.

After lunch the women were treated to some Mothers' Day pampering including henna hand decorating.

**Names have been changed. Truncated

Article and photos courtesy of Settlement Services International





What mental health professionals must understand about cultural violence against women and children

Domestic violence is prevalent in any community worldwide. It is important to note that within Family and Domestic Violence (FDV) violence is committed against women and children in accordance with traditional and cultural values. Health professionals need to build a knowledge base on this type of violence to ensure adequate care when patients or clients present with these significant cultural issues.

Examples of cultural domestic violence against women and children are female genital mutilation (FGM), forced marriages and, in the extreme, honour killings. These three forms of violence are within the realm of what is referred to as honour-based violence.

What exactly is honour-based violence (HBV)? One of the best definitions is from UK-based scholar Aisha Gill, specialising in HBV: *"Honour based violence is usually differentiated from other forms of domestic violence on the grounds that it (a) occurs within the framework of collective family structures, communities and societies; (b) involves a premeditated act, designed to restore a societal construction of honour as a value system, norm or tradition; and (c) is based on men's putative right to control women's sexual and social choices, with a concomitant perception of women as the property of men"*.

Whilst, many people believe HBV has its basis in religious text, this is an unfounded belief. It is a cultural practice that differs from one geographical location to another. The reasoning behind it is the control of a women's sexuality and its basis is in the purity of a tribe's or group's lineage.

'[T]he control of women's rather than men's sexuality is because it is through women that the biological and cultural reproduction of the group takes place. This makes the control of their sexuality essential for the preservation of group boundaries. It is a way to be sure of the legitimacy of heirs. The honour system and honour killing can thus be explained as instrumental to the group's survival' (Maris et al., 2001).

"...chastity can be achieved through purity of breed, which is seen as synonymous with the purity of females. In Arab Muslim cultur, the honour of the patrilineal group is bound up with the sex organs of its daughters" (Faquir, 2010).

The biological construction of the female body has in turn played a fundamental role in embodying the notion of honour with the actions and behaviour of women and girls. It also goes some way to explain why families hold stronger to their cultural and traditional values when they move away from their country of origin.

Isolation is one of the greatest challenges facing people trapped in, or who are under threat of any form of HBV. They may feel they have no one to speak to about their situation, while some may not be able to speak English. These feelings of isolation are very similar to those experienced by victims of other forms of FDV and child abuse.

Cultural and traditional values create additional barriers to disclosing fear, abuse and harm, to a health professional. Reporting these can be seen as risky and shameful to the community. Rarely will an individual disclose fear of a forced marriage or other forms of HBV.



It is extremely important to note the magnitude of the act of disclosing by a young patient/client from a CALD background who may have been admitted, for example, for suicidal ideation. To confess or comfortably talk about mental health issues is considered taboo and a sign of weakness in many cultures throughout the world. When a young woman is refusing to enter into a forced marriage her only option may be to harm herself. Would releasing her back to her family upon discharge be the best option for the health service? The simple fact that she has sought help may trigger the family to accuse.

Family honour is imperative to many different cultures. There is pressure for women to abide by familial expectations of how they are meant to behave and act. While health professionals must acknowledge those values, this must be balanced against basic human rights and the Western Australian context of everyone's right for appropriate health care, management and support.

As [Australia's] population continues to diversify, the onus is on mental health service providers to build a stronger knowledge base around the term 'honour' in order to sensitively provide care for young refugee and migrant women. Understanding HBV and the associated nuances within traditional and cultural value systems is imperative in addressing the diversified needs of the community.

Article courtesy of Transcultural Dialogue June 2013

Women at risk resource launched

On 15th June Minister for Multicultural Affairs Kate Lundy launched a new publication *Getting Settled: Women Refugees in Australia*, hosted by the Townsville Multicultural Support Group.

The new publication provides a voice for refugee women and their settlement experience in Australia and highlights their contribution to their communities and to the broader Australian society.

It is estimated that 80 per cent of the world's refugees are women and children. Australia is one of only a few countries in the world that specifically offers a Woman at Risk visa subclass and provides dedicated refugee settlement programs for women and their families. More than 13,400 women and children have settled in Australia under the Woman at Risk program since the visa category was established in 1989.

'*Getting settled*' is intended for anyone who has interest in refugee women and their settlement experience in Australia. It contains facts and figures and a range of good practice ideas that have been shown to be effective in the successful settlement of women and their families. It recounts the real-life stories of some of the women themselves.

Getting Settled: Women Refugees in Australia is available online at:

http://www.immi.gov.au/media/publications/settle/_pdf/women-refugees-in-australia.pdf



Statutory Definition of Charity

Legislation to introduce a statutory definition of charity was introduced into Parliament on 29th May. The *Charities Bill 2013* and the *Charities (Consequential Amendments and Transitional Provisions) Bill 2013* aims to provide more certainty and clarity about the meaning of charity and charitable purpose and make the definition easier to understand.

Previously the meaning of charity was not defined in Commonwealth law and was administered under common law on the basis of principles going all the way back to the Statute of Elizabeth of 1601.

Having a clear and succinct definition of charity set out in legislation will cut down on compliance costs for those wishing to establish charities and make the definition more accessible to the community.

The new legislation doesn't seek to expand or reduce which organisations can be charities. It modernises the definition of charities and charitable purpose to include groups such as peak bodies.

The *Charities Bill 2013* proposes that an entity will be a charity where:

- It is a not-for-profit entity;
- It has exclusively charitable purposes for the public benefit, or any non-charitable purposes it has are merely incidental or ancillary to its charitable purposes;
- none of its purposes are disqualifying purposes; and
- it is not an individual, a political party or a government entity.

The proposed start date for the statutory definition of charity is January 1st, 2014.

For more information on the progress of the *Charities Bill 2013* visit:

http://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r5077

Launch of the RAILS Family Reunion Guide

The Refugee and Immigration Legal Service in Queensland (RAILS), a specialist provider of free legal advice to migrants and refugees, launched their *Refugee Family Reunion Guide*. It will assist those who are applying to bring family members to Australia under the offshore Humanitarian Program.

The guide is a comprehensive, easy-to-use resource and contains practical information and advice on the family reunion process. It seeks to help those applying to determine the best option for their situation.

The guide has been created for a range of users including refugees as well as those acting on their behalf in other support services and community legal centres across Australia. It can be used by registered migration agents giving individual advice and group information sessions; community volunteers assisting in form-filling; and as a 'self-help' kit for those able to prepare their own applications.

It seeks to help overcome potential barriers such as financial constraints or lack of familiarity with the Australian legal system, and ensure that vulnerable and disadvantaged members of the community can access free, easy-to-understand information about the law.

The guide can be accessed here:

<http://caseforrefugees.org.au/publications/family-reunion-guide/>

For more information contact the RAILS Education Coordinator at admin@rails.org.au.

Capacity building and knowledge increase of refugee fathers from different backgrounds

The Metro Migrant Resource Centre in NSW has secured funding through the Community Development and Support Expenditure scheme from Bankstown Sports Club to undertake a project for newly arrived refugee men in Bankstown LGA.

The project has undertaken a specific community development and capacity building training program that would increase and enhance the knowledge of and strengthen newly arrived refugee men and their families through changing the momentum in thinking of culturally embedded concepts to become open to new perspectives and ideas in relation to family relationships and practices.



The project has culminated into two folds. The first has been a series of educational sessions to 19-28 participants on cultural and social family relations, family education and support, ownership concepts in a Western society, training and employment. The sessions have indeed developed and facilitated a model program allowing feedback from participants, integrating contradiction feelings as being normal, reducing isolation and a sense of failure, giving hope and looking forward.



The second will be a rewarding camp that would open new social and recreational horizons for those men who often experience involuntary social isolation and confusion.

The project has already created pathways to community connection, skill development, fathers' and mothers' roles and reduced social isolation, improved relations between these men and Australian authorities and

greater appreciation of various authorities where these men do not perceive a sense of discrimination or unfair treatment and finally men have cited progress in their efforts of seeking employment and improve their preparation of job applications and interview skills.



Article and photos courtesy of the Metro Migrant Resource Centre



Victorians demand an end to racism – Report launch

On 13th June VicHealth launched its report, *Choosing to act: How Victorians can prevent race-based discrimination and support cultural diversity*.

The report details the findings research conducted by VicHealth and the Social Research Centre and The University of Melbourne to identify Victorians' recognition of incidents of race-based discrimination and their readiness to take action when it occurred.

The research was conducted via a random telephone survey of Victorian residents. There were 601 respondents to the survey. Approximately three-quarters of the sample were born in Australia and one-quarter were born overseas. Four hundred of the respondents lived in the Melbourne Statistical Division and 201 lived in other parts of Victoria.

The survey revealed an overwhelming majority of Victorians are against racism but many are not confident to intervene when they see racism at the shops, at the footy, at work and on public transport. 83 per cent of respondents felt more needs to be done to put a stop to racism, but around one in four did not feel supported to speak up or step in when witnessing a racist incident.

Around one-third said they would intervene in all of the hypothetical scenarios of racism presented to them. Nearly three-quarters of people who had intervened said something directly to the perpetrator, 19 per cent spoke to somebody else and 5 per cent physically expressed their disapproval and walked away.

To view the report please follow this link: <http://www.vichealth.vic.gov.au/Publications/Freedom-from-discrimination/Bystander-discrimination.aspx>

Parliamentarians launch Walk Together

On 17th May Parliamentarians came together to show unity across party lines to invite Australians to attend Walk Together events that took place in 16 cities and regional centres on 22nd June, closing out 2013 Refugee Week.

The launch event was attended by Labor MP Stephen Jones, Steve Georganas, Liberal MP Judi Moylan, Independent MP Rob Oakeshott, Greens leader Senator Christine Milne with fellow Greens Senator Scott Ludlam, Labor Senator Lisa Singh, Parliamentary Secretary to the Prime Minister, Dr Andrew Leigh MP, and Greens Senator Sarah Hanson-Young all attended.

Walk Together is an initiative of Welcome to Australia and proudly supported by Amnesty International Australia, the Multicultural Development Association and Access Community Services.

The event invited people to come together to celebrate diversity and call for an end to the politics of fear, division and prejudice, to declare their desire to be part of a nation that reflects this truth in word, attitude and policy and to remind our leaders of the Australian values we cherish – fairness, equality and the ability to offer welcome. On 22nd June thousands of Australians attended the event to show their support.

For more information please visit: <http://www.welcometoaustralia.org.au>



Human resource managers not in tune with Not for Profit employees – study reveals

A workplace study by *Maxxia Workplace Insights* exploring attraction and retention of Not for Profit (NFP) staff has found severe discrepancies between the perceptions of Human Resource managers and the employees.

The *2013 Not for Profit Sentiment Study* surveyed 1,800 people working in the NFP sector including 200 HR managers, of those managers 45 per cent said retention of staff was one of their greatest challenges. The findings were also compared with the larger Australian workforce.

The study looked at a potential 'perception gap' between what NFP HR managers and NFP staff considered as attractive for employees to join the sector and what might prompt them to leave. It revealed wide discrepancies between HR manager's view of their employees' reasons and the employees' actual reasons.

Skills, qualifications and career development were found to be more important to employees than NFP HR leaders perceive, and the quality of management and other factors are greater drivers for employees contemplating leaving than may be perceived by NFP leaders.

Maxxia CEO Michael Kay said this provided insight into motivations that may deserve "heightened attention" when recruiting people to the sector. Ensuring the NFP sector could attract and retain the right mix of skilled and qualified staff was critical for its long-term sustainability.

The full report is available at: http://www.maxxia.com.au/media/927322/maxmkg_nfpreport_web_0613.pdf

Multilingual cancer resource available for CALD communities

The Cancer Council NSW has developed a multilingual website to improve the cancer status of CALD communities. The multilingual website is now available in seven languages: Arabic, Chinese, Greek, Italian, Macedonian, Spanish and Vietnamese.

The multilingual website will help increase the understanding of cancer and prevention measures amongst CALD communities. Information given to a patient at the time of diagnosis can be overwhelming for anyone and even more so when it is not in a person's first language. Often medical terms can be lost in translation even when the person speaks English.

The website has cancer information not available anywhere else in the world. It includes over 35 different pages of cancer information, such as: Myths about cancer, Cancer and emotions, Help for those who care for cancer patients, Sexuality and cancer, How to cope with stress, Talking to children about cancer, Cancer and work, Cancer and pain, Support groups, Practical help as well as how to make donations to mention a few.

In addition to the website's general content, a series of multilingual factsheets are available covering information on cancer types, screening, cancer therapies and advice on prevention and early detection of cancer, including healthy eating, giving up smoking, staying in shape and sun smart advice.

Fact sheets are available for download at: <http://www.cancercouncil.com.au/publications/multilingual-cancer-information/>



Freemantle Multicultural Centre – Driver education mentoring program

The Fremantle Multicultural Centre (FMC) received funding in 2012 to provide a Driver Education Program. The program targets CALD individuals and takes them through the stages of passing their practical driving assessment. Following this clients must complete 50 hours of supervised driving which is done via CALD Driver Mentoring Project.

In March this year FMC appointed five mentors to conduct the CALD Driver Mentoring Project. The mentors were chosen from a field of qualified driving instructors, not only for their driving expertise but also for their sensitivity and understanding of the needs and barriers faced by the driving students. The students included a significant number of women who have experienced domestic violence and are carefully paired with suitable mentors.

The mentors are also from CALD backgrounds and are able to identify with the hurdles associated with achieving a full drivers' licence as new arrivals. In the early stages of settlement few clients have access to family or friends who have a reliable car and have held a licence long enough to be able to supervise their driving.

The carefully chosen mentors have proven to be a valuable resource to FMC providing multiple benefits through their interactions with clients including companionship; an opportunity to practice English conversation and build confidence, as well as vital linkages to community resources.

A client recently related how she was accompanied to Temple by her mentor who had also assisted in practical ways with heavy shopping and sharing cups of tea and conversation. Employing mentors who had experienced similar social isolation and other settlement hurdles themselves has resulted in these unforeseen benefits to the Driver Mentoring Project.

At the conclusion of the project we expect 12 clients to have completed their driving hours and have new opportunities available to them to enhance their settlement journey.

SCOA thank you for membership satisfaction survey

SCOA has invited its members to assist us in evaluating our activities over 2012-13 period, what we are doing well and how we can better represent your interests over the next year.

A Membership Satisfaction Survey was sent to members in the beginning of June. The majority of surveys were conducted over the phone to ensure quality feedback. The questions take 15-20 minutes to complete over the phone.

Alternatively we are members can submit their completed surveys via email.

We are still welcoming surveys. If you would to complete a SCOS Membership Satisfaction Survey please email Kat at mso@scoa.org.au for more information.

SCOA holds all information received via the surveys as privileged and confidential. The survey responses will not be integrated, analysed, or reported in any way which may compromise the confidentiality of the interviewee.



Victorian Local Government Multicultural Issues Network 2013 Forum 6th August at The Drum Theatre, Dandenong

The MAV is partnering with the Victorian Local Government Multicultural Issues Network (VLGMIN) to deliver the annual VLGMIN Forum. This year it will target local government workforce and staff development planners, and recruitment decision makers. Registration will also be open to other local government stakeholders such as Victorian and federal government departments and community sector organisations.

The Forum will address issues arising from recent academic research findings that people from CALD backgrounds are underrepresented in the local government workforce. The forum will increase the knowledge and skills of local government around our workforce profile and planning, the benefits of a culturally diverse workforce, EEO and human rights perspectives and current good practice.

For further information and to register [click here](#)

Tasmanian Multicultural Policy Review

The Tasmanian Government is reviewing its [Tasmanian Multicultural Policy \(2001\)](#) to ensure it remains relevant and responsive to the State's changing needs.

The government is requesting comment on multiculturalism in Tasmania. A Discussion Paper called [Many Voices](#) has been released to assist with feedback. The paper considers current multicultural principles and raises a number of questions about key areas of multiculturalism including:

- Building on the benefits of diversity;
- Fair access to services;
- Encouraging participation;
- Valuing cultural diversity and promoting social cohesion; and
- Understanding your experience.

To view relevant documents visit:

http://www.dpac.tas.gov.au/divisions/cdd/for_and_about/migrant_and_multicultural_communities/tasmanian_multicultural_policy_review_2013

Submissions are due **Friday, 19th July 2013.**

For further information visit please contact Suzanne Mallick, Principal Liaison Officer – Multicultural, Department of Premier and Cabinet at multicultural@dpac.tas.gov.au or phone (03) 6232 7192. Please advise if you need an interpreter.



Want to contact SCOA? We'd love you to!

A good place to start is your state representative. Please see the details below.

You can also contact staff in the Sydney office:

Sky de Jersey SCOA EO eo@scoa.org.au phone: 02 8065 5225	Kat O'Neill Membership Services Officer mso@scoa.org.au fax: 02 8080 4330
Tasmania Cedric Manen - CHAIR CManen@mrchobart.org.au 03 6221 0999	New South Wales Ricci Bartels rbartels@fmrc.net 02 9727 0477
South Australia Eugenia Tsoulis – DEPUTY CHAIR Eugenia@mrca.com.au 08 8217 9500	Victoria Rosemary Kelada rosemaryk@spectrumvic.org.au 03 9496 0200
Western Australia Michael O'Hara - SECRETARY michael.ohara@mmrcwa.org.au 08 9345 5755	Victoria Michael Martinez Michael.martinez@diversitat.org.au (03) 5221 6044
Australian Capital Territory Dewani Bakkum – TREASURER manager@marss.org.au 02 6248 8577	Queensland Annette Ruzicka AnnetteR@mdabne.org.au 07 3337 5488
New South Wales Violet Roumeliotis – Deputy Secretary ceo@ssi.org.au 02 8799 6702	Northern Territory Edward Solo Edward.Solo@aus.salvationarmy.org 08 89451947

If you would like to contribute to future editions of the Settlement News in 2013, please contact Kat O'Neill at mso@scoa.org.au, or call 02 8065 5225.