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## Message from SCOA Chair- Dewani Bakkum



Congratulations to those that were successful in their funding applications to DSS. Now that we know the level and timing of our funding we can move on to the important work of continuing to deliver excellent settlement services. SCOA is grateful to have received three years of funding, which will greatly assist us to build on our work in supporting the settlement sector grow and develop.

We will be conducting a survey to gather information from our members on the outcomes of the current funding round. Each year we analyse the funding provided, examining trends between states, regional and metropolitan programs, and share the information with our members. It is very important for us all to gain a clearer view of the current round, the changes in funding trends and the sources of funding given the shifts in policy and program focus areas from the Australian Government.

I am sad to say later this month we will be farewelling Michael O’Hara, SCOA WA Representative and SCOA Secretary. Michael has been on the Executive Committee for eight years, serving as an office bearer and more recently as Secretary. We thank Michael for his contributions to the settlement sector nationally and in Western Australia. We will miss him, and wish him well in his new endeavours.

The time has come for SCOA to review our strategic plan. We have prepared a one page plan for 2015 to guide us while we undertake a more comprehensive review of the strategic plan and develop the 2016-2020 strategic plan. It is an opportune time to review the plan, which will help guide and shape our goals and activities as the settlement sector grows and develops. We will be consulting with members face to face on the strategic plan at meetings in each state as we conduct our annual national consultations. I am looking forward to meeting with you in person. We are currently preparing the schedule – with the expectation of conducting meetings in April and May 2015.

## Message from SCOA Executive Officer- Sky de Jersey



The new year has brought the opportunity to respond to submissions. Thank you to those who were able to provide feedback and input. December was focussed on evaluations – AMEP and HSS in particular. January has seen SCOA prepare submissions on:

- [Humanitarian Program 2015-16](#)
- [Pre-budget submission](#)
- [400 visa review](#)

In the coming weeks we will also be preparing submissions on:

- Refugee visa review
- SOGII inquiry

To inform our planning we are looking at what training needs members may have as we source training opportunities for the sector. Mapping out the consultations we will be conducting and the key priorities for the sector for 2015 is keeping us busy in the office.

Thank you to those of you who participated in our membership satisfaction survey. The results can be found [here](#). We take your feedback and input very seriously, analysing how we can better support and represent our members. Each year it is heartening to see that our members consistently value what we do, and take the opportunity to improve our operations.

While on the topic of improvement, we have added a new segment to the Settlement News, called the learning corner. I regularly come across good books and ideas which may be of interest to our members. It seemed the newsletter was a natural way to share these ideas, so you will see book reviews, TED talk links and articles which I hope will add to our collective thought bank in the learning corner.

## SCOA Pays Tribute to Professor Graeme Hugo

SCOA pays tribute to Professor Graeme Hugo and is saddened by the news of his passing. Professor Hugo was a distinguished demographer, and SCOA was privileged to work with him on a range of migrant and refugee projects. His research contribution to the settlement sector was substantial, and will continue to inform policy and debate for many years to come. Professor Hugo was named an Officer of the Order of Australia (AO) for distinguished service to population research, particularly the study of international migration, population geography and mobility, and for leadership roles with national and international organisations in 2012, testament to his long contribution to research and thought leadership. His research into the social, civic and economic contribution of first and second generation humanitarian entrants has been pivotal research helping bring a deeper understanding to the nature of settlement of refugees in Australia. His research has helped shape policy and programs, contributing deeply to our understanding of settlement over time. SCOA sends our condolences to Professor Hugo's family, friends and colleagues.

## News from the Department of Social Services (DSS)

### Translating and Interpreting Sector Roundtable



On 28 November 2014 the Parliamentary Secretary to the Minister for Social Services, Senator Concetta Fierravanti-Wells, hosted a Translating and Interpreting Sector Roundtable (the Roundtable) at Parliament House. The Department of Social Services coordinated this event for the Parliamentary Secretary's office.

The purpose of the Roundtable was for key stakeholders of the translating and interpreting sector to come together to discuss the challenges facing the sector and consider how industry, stakeholders and government might address these challenges.

Around 60 people attended the Roundtable, including translators, interpreters, educators, employers, language service consumers and representatives from industry peak bodies and state or territory governments. Key areas of discussion included:

- Important achievements in the translating and interpreting sector
- Service gaps and other areas of concern within the sector, and
- Opportunities for improvement within the sector.

The Department would like to thank all participants for their valuable contribution.

A summary of the Roundtable discussions will be published on the [Department's website](#) in February/March 2015.

Any enquiries regarding the TIS Roundtable may be sent to [language.policy@dss.gov.au](mailto:language.policy@dss.gov.au)

### ***National Plan to Reduce Violence against Women and their Children 2010–2022 e-newsletter***

Would you like to find out more about what's happening around Australia to reduce violence against women and their children? The new quarterly National Plan e-newsletter contains a range of articles about the work being done by Commonwealth, state and territory governments as well as our National Plan partner organisations. Subscribe to the National Plan e-newsletter [here](#), and feel free to share it with others in your networks.

You can see past editions of the e-newsletter [here](#).



## News from the Department of Education and Training

### Adult Migrant English Program (AMEP)

On 23 December 2014, the Adult Migrant English Program (AMEP) and other skills related programmes were transferred to the Department of Education and Training as part of the Machinery of Government changes.

#### NEW AMEP ACT service provider

Following a competitive tender process, Navitas English has been awarded the 2015-17 AMEP contract in the ACT region.

AMEP classes will commence with Navitas English from Term 1, 2015. These include full time, afternoon, evening and weekend classes.

Information on the AMEP can still be found on the Department of Industry's website at: [www.industry.gov.au/amep](http://www.industry.gov.au/amep)

### E-Raced to bring all Australians together

At the 2014 ABC Heywire Regional Youth Summit 40 young regional Australians developed exciting ideas for change. One group identified migration as an important issue and developed the idea E-Raced.

#### *The Idea*

In many rural communities across Australia, young people have not had the opportunity to meet and get to know new Australians from other cultures and backgrounds.



*E-Raced group members:  
Prudence Melom  
(Toowoomba, QLD), Cassie  
Maye (Jindabyne NSW) and  
Ali Rezai (Shepparton, VIC) –  
photo credit – ABC Heywire*

E-Raced is a storytelling event where new Australians share their experiences with regional and rural communities. After they are invited to meet with the storytellers, asking questions about their life. Then they enjoy a meal with each other, featuring food from different countries.

Community organisations were welcomed to apply for seed funding of up to \$10,000 to implement [Heywire Summit ideas](http://www.heywire.com.au/summit-ideas).

For more information phone 1800 170 020 or email [info@frrr.org.au](mailto:info@frrr.org.au)

### Localities Embracing and Accepting Diversity pilot project



LEAD (Localities Embracing and Accepting Diversity) was a three-year pilot project (2010–12) to trial and evaluate a place-based approach to reduce race-based discrimination and promote diversity within the cities of Greater Shepparton and Whittlesea in Victoria.

The project was developed following VicHealth research showing, while most Victorians supported diversity, a substantial minority were intolerant of ethnic diversity.

LEAD is an evidence-based, innovative and interactive training that aims to:

- increase participants' understanding of rights and responsibilities under equal opportunity law
- improve participants' capacity to address race-based discrimination and support diversity in the course of everyday roles.

A range of reports and journal articles resulting from the [LEAD evaluation](http://www.lead.org.au/evaluation) have been published.



## What is happening at SCOA...

SCOA has recently released its latest fact sheet on Australian settlement services. It is a great resource to discuss the services with those who are unfamiliar. To view the fact sheet visit: [SCOA Resources](#).



Over the past few months SCOA has been busily preparing a number of submissions.

To view SCOA's latest submissions visit:  
[SCOA submissions](#)

## SCOA's Strategic Planning Process is underway

Over the next few months SCOA will be developing its upcoming strategic plan.

As part of the process our members will be asked for input during our annual consultations taking place April – May. These consultations will be held face to face in every state and territory.

Invitations to our annual State Consultations will be circulated shortly.

## Settlement Policy Network

The Settlement Policy Network teleconference (SPN) is jointly coordinated by the [Settlement Council of Australia \(SCOA\)](#) and [Refugee Council of Australia \(RCOA\)](#).

The next SPN will be held:

### Thursday, 26th February

2.00–3.30pm ACT, NSW, TAS, VIC  
1.30–3.00pm SA  
1.00–2.30pm QLD  
12.30–2.00pm NT  
11.00am–12.30pm WA

### Creating Community Harmony: Sharing ways to address racial discrimination

Speakers:

- *Dr Tim Soutphommasane* – Race Discrimination Commissioner, Australian Human Rights Commission
- *Maha Krayem Abdo OAM* – Executive Officer, Muslim Women's Association

To view past SPN Reports visit: [SPN](#)

## Keep up to date on the latest settlement research!

Join SCOA's [Policy Practice Forum](#) teleconferences



The Policy Practice Forum (PPF) is a forum to discuss emerging settlement policy research to help develop the settlement sector research.

The next PPF will be:

**Wednesday, 18th March**

### A Comparative analysis of social enterprise policy in Australia and the United Kingdom

The guest speakers:

Dr Michael Moran and Dr Chris Mason  
Centre for Social Impact  
Swinburne University of Technology

For more details visit: [PPF](#)



## Multicultural Community Dinners

Once a month, on a Friday evening in an Adelaide inner city church hall, the Red Cross brings together members of the asylum seeker community from Sri Lanka, Sudan, Iran and Afghanistan with the wider community for a feast of diverse culinary delights.



The Multicultural Community Dinners were initially funded by the Red Cross's Innovation Fund. Now with the money raised from ticket sales these monthly dinners are being independently hosted and delivered by a committed group of people from the above mentioned countries.



From the onset the project took an asset based approach realising that sharing food is a universal activity that strengthens social bonds. Kitchen safety and hygiene training was provided by the Australian Red Cross Food Security team, enabling clients to gain additional skills that would improve future employment prospects in hospitality.

The dinners have been a great opportunity for people to celebrate their cultures with new friends. For a while all those present forget about their worries as they eat, sing and dance together - actively contributing to building community.

For further information contact Cathy Lawson, Volunteer Engagement Officer, Migration Support Programs –Red Cross.

*Article and photos courtesy of Australian Red Cross*

## New ATO in-language video series



The Australian Taxation Office (ATO) has released a new [in-language video series](#) to help newcomers to Australia understand their tax and superannuation obligations.

For a CD of the New to Australia video series or for further information email [diversity@ato.gov.au](mailto:diversity@ato.gov.au).



## Settlement & Social Cohesion – *What is the role of local government?*

*Local councils are uniquely placed to provide leadership in addressing community issues arising from cultural diversity.*

The Australian local government sector has the potential to contribute enormously to more effective migrant and refugee settlement, provide leadership in addressing community relations issues arising from cultural diversity and facilitate social inclusion and cohesion in local communities. Many local councils already excel in this area while others are developing their capacity.

The challenge is - how do Australia's 560 municipal authorities across the country develop a reasonably consistent and planned "sectoral" response to this role; and how do State and Federal Governments work with them to support and foster this? And further, how do the NGO and community sectors engage a disparate local government sector and vice versa?

Local councils are uniquely placed to provide leadership in addressing community issues arising from cultural diversity. They have the opportunity to foster social inclusion, social support, and social engagement for migrants and humanitarian program settlers and older more established CALD communities. They also play an important role in fostering social cohesion through facilitating inter-ethnic, inter-cultural and inter-faith dialogue. And they have the opportunity to draw on all groups in the local community to contribute to the development of a shared and evolving Australian identity and a shared future.

Local government operates at the closest level of decision-making to people's lives, yet with limited resources and dependence on State Governments and the Commonwealth for resources beyond basic services. It can sometimes be faced with municipal challenges for which it is not always resourced to fully respond.

The recent shift away from the Federal government's previously well-established role of driving settlement planning and related community relations strategies needs to be made more overt, transparent and underpinned by a planning process and negotiated intergovernmental agreements and engagement with stakeholders. Despite the good work of many councils around Australia, only a clearer dialogue, greater support and engagement from federal and state governments will aid development of a more consistent, systemic local government sectoral contribution.



In particular, the federal government needs to provide more effective sectoral support for the role local government does and can potentially play in addressing settlement,

multicultural affairs and community relations issues arising from cultural, religious and linguistic diversity.

A clearer, agreed, and more systemic framework for addressing migrant and humanitarian settlement and broader community relations issues would be helpful to all three spheres of government and enhance prospects for a more collegiate collective approach by the government sector across its three tiers; and with and between civil society organisations.

In 2015, this is the challenge for the long awaited, and soon to be released, *National Settlement Framework*; and it is the challenge for the recently reconstituted *Australian Multicultural Council*.

These issues are further explored in the book "[For Those Who've Come Across The Seas...](#)" and the recent Municipal Association of Victoria's "Opportunities for Partnerships" conference. Resources from that forum are available at this link: [Opportunities for Partnerships Conference](#).

*By Con Pagonis, Multicultural Policy Advisor at the Municipal Association of Victoria*

## Asylum seekers demonstrate community harmony at Asian Cup

Asylum seeker Abiat is originally from Iran but he and his Iranian friends threw their support behind Qatar during the Iran v Qatar match of the Asian Cup.

Abiat has joined hundreds of Settlement Services International's (SSI) asylum seeker and refugee clients at Asian Cup matches, thanks to tickets donated by Multicultural NSW.

"We knew Iran would have many supporters, so we went along to cheer for Qatar," Abiat said. "Iranian people have the same roots as Qatari people, and people from other countries surrounding Iran. We are happy to show support for all our neighbours."



At the game, Abiat and his friends waved Qatari flags and held up a larger flag displaying a green star. He explained: "the flag is a symbolic thing – Iran is made up of many people from different cultures, Turkish, Kurdish, Arabic, etc. The flag shows unity; that despite being from different cultures, we all share a heritage."

SSI CEO Violet Roumeliotis said Abiat's views demonstrated soccer's ability to bring people from around the globe together. "This sport allows people from all walks of life to come together around a shared passion, to celebrate one of the many commonalities between us all."

*Article and photo courtesy of Settlement Services International*

## OzFusion - celebrating Darwin's multiculturalism in style on Australia Day



*OzFusion* is a multicultural community event unique to Darwin, presented each year on the evening of Australia Day public holiday. It extends the outreach of Australia Day - a significant national celebratory day - to the multicultural constituency beyond the mainstream and welcomes recently-arrived families to the Australian family.

The event, now in its fourth year, is organised through creative partnership between the Australia Day Council NT, Melaleuca Refugee Centre and the Multicultural Council of the Northern Territory (MCNT).

The event is the long-held vision of Katrina Fong Lim now Darwin's Lord Mayor. Initiated in 2012, *OzFusion* is now firmly established in the local lexicon and is recognised as Darwin's leading annual multicultural event.

This year over 1,000 people from more than thirty ethnic groups celebrated Darwin's rich cultural diversity and shared common bonds at *OzFusion* on Australia Day.

*OzFusion* makes a positive statement for multiculturalism and the mosaic of diverse cultures that make up the Australian experience. True to its title, the event draws a multicultural audience and showcases a fusion of performances from cultures from all over the globe, including Indigenous Australians and Darwin's newest and oldest multicultural communities.

The *OzFusion* program this year resonated with attendees more than ever before. Many of the event's performers belong to community associations that keep their culture alive and strong through passing on their traditions to their children and performing for the wider public at community events.



*Article courtesy of Multicultural Council of the Northern Territory and Melaleuca Refugee Centre, Photo credit - Christabelle Baranay*



## Northern Settlement Services “Playing around the World” attends Kids Day Out



The Northern Settlement Services in NSW’s Central Coast’s “Playing Around the World” program participated in this year’s Kids Day Out (KDO). KDO is a major event on the Central Coast, targeting young children and their families.

KDO is organised by government and non-government agencies to increase the effectiveness of prevention and early intervention support available to families raising young children. It aims to build the capacity of communities and the human services network to ensure parents and carers are supported to raise healthy and well-adjusted children

The geography of the Central Coast and the diversity of the demographic characteristics of the population has led to a lack of awareness of services available to support families. “Playing around the world” is a service available to support families and especially New arrival Migrants and Refugees. It recognises that parents of CALD backgrounds may hold cultural differences regarding parenting and families values.

It is also important for families to play a leading role in helping their peers adjust to the demands of parenting in a new cultural context. The program highlights the benefits in helping to break the isolation experienced by many families who may be cut off from their local communities.

Playing Around the world is not just about children playing, it is also about adults learning and growing together in a community and promoting child development through play.

*Article and photo courtesy of Northern Settlement Services*



## Creating Harmony in Our Virtual Communities

The Online Hate Prevention Institute (OHPI) recently launched in Sydney is dedicated to combating hate on the Internet.

The expression of hate through the internet is a reflection of a wider problem in society. Anonymity, physical distance, and the openness of online society make the expression of hate more prevalent online than in face to face interactions in society.

OHPI monitors all forms of online hate. This includes both “hate speech” directed against groups, or against individuals because of they belong to an identifiable group.

OHPI's has developed tips on how to remain safe on the Internet and avoid becoming the victim of online hate:

[How to Guide](#)

To find out more visit: [OHPI](#)

## Implementing the Principles of Multiculturalism Locally

*Implementing the Principles of Multiculturalism Locally* is a resource kit providing advice and resources to all local governments to implement the principles of multiculturalism.

It was developed by Multicultural NSW and can be found at this link: [Implementing the Principles of Multiculturalism Locally](#)



**RACISM. IT STOPS WITH ME**



## White Ribbon Australia – Diversity Program

*White Ribbon is Australia's only national, male led Campaign to end men's violence against women. White Ribbon's vision is that all women live in safety, free from all forms of men's violence. The campaign works through primary prevention initiatives involving awareness raising and education, and programs with youth, schools, and workplaces and across the broader community.*

White Ribbon is enhancing engagement with Australia's many CALD communities through the White Ribbon Diversity Program. The Diversity Program will focus on making the White Ribbon Campaign more inclusive; build on existing strengths of the Campaign and progress through meaningful and respectful collaboration with communities across Australia.

The Diversity program will focus on; engaging CALD men as White Ribbon Ambassadors, community engagement activities to enhance understandings and action to prevent men's violence against women, developing culturally accessible and appropriate resources to support community engagement, eLearning and face-to-face training to build capacity to prevent men's violence against women.

In 2013 White Ribbon Australia partnered with the Migrant Resource Centre of South Australia and MyriaD Consultants to deliver a pilot training project *Engaging Men to Prevent Gender-based Violence in their New and Emerging Communities*. Forty five males from a range of diverse communities took part in the training that aimed to work with men on how better to actively advocate for the prevention of men's violence against women.

The training is unique because it established an innovative and culturally responsive model for engaging men within diverse communities. It also recognised the positive and necessary role male leadership can play in new and emerging

communities. This training has enabled these men as leaders to identify opportunities and develop key messages for engaging other men within their communities in preventing men's violence against women.



The White Ribbon Diversity program will build on this pilot training and seek to create and strengthen collaboration with CALD men and communities.

Future training in engaging men from diverse communities as leaders in preventing men's violence against women will take place across Australia over the coming year. The increased active representation of White Ribbon Ambassadors from diverse communities will reflect the cultural diversity of Australia.

*Article and photos courtesy of MRCSA*

## MDA and the Racism It Stops With Me campaign

2014 saw terrorism raids, incidents of racial hatred and racist property damage, sustained debate about Islam, extremism and free speech. But we also saw a growing public discourse that the actions of a few do not reflect on or justify racial abuse towards the vast majority, and a clear message that the public did not want racial discrimination protections wound back.

Two years ago MDA in Queensland signed up as a supporter of the Australian Human Rights Commission's Racism It Stops With Me campaign

A sustained program of activities and events has seen MDA engage thousands of people against racism, and inspired other organisations to support the campaign themselves. Initially, MDA devised campaign activities for their own staff. Then, MDA incorporated the campaign message and the poster signing activity into Lifeskills training delivered to newly-arrived clients, which proved a popular and engaging activity.

The personal pledge photographs proved popular, so MDA took them external. They developed a campaign stand for community events where people could pledge, discuss issues of racism and collect information about what they could do to stop it.

More recently, MDA has developed products and strategies that have helped to extend the reach of the campaign message:

- Created a short film that explores the impacts of racism through conversations with six individuals – who tell their stories of experiencing, witnessing and responding to racism. The film is now a resource that can be used for display at festivals, events or as an educational tool.
- Made a short film of local AFL stars making pledges against racism. The film was played on the big screen at the AFL Multicultural Round at the Gabba in July 2014, and seen by thousands of fans.
- Maintained sustained social media activity about the campaign.



MDA's work has inspired other organisations to get involved with their own anti-racism campaign activities. They have assisted two mainstream schools with information and to run anti-racism activities with students, and the Logan Metro Football Club signed up to the campaign after seeing our film on the big screen at the AFL and approaching MDA for information.



The Australian Human Rights Commission has published a [downloadable anti-racism pledge template](#) based on MDA's pledge template and featuring one of MDA's pledge photos. They also used MDA's anti-racism pledge campaign as an example in their [Supporter Prospectus](#) (page 5); and MDA's anti-racism pledge campaign activity is profiled in the Commission's [new educational resources](#) (page 47).

*Article and photos courtesy of MDA*



## Hayat means Life

*A localised, alternative approach to de-radicalization that focuses on family bonds over police intervention.*

Sitting alone in a bedroom on a laptop, reading the finely tuned arguments and watching testimonials, a person's mindset can change. The case for violence as a righteous or good tool can begin to resonate. What happens next is the question that keeps awake security officials, politicians, communities, and families.

Will he travel to fight in a foreign warzone? Will she plan an attack here, at home?

The problem of radicalization is not a problem for law enforcement to handle alone. Not least because of resources. Beyond a question of resources, there are simply other stakeholders that can be more influential than the security apparatus of government. They are families, and the agencies that support them.

### Family connections count

One such agency is the Berlin-based Hayat operating since 2011. Its goal is to counsel and support family members worried about the influence of extremist Islamic ideology over a relative. Their primary point of contact with clients is by a 24/7 hotline, and those clients are family members – sometimes a mother, father, brother, sister, or uncle. Hayat staff are trained counselors, and can take calls in German, Arabic, Turkish, English, and a few others if needed.



A phone call typically comes from parents concerned about a child's escalating interest in extreme causes or plans to travel abroad to fight, like in Syria. In other cases, the child has already left and the family doesn't know what to do next. The Hayat approach is to coach family members to keep lines of communication open. These calls are hard on families. It can be a time of intense personal reflection and for parents, sometimes admitting mistakes. Hayat counselor Claudia Dantschke spoke about the strategy to help families through these calls: lots of talking because talking helps, no politically correct formulas, no slogans, and no quick judgements. In some cases, law enforcement would not even be involved, but sometimes they are and Hayat is the bridge between families and government.

### Looking for first causes, families first

Hayat founder Bernd Wagner saw a mistake in how law enforcement was dealing with extremism, focusing on arrests and jail but failing to look at first causes. Why do extremist ideologies hold such appeal? What supports can bring a person back? The program is a successor of sorts. The idea came from EXIT, another renowned program in Germany but focused on helping people exit neo-Nazi groups and thinking. Wagner believes there is a parallel between radical Islam and the far right, but Hayat focuses much more on families.

The case for relying on families as a counterweight to extremist ideology rests on a few main ideas. One is that extremists are tough to persuade when their beliefs are rooted in theology, so direct intervention by a stranger, even when a highly trained Hayat counselor is not likely to succeed. Instead, families are usually the best emotional connection to the individual. Positive relationships are the asset. Hayat counselors teach families to establish and maintain emotional connections. Families are encouraged to be caring and curious, and not engage in debate, provoke, or challenge beliefs. Positive contact can bring a person back.

The first phase of contact between families and Hayat is typically emergency advice, when parents are desperate to stop children from leaving to fight or, if he or she is already gone, to persuade them to keep communicating. A second phase moves into the territory of background research and analysis, and sometimes local mediators like a religious leader are brought in to introduce alternative ideas and build trust.

### Success

In the last three years, Hayat has had 83 cases and a majority of those are still active. In about 30 cases, according to Koehler, de-radicalization has occurred.

Hayat is popular with families outside of Germany too. The idea has already traveled outside Germany. Pilot projects are operating or soon-to-be operating in the United Kingdom and the Netherlands, and other countries too are examining this model including Australia and Canada.

*Article adapted from Cities of Migration (February 2015)*



## SCOA Member Profile...

### MultiLink Community Services Inc.

**MultiLink Community Services Inc.** began in 1989 when a group of overseas-born residents of Logan City realised a need for services to assist migrants and refugees. Known at the time as Logan City Migrant Neighbourhood Centre, English classes, playgroups and the provision of information were the first activities conducted by Centre volunteers. In 1991, the first paid staff member was employed as the Community Development worker.

The organisation now encompasses a range of programs and projects supporting all diverse groupings delivered across south east Queensland (with some state-wide), employs over 100 staff, engages some 80 volunteers on a weekly basis and individually supports over 1,500 diverse clients per annum across 200 cultural and faith groups.

MultiLink has consistently delivered Settlement Services to new arrivals since 1991 (24 years) through the Grant In Aid, Community Settlement Support Scheme and Settlement Grant Program initiatives funded through the Commonwealth Government.

The following services are offered at MultiLink:

- Settlement support to new arrivals
- Newly Arrived Youth Specialist/Reconnect
- No Interest Loan Scheme
- Emergency Relief
- Community Development and Engagement activities and projects
- Rainbow Playgroup
- Aged and Disability Home Care and Respite Services
- Community Visitors Scheme
- Conversational English Classes
- Homework program
- Employment assistance program
- Interpreting services



In 2005 MultiLink launched its pioneering early intervention framework for the successful long-term settlement of migrants and humanitarian entrants *Guiding Lives, transforming journeys*. MultiLink was the first organisation in Australia to work under a framework of early intervention in settling new arrivals and to work on a long-term basis with individuals, families and communities from diverse cultural, faith and language backgrounds.



## SCOA Member Profile...

### MultiLink Community Services Inc.

This framework has underpinned the manner in which clients receive services and programs as staff ensure that all service provision is **purposeful** (to minimise risk factors and maximise protective factors related to successful long term settlement outcomes), **coordinated** (either internal or external to MultiLink), and of highest **quality** and **effectiveness** to enhance long-term successful settlement outcomes of self-reliance and independence, equitable participation in the social and economic life of the community, and increased levels of personal well-being and community connectedness.

MultiLink is also an innovative community service and has recognised the trend for community organisations to address organisational financial capability and wellbeing by creating a number of for-profit programs to support the non-profit activities and initiatives identified by the organisation. MultiLink has an established social business - Language Services Australia (now in its 11th year of operation) - which provides language support services to Government, non-Government organisations, business and individuals and we have recently commenced delivering fee for service Assisted Holiday programs for aged and disability consumers. These and other social business activities form the innovative Enterprising Chameleon Social Business Model at MultiLink.



### A Linking the Nations Harmony Day Musical Event

#### Promoting Harmony through Food, Conversation & Music

Sunday, 22<sup>nd</sup> March 2015  
1.30pm to 4.30pm

Entertainment provided by international tenor Charles Cooper and Guests

Cost: \$55.00 per head

To book (or for further information) please call (07) 34127120 or email us at [events@multiLink.org.au](mailto:events@multiLink.org.au)

(please note as a fundraiser pre-booking is essential)



## SCOA Member Profile...

### Townsville Multicultural Support Group

The Townsville Multicultural Support Group (TMSG) is a non for profit agency formed in 1990 from the Ethnic Women's Group. This group was made up of CALD women concerned with meeting the needs of refugee and migrant women in the area. It was then incorporated in 1992.

Much of TMSG relies on the spirit of volunteerism for its continuity. The organisation also receives government funding to enable it to offer a range of programs designed to meet the needs of newly arrived migrants and refugees. TMSG welcomes and supports every new refugee settling in northwest Queensland. Refugees and

TMSG operates through three major teams:

- The Welcome team ensures a friendly culturally appropriate response at the front office and ensures smooth management of finance and administration.
- The Settlement team supports refugees and migrants in their initial settlement and with access to major community services and access to education, employment, recreational support through information and referral for the first five years of being in Australia.
- The Community Engagement team includes workers focused on Community Action for a Multicultural Society- delivering programs in partnership with other community services designed to facilitate mutual engagement and education between newly emerging communities as they settle.

All of the workers are highly committed-many of whom arrived as migrants or refugees themselves.

Volunteer language tutors and sewing group instructors provide weekly classes to refugee and migrant adults.

An active multicultural women's group organises monthly social/educational programs to facilitate friendships and sharing of information.

TMSG is intent on maintaining a focus on human rights and dignity in a climate of increasing tensions and accountability which can restrain the natural expression of empathy.

#### UPCOMING EVENTS:

**International Women's Day** is being celebrated Friday March 6<sup>th</sup>, with the local Anti-Discrimination Commission and the North Qld Women's Legal Service. TMSG is organising local refugee and migrant women to attend local events.

**Living in Harmony** is celebrated in collaboration with a host of services and the Museum of Tropical Qld. Saturday 21<sup>st</sup> March at the Museum of Tropical Qld with the support of funding from the Queensland Government. There is a focus on providing opportunities for exchange of information and interaction with new and emerging groups. Stalls such as a ceremonial Chinese tea; Spanish leaf painting and a drumming circle will attract participation and integration with all of Townsville Community.

**Refugee Week** commencing June 21 is always an opportunity for community education and collaboration to promote human rights around the world in partnership with groups such as Amnesty International and the Walk Together.

For more information on the TMSG visit: [www.tmsg.org.au](http://www.tmsg.org.au).

## Senate inquiry into how the Department of Social Services provides funding grants to community services

A Senate inquiry has been launched looking at how the Department of Social Services (DSS) provides funding grants to community services. The inquiry will examine the Government's decision making process and the way they have gone about delivering their recently announced grant funding.

Australian Government budget measures saw cuts of \$240 million to programs funded under DSS, the subsequent grants process has made cuts throughout the not for profit sector. The inquiry will examine the impact of these cuts on the service quality, efficiency and sustainability of the sector, as well as the ability of organisations to properly advocate on behalf of their clients. Consultation, timeframes and the decision making processes used by the Government will also be examined.

Details on how to make a submission and the terms of Reference are on the Australian Parliament website: [http://www.aph.gov.au/Parliamentary\\_Business/Committees/Senate/Community\\_Affairs/Grants](http://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Community_Affairs/Grants)

The due date for submissions has not yet been set. The Senate reporting date is 26 March 2015.

## Tamworth's Fiesta La Peel



Tamworth's first multicultural festival, *Fiesta La Peel*, drew thousands to the streets in a colourful celebration of the different cultures living together in the area.

The street festival was made possible through a grant from Multicultural NSW. This grant will allow the festival to take place over the next few years. Beyond the grant's time period the local council has agreed to fund the festival for an additional two years.

Fiesta La Peel had a successful first year run. Festival goers were treated to dishes from around the world with food stalls selling Australian, Lebanese, Nepalese, Thai, Sri Lankan, Spanish, South American, Indian, Sudanese, Botswanan, Chinese and Filipino cuisine. The day included vibrant music and dance performances. Local arts and crafts were sold.

There was also information stalls from different service providers to share information about the communities being showcased as well as information for the communities. One service provider highlighted that it is a great way to connect with these communities.

*Article and photo courtesy of Northern Settlement Services*



## Refugee discussion to promote understanding and social harmony

Settlement Services International (SSI) Speakers' Series is an evening with a panel of experts knowledgeable about refugee and asylum seeker issues, four times a year to raise awareness and encourage community harmony.

At SSI's fourth and final Speakers' Series for 2014, three remarkable young people told their story of fleeing their birth countries and coming to Australia.



Participants in SSI's Speakers' Series

The event, titled *The strength of youth: young people and their refugee experiences*, was held at SSI's Ashfield Auditorium. It

was streamed live to an audience online. People can now watch a high-definition recording of the event on [SSI's YouTube channel, here](#).

Article and photo courtesy of SSI

The opening speaker was Asif, an asylum seeker from Afghanistan. He was followed by Sarah Yahya, 19, who came to Australia with her mother and sister in 2007 as a refugee from Iraq. The final speaker was Bashir Yousufi, who finished his HSC that week, explained how he had journeyed to Australia.

The speakers then joined a panel with SSI Case Manager Marcela Hart and Youth Projects Coordinator, Multicultural Youth NSW, Ryan Buesnel, and took questions from the audience.

The next SSI Speakers' Series will explore how and why young Muslims might be feeling disenfranchised within the Australian community and attracted to an extreme religious ideology. What has been done? What can be done?

To Register visit:

[Radical appeal: Young people and religious extremism](#)

**Monday, 16 March 2015 from 6:00 PM to 7:30 PM (AEDT), Ashfield, NSW**

## Training Package launched – *Engaging respectfully with young people from refugee backgrounds*

Senator the Hon. Concetta Fierravanti-Wells, Parliamentary Secretary to the Minister for Social Services, launched a suite of training materials for working with young people from refugee backgrounds on Wednesday 18<sup>th</sup> February at Navitas English in Sydney. The event was jointly sponsored by Navitas English and MYAN NSW.

The training materials are based on the unit of competency in the Community Services Training Package: CHCYTH001: Engage respectfully with Young People. They have been customised to focus on young people from refugee backgrounds.

A Consortium of sector agencies, MYAN Australia, Navitas English, AMES Vic, MDA and Margaret Piper and Associates, worked in partnership to develop the training materials.

They will be available through the AMES, MDA and MYAN Australia websites. Read Senator Fierravanti-Well's Media Release [here](#) or click [here](#) for further information.

## Slowing migration for half the states and territories

The ABS has released a new report indicating migration is slowing in some Australian states. In 2014 Population growth due to overseas migration has slowed in Queensland, Western Australia, the Northern Territory and the Australian Capital Territory. To read more visit [ABS](#).



**This is an opportunity to connect with fellow NFP professionals to generate new ideas and establish valuable connections.**

For more info visit [Third Sector Expo](#)

## Red Cross Reflection Report 2010-2014



Red Cross has long and consistently advocated for community-based arrangements for people seeking asylum.

In 2010, Red Cross took on the role as the lead agency in the expanded delivery of the Community Migration program (CMP) funded by the Department of Immigration. Over the following four years, Red Cross along with their 20 sub-contacted partner agencies supported an emerging asylum seeker sector that was responding to the release of more than 25,000 people from held immigration detention into the community.

A new report officially launched at the end of 2014 reflects on the main challenges and successes experienced by key stakeholders involved in delivering the Community Migration program from 2010–2014 as well as marking out some key lessons and providing recommendations. The publication brings together the personal reflections of Red Cross clients, staff, volunteers and partner agencies.

The report has been published and can be found on the Red Cross website <http://www.redcross.org.au/migration-support.aspx>



**13-14<sup>th</sup> March 2015**  
**Sydney**

### How should the Australian courts respond to our cultural diversity?

Over two days expert speakers from around the nation will share the strategies they have used to ensure access to justice for people from culturally diverse backgrounds.

For more information visit: <https://www.cdlc.org.au/>

## Australia's National Archives – gathering migrant stories



*The National Archives is reaching out to encourage post-war migrants to discover their family history through its website [Destination: Australia – sharing our post-war migrant stories](#).*

The site features a collection of more than 22,000 black-and-white and colour photographs taken by government photographers between 1946 and 1999 to record the arrival and settlement of migrants in Australia after World War II.

These stories add a rich layer of knowledge to our nation's recorded history and help every Australian understand and value the many strands of our heritage that, woven together.

Visit: [Destination Australia](#)



## Learning Corner...

### Discovering and making the most of the “real” you!

By Dr. Timothy Sharp - Chief Happiness Officer – [The Happiness Institute](http://TheHappinessInstitute.com)

#### Who were you before you became someone else?

I’ve recently delivered several workshops on this important theme and I’m very pleased to say they’ve been received very positively. In fact one series of related workshops were so popular I was asked to write up the key messages for an article to be published in an eNewsletter; which is what you’re reading now!

The question I began with might seem like a cliché, as might the notion that we should all be our “authentic” selves; but like many things in life, it’s easier said than done.

Were you, for example, ever told by a teacher that you weren’t really very creative; by a parent that your passion would never earn you a good living so you should focus on something more practical; by a friend that you weren’t cool enough? Many of these suggestions may well have been well intentioned but they might also have been incorrect; or even if they were correct back then, may no longer be accurate as we all change and develop!

Holding on to and/or following these unhelpful beliefs can drag us away from our true selves; as too can the much practised bad habit of focusing all our efforts on “fixing” our faults and shortcomings and limitations. As well as simply not being possible to fix “all” of our failings this type of focus also distracts us from our strengths.

And ultimately, it’s in knowing and using these positive attributes (technically called “signature strengths” in positive psychology) that we can find and make the most of our true selves; and it’s only in finding and making the most of our true selves that we can ever be the best we can be, be the happiest we can be, and be the most successful we can be.

Up until recently, however, the problem has been that many of us have simply not had a language, or a vocabulary to talk about strengths; which then made it very hard to be aware of and to utilise them. But thankfully we now do and accordingly, I recommend you visit the [VIA Institute](http://VIAInstitute.com) where you can do a free survey that will help you identify where your top strengths lie.

You can also ask yourself some of the following questions:

- What brings you to life?
- When do you feel most “you”?
- What energises you?
- What do you most look forward to?

Once you’ve considered these questions and/or completed the free survey you should be getting closer to knowing where your key strengths lie and the challenge then is to find more and new ways to use these strengths in as many areas of your life as possible.

When you’re using your strengths in everything you do then you’ll experience the wonders of “flow” (or being “in the zone”) and notably, you’ll feel more authentic, happier and you’ll be more productive than you ever thought possible.

For more on this and on related topics I’d love for you to visit [The Happiness Institute](http://TheHappinessInstitute.com) where you can also get in touch with any questions you might have about living your best life and enjoying happiness and wellbeing. For now, thanks for reading and I wish you all the best in all your endeavours!

You can also follow me on social media via...

- [Twitter](https://twitter.com/TimothySharp)
- [Facebook](https://www.facebook.com/TimothySharp)
- [Instagram](https://www.instagram.com/TimothySharp)

## Awards In Focus...

### PASS wins YOGIE Award

(PASS) has been awarded the 2014 YOGIE Award for Innovative In Practice.

The [YOGIE Awards](#) are hosted by the Youth Coalition of the ACT. They recognise, celebrate, promote and reward outstanding practice in working with young people in the ACT and surrounding area.

PASS is designed for clients from non-English speaking backgrounds to assist them in their school, college, and university studies during after school hours.



PASS project officer Andrew Kazar and Chris Jones accept the award from MLA Mick Gentleman.

### MYAN NSW wins the NSW Youth Work Award



The [Multicultural Youth Advocacy Network \(MYAN\) NSW](#) won the [NSW Youth Work Award](#) for outstanding service to young people from CALD backgrounds. The awards organised by Youth Action NSW highlight the incredible youth work that is happening across NSW.

MYAN NSW is a network of services committed to improving the opportunities and outcomes for multicultural young people in NSW. Their aim is to strengthen the ability of young people from migrant and refugee backgrounds to settle well through stronger participation in work, school, family and community.

MYAN also trains and supports young people from refugee and migrant backgrounds to advocate for their own issues.

### MARSS wins two ACT Multicultural Awards

The Migrant and Refugee Settlement Services of the ACT was awarded the [ACT Multicultural Awards](#) for Community Organisation of the Year and MARSS Chairperson Raelyn Bastion was awarded Volunteer of the Year. The awards recognise individuals, businesses, community organisations, media and public sector initiatives which have demonstrated outstanding contributions to multiculturalism in Canberra.



MARSS' CEO, Dewani Bakkum, accepts the award



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

You can also contact staff in the Sydney office:

Sky de Jersey SCOA EO <a href="mailto:eo@scoa.org.au">eo@scoa.org.au</a> phone: 02 8065 5225	Kat O'Neill Membership Services Officer <a href="mailto:mso@scoa.org.au">mso@scoa.org.au</a> phone: 02 8065 5225
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Another good place to start is your state representative. Please see the details below.

Australian Capital Territory Dewani Bakkum - CHAIR <a href="mailto:ceo@marss.org.au">ceo@marss.org.au</a> 02 6248 8577	New South Wales Lulu Tantos <a href="mailto:Lulu@nsservices.com.au">Lulu@nsservices.com.au</a> 02 4969 3399
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If you would like to contribute to future editions of the Settlement News in 2015, please contact Kat O'Neill at [mso@scoa.org.au](mailto:mso@scoa.org.au), or call 02 8065 5225.