



Settlement Council of Australia  
Annual Report  
2008-2009



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# CHAIRPERSON'S REPORT

**I AM PLEASED TO REPORT TO YOU** on what has been an extraordinary and incredibly busy year. The year commenced with the announcement in 2008 of establishing this new peak organisation, previously known as the National Council of Migrant Resource and Service Agencies (NCMRSA).



Ricci Bartels  
**Chairperson**

*November, 2009*

SCOA commenced 2009 with the appointment of Andrew Cummings as our Executive Officer in January. Many of you have met Andrew over the last ten months and will agree that we are extremely fortunate to have such a multi-skilled, wonderfully committed and efficient individual to support us on the daunting tasks that lay before us over the last twelve months. Andrew is providing a separate report so I will just provide you with a short overview of this year's achievements:

- Lodgement and registration of the Constitutional changes made at our 2008 Annual General Meeting
- Appointment and orientation of Executive Officer
- Finding and setting up the SCOA Office in a prime location
- Developing a framework to work with RCOA and FECCA
- Promoting SCOA and of course building the membership
- The organisation and delivery of a National Settlement Conference
- Setting up a website for SCOA which went live in June 2009
- Mapping of existing settlement services
- The development of SCOA's Multicultural Policy

The Settlement Council has met twice this year with Laurie Ferguson, Secretary for Multicultural Affairs and Settlement Services to provide him with updates on progress and raise various settlement issues relating to

employment, housing, health, gaps in settlement services, and so on.

We have had two meetings with DIAC in Canberra and its senior staff and continue to maintain positive and productive dialogue on key issues and developments within the sector and the department. Some of the issues discussed centred around:

- > settlement planning and the need for improved and consistent methods and processes to gather information on identified needs relevant to DIAC settlement services and other appropriate state and federal departments
- > SGP applications SCOA has advocated for a more streamlined approach. Recommending a "header" application for agencies applying for more than one SGP grant. We also discussed the possibility of global or cluster funding for agencies with multiple projects, as this would reduce the multiple effect of each project's separate accountability being collapsed into one. This would free resources for the agency, as well as DIAC in its accountability monitoring and support functions
- > DIAC's five year settlement period to be reviewed in light of emerging communities still experiencing settlement needs after eight or even ten years of settlement. SCOA suggested that the five year period may be unrealistic and asked for a review

- > Housing crisis – SCOA provided updates on the worsening housing problem. Finding accommodation that is appropriate and affordable is becoming increasingly difficult
- > IHSS tender – SCOA recommended that the tender announcement avoid the Christmas/ New Year period as it is impossible to get MOUs, sub-contracts or consortium contracts organised in this period. The tender will be available through Austender on the 10/01/2010

With regard to our Multicultural Policy, I would like to share with you three recommendations the Council feels particularly strongly about and looks forward to further discussion with Mr Ferguson and DIAC in the near future. These are:

1. That a full review of cultural diversity policies and practices be established by the Government covering the whole of government; its terms of appointment be determined following wide consultations with stakeholders; it should maximise its reach through the wide use of all relevant media, and include clear information in community languages; and consultative processes fully accessible to all Australians.
2. That an Office for Cultural Diversity be established in the Department of Prime Minister and Cabinet, and the Prime Minister appoints an adviser for Cultural Diversity.
3. That the Department of Prime Minister and Cabinet consider the benefits in the creation of an Australian Multiculturalism Act, and draft a series of options for public consultation and discussion.

#### DIAC/ NGO Dialogue

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SCOA is participating in the DIAC/ NGO dialogue meetings which has wide ranging representations from peak NGO's and senior DIAC staff. These meetings provide for open and robust discussion to address current issues around Refugee Intake, detention matters, updates in government policy, boat arrivals and media coverage, and refugee settlement and services.

#### UNHCR Convention for Refugees – Geneva

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SCOA was represented by Gail Ker at the NGO Convention as part of the Refugee Council of Australia delegation, and Ricci Bartels was registered as the Settlement Council of Australia to participate in the Annual Tripartite Consultations on Resettlement (ATCR). This was an eye opening experience on the complex machinations of the UNHCR - its structure and role to protect and register refugees across the globe. Some of the important global refugee issues addressed during the convention were:

- > Integration potential of refugees – a number of countries select refugees discretely and overtly for their ability to integrate into the host society. The Convention and the UNHCR High Commissioner, Antonio Guterres spoke strongly against countries using “integration potential” as key selection criteria
- > Protracted Refugees Situations (PRS) - there are currently six million people living in thirty countries in either urban environments or camp situations. The convention was concerned that through a lack of international attention towards their cases they are becoming or have become the “forgotten refugees”. Host countries were encouraged to set a quota from its total refugee intake, or expand intake numbers and select refugees from protracted situations.
- > Family Reunion was seen as an essential if not the most important component of resettlement. The UNHCR does not support blanket DNA testing, not least because it is quite expensive.

I would like to extend my heartfelt gratitude to Eileen Pittaway and her interns for orienting us on how the convention works and workshopping questions to be asked by all the delegates at the convention and the ATCR sessions. Thanks also to Paul Power (RCOA) and Graham Thom (Amnesty International) for the generous encouragement and support they provided to Gail and myself in these new and somewhat intimidating structures and processes.

The opportunity to participate provided me with a better understanding of overseas camps and the constant security issues for UNHCR staff and refugees, the structure of the UNHCR and where input can be made, an opportunity to network globally – I handed out over 70 SCOA cards and have made connections with refugee settlement services in many other countries settling refugees.

#### UNHCR Regional Dialogue

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I was asked to facilitate the settlement workshops in the Conference held over three days. Among the key issues raised - Family Reunion was ranked as most important and considered as crucial to the smooth settlement of refugees. It was seen as a means for orderly departures and people management as well as a way of stemming the irregular flow of refugees as was the case with Vietnamese refugees in the 80's. It was also posed that family reunion carries with it well researched social and economic benefits. A working party has been formed to further scope and shape a policy discussion paper on Family Reunion.

Other issues included effective access to mainstream services; clarification on entitlements under IHSS for TPVs provided with Permanent Protection visas; Employment – lack of qualification data on refugees; the housing crisis; improved youth engagement within settlement services; Family breakdown and Child Protection issues where families lose their children due to often inappropriate child protection intervention as agencies lack an understanding on child rearing practices within the different cultures. It was noted that School age children receive a lot of information on Child Protection laws but the parents are not provided with the same information as their children.

# CHAIRPERSON'S REPORT *(cont.)*

## **Strategic Settlement Framework - "Laying Stronger Foundations"**

The Parliamentary Secretary Laurie Ferguson made this announcement in Brisbane in September. The speech foreshadows some very welcome changes in the delivery of IHSS and other settlement services these include:

- Emphasis on competency-based learning and skill development in favour of time-based service delivery, or I guess the "tick and flick" approach to services
- The inadequacies of the "tick and flick" also called assembly line services in favour of more tangible assistance and outcomes
- The redevelopment of a new model currently known as IHSS
- greater hands-on support and guidance to new entrants; strengthening a flexible client centred approach to case management, using a strength based approach;
- Developing pathways through case management to education and employment
- Looking for innovation in housing solutions, i.e. group housing and community housing models where feasible and possible
- Introduction of on-shore cultural orientation which builds on the AUSCO program.
- Cost efficiency in the administration of the services.

SCOA commends the Parliamentary Secretary and DIAC for these welcome improvements. We anticipate the opportunity to meet with Mr Ferguson and DIAC to discuss in greater detail some of the intended improvements of settlement services commencing with IHSS.

I would like to conclude by saying that it has been an absolute privilege to hold the position of Chairperson and to work with a very experienced and committed team "the Council's Executive", whose work ethic is nothing short of phenomenal in our combined sector efforts to improve and showcase settlement services across Australia. My sincere thanks and appreciation to all of you for making the last year a truly successful year in which I believe we have made a very solid mark in representing the settlement sector and having its voice heard in our joint commitment to have the best possible settlement outcomes for our client base.

My thanks to Andrew Cummings, who has had a bit of a "baptism by fire". He has had to quickly get his head around settlement issues, get to know the sector, set up an office, organise a website, conduct surveys, help organise a conference, respond to government discussion papers on settlement, resource and report to SCOA teleconference Committee meetings, and so on. He has done so with great professionalism and shown enormous commitment and dedication beyond the call of duty. Thank you Andrew!

The challenge for next year is to maintain and build on the momentum of the success over the last twelve months. I would also like to extend SCOA's appreciation of the support we have received from our membership. It has been very encouraging and I ask to please continue to let us know about the settlement issues in your State or Territory directly or through your State / Territory representative.

Finally, thanks again to Laurie Ferguson and to DIAC for their ongoing support and recognition of our work.



Ricci Bartels  
Chairperson  
November, 2009

# SCOA'S AIMS AND OBJECTIVES

## THE AIMS AND OBJECTIVES OF SCOA ARE:

- To market the projects, events and best practice of settlement agencies
- To progress settlement issues at the national level and ensure that these are integrated into mainstream decision making, policy development and service planning
- To facilitate and support collective dialogue and input by settlement services in the formulation of national policy and response to broader government initiatives
- To provide a clearinghouse role for SCOA through the collection and dissemination of information to members
- To promote Access and Equity in the planning and delivery of settlement services
- To support and drive action research for the settlement services sector
- To collaborate with FECCA, RCOA and other national peak bodies in progressing settlement policy, service planning and community engagement
- To progress settlement issues at the national level through communication and negotiation with the Commonwealth Government
- To promote and ensure settlement service representation on National Executives that are directly related to settlement services
- To develop a positive media profile for SCOA that will highlight settlement issues and concerns and contribute to community awareness raising

# THE PEOPLE OF SCOA

## **CHAIR (NSW)**

Ricci Bartels  
*Manager*  
Fairfield Migrant  
Resource Centre

## **VICE CHAIR (QLD)**

Gail Ker  
*CEO*  
ACCES Services Inc

## **TREASURER (TAS)**

Cedric Manen  
*CEO*  
Migrant Resource Centre  
(Southern Tasmania) Inc

## **SECRETARY (WA)**

Michael O'Hara  
*CEO*  
Metropolitan Migrant  
Resource Centre

## **VICE SECRETARY (VIC)**

Jenny Semple  
*CEO*  
South Eastern Region  
Migrant Resource Centre

## **EXECUTIVE MEMBER (NSW)**

Kamalle Dabboussy  
*Director*  
Liverpool Migrant  
Resource Centre

## **EXECUTIVE MEMBER - SA**

Eugenia Tsoulis  
*CEO*  
Migrant Resource Centre  
of South Australia

## **EXECUTIVE MEMBER - VIC**

Michael Martinez  
*CEO*  
Diversitat

## **EXECUTIVE MEMBER (ACT)**

Dewani Bakkum  
*Manager*  
Migrant and Refugee  
Settlement Services  
of the ACT Inc

## **EXECUTIVE OFFICER**

Andrew Cummings

# EXECUTIVE OFFICER'S REPORT

**T**HE FIRST YEAR of funding, and the transformation from the National Council for Migrant Resource and Settlement Agencies (NCMRSA) to become the Settlement Council of Australia (SCOA) has been a busy, challenging and a rewarding year.



Andrew Cummings  
Executive Officer  
November, 2009

SCOA received funding from the Department of Immigration and Citizenship (DIAC) to address a number of tasks and objectives originally identified in the Strategic Plan developed during 2008. These formed the basis for SCOA's work plan during the first year of funding. The results achieved against these objectives are outlined below. Please note that the numbering of the objectives matches that of the Strategic Plan, and not all of the objectives in the Plan were being addressed this year.

## **Objective 1.1** Expand and review membership arrangements

### **Constitution**

The revised constitution was adopted at the Annual General Meeting in November 2008. The change of name and the amended constitution were registered with Consumer Affairs Victoria. Some further minor changes to the constitution are needed, in order to reflect the broader membership of the Settlement Council. These proposed changes will be presented to members at SCOA's AGM in November 2009.

### **Strategic Plan**

The Strategic Plan - originally launched by the NCMRSA in 2008 - has now been amended to reflect the organisation's new name (SCOA), and the constitutional amendments adopted at the AGM in November

2008. The amended Strategic Plan has been posted on SCOA's website.

### **Membership**

Under the funding agreement with DIAC, a target was agreed for increasing membership of SCOA by 50% by the end of June 2009. By this time, membership had increased from 15 to 25, representing a 67% increase from the previous year, therefore exceeding the agreed target. Having exceeded this year's target to increase membership by 50%, SCOA was happy to agree to a new, more ambitious target for 2009 / 2010 and over the next few years, in order to be truly representative of the settlement sector across Australia.

Since June, the membership of SCOA has continued to grow rapidly, and we now have nearly 50 member organisations - a growth of nearly 100% in just five months. This growth means that we are well on the way to achieving the new target of 60 members by the end of June 2010. A list of current members is included in this report.

# EXECUTIVE OFFICER'S REPORT *(cont.)*

In order to further increase membership, a range of information has been sent out to potential members through a variety of means. This has included:

- Promoting SCOA through various state and territory events and inter-agencies by our state and territory representatives and the Executive Officer
- Strongly promoting membership at the National Conference
- Sending an information pack including a pamphlet on the role of SCOA and membership information to all SGP funded organisations in Australia
- Sending newsletters and other promotional materials to SGP funded services and other settlement agencies

## **Newsletter**

SCOA issued its first newsletter – “Settlement News” – in April, with further newsletters produced in July and October. These were distributed widely by email to members and our networking partners including DIAC, FECCA and RCOA. SCOA representatives also emailed the newsletters to state and territory networks and inter-agencies, and to all SGP funded services. The newsletters have also been placed on SCOA’s website for download.

## **Objective 1.2 – Resource the Operations of SCOA**

The position of SCOA’s Executive Officers was advertised in December 2008. The position was advertised widely, including ads in the Sydney Morning Herald and the ACOSS jobs bulletin board. An interview panel consisting of SCOA’s Chairperson, Ricci Bartels, Vice-Chair Gail Ker and CEO of RCOA Paul Power conducted

interviews in January. Andrew Cummings was appointed Executive Officer and began his employment with SCOA at the end of January.

Immediately after my appointment, I was busily setting up the new national office for SCOA in Sydney’s Surry Hills. The office is well located near a number of other peak bodies, including RCOA and ACOSS.

## **Objective 1.4 – Establish ongoing evaluation processes for reviewing the operation of SCOA**

In order to continually review and evaluate SCOA’s operations, we have undertaken evaluation processes and created opportunities for members and others to provide feedback to SCOA. A feedback form has been placed on our website, and the information provided will be regularly reviewed.

Also, as part of SCOA’s initial development, a questionnaire was developed to seek feedback from members and other settlement service providers, regarding SCOA’s role and activities as the national peak body for settlement services. The survey was distributed widely at the National Conference, and by email to all SGP funded services. 96 responses were received and these provided useful feedback regarding SCOA’s priorities for the next few years. A summary report was produced and is available on SCOA’s website. The Executive Committee will be reviewing the feedback in order to consider and assess our current priorities.

## **Objective 2.1 – Promote SCOA’s roles and objectives**

SCOA used a variety of means to promote our roles and objectives over the past year. These included:

Providing input to Government Policy SCOA has already produced a number of substantial submissions, papers and reports, in order to provide input and influence government policy on settlement issues. These include:

- A submission into Australia’s Refugee and Humanitarian Program
- A response to the IHSS Discussion Paper issued by DIAC
- A submission on Working with Multicultural Youth in response to a paper developed by FECCA and DIAC.
- The development of SCOA’s Multicultural Policy
- “Settlement Services – Building a Future for Social Inclusion” Conference Report

These papers were distributed widely to Ministers, government departments, other peak bodies, and advisory bodies such as the Australian Multicultural Advisory Council, the Social Inclusion Board, the Refugee Resettlement Advisory Council and so on. These papers are available on the SCOA website.

## **Hosting the first National Settlement Conference**

The first National Settlement Conference was held in Canberra on May 28th and 29th with the theme of “Settlement Services – Building a Future for Social Inclusion”. The conference attracted over 180 delegates from nearly 80 different agencies, with people attending from every state and territory in Australia.

The conference aimed to improve understanding of the range and complexity of settlement services among the conference participants; identified additional settlement needs to be addressed; and enhanced targeted service delivery to clients.

The entire SCOA Executive met in Sydney in April, to review the development of the program, including speakers, promotion, catering, costs, conference fees etc. The Executive decided on a sliding scale, so that smaller SGP organisations would receive heavily subsidised conference fees, accommodation and travel costs to ensure they would be able to participate. The conference program and program updates were sent out to SCOA's state and territory representatives, who heavily promoted the conference at respective networks and inter-agencies.

SCOA used the conference to engage the settlement sector as widely as possible by sending out registration invitations to organisations across the country, making available subsidies for smaller organisations to ensure inclusivity and to market SCOA's membership drive. As a result of these promotional efforts, many IHSS providers, SGP funded services and some non-SGP organisations attended the conference.

A wide range of conference outcomes were produced, including recommendations to be taken up with DIAC, through contact with other Departments, the broader settlement sector and with clients. These are provided in a comprehensive report of the conference proceedings, which is available on SCOA's website. The SCOA Executive Committee has begun prioritising the recommendations, and will be taking these forward during 2009 / 2010.

A huge thanks to Eugenia Tsoulis, Dewani Bakkum and Tina Karanastasis for the enormous amount of work they put into organising and running the conference.

### **Developing a Stakeholder Management Plan**

A Stakeholder Management Plan has been developed outlining the key stakeholders with whom SCOA relates, and outlines a plan for managing these relationships. This was developed following a variety of feedback and input, including:

- A survey of all members of SCOA, and other settlement service providers
- Face to face meetings between the

Executive Officer and SCOA members in some states

- Feedback from the SCOA national conference in May

The Stakeholder Management Plan provides the basis for a calendar of meetings with a range of stakeholder organisations, which will be conducted during 2009 / 2010.

### **Objective 2.2 - Make information about SCOA accessible to the public and member agencies**

The SCOA website was officially launched at the national conference in May by the Hon Laurie Ferguson MP, Parliamentary Secretary for Multicultural Affairs and Settlement Services. The site went live at the end of June. The development of the website followed a range of preliminary work, including the development of a logo, the locating of premises, establishment of a national office, setting up email accounts, phone and fax lines. A suitable graphic / web designer was chosen after proposals and quotes were received from six design companies.

The SCOA website contains all the aspects that were indicated in the work plan and Strategic Plan, including:

- SCOA's vision and purpose, objectives etc
- SCOA's Strategic Plan
- Details of activities and events
- Previous Annual Reports
- Links to relevant research, resources etc
- Opportunities to provide feedback
- Links to relevant government departments and partner organisations including DIAC, FECCA and RCOA

The website also includes a wide range of online resources, including reports, papers, case studies highlighting examples of good practice in settlement service delivery, and so on.

We have received very positive feedback about the website from a wide variety of people and organisations.

### **Objective 2.3 - Inform Government about key issues and needs within the settlement sector**

SCOA has had regular and positive communication with the Parliamentary Secretary, the Hon. Laurie Ferguson MP, and with DIAC. A meeting was held with the Parliamentary Secretary on 27th May, where members of the SCOA Executive raised a range of issues with the Parliamentary Secretary and thanked him for his continued support. We were also very pleased to welcome Mr Ferguson to our AGM's in 2008 and 2009.

SCOA has also attended key meetings with DIAC, including:

- The DIAC / NGO Dialogue in Melbourne on 6th March and in Sydney on 4th August
- A consultation meeting to discuss the IHSS tender process in Canberra on 27th May
- A meeting with James Fox, the Assistant First Secretary for Citizenship, Settlement and Multicultural Affairs Division, and other senior departmental staff in Canberra on 18th September
- Meetings to discuss SCOA's workplan and contractual issues

A calendar of meetings with DIAC and other government departments has now been developed, and this will form the basis for this area of work in the 2009 / 2010 work plan.

### **Objective 3.1 - Conduct a mapping of existing services**

A questionnaire was sent to all current SCOA members in April 2009. The survey was also given to all conference participants at the National Conference, and sent to all SGP providers nationally by email. 76 settlement service providers responded to the questionnaire, providing us with a range of information, including details about the services they provide, sources of funding, staffing, use of volunteers, governance structures and so on.

A report summarising the feedback from the mapping exercise is available on the SCOA website. Feedback from members and DIAC will be sought and further mapping exercises discussed during 2009 / 2010.

# EXECUTIVE OFFICER'S REPORT (cont.)

## **Objective 3.2 - Collect and disseminate research of relevance to the sector**

A range of information has been sent to SCOA members and potential members, including information relating to research and related matters. This information has been disseminated via the SCOA newsletter, by emails to members, and by posting information on the SCOA website. Members are regularly sent information about new reports and links to these on the website, and other updates.

In addition to our member organisations, all SGP providers and other partners were notified when the website went live, and have been sent details of key information such as the report from the settlement sector survey and the final report from the National Conference.

The website now houses more than 30 research papers and reports on a wide range of issues, and these are being added to regularly.

## **Objective 3.4 - Develop policy position papers on key issues**

As mentioned previously, SCOA has produced policy position papers concerning SCOA's Multicultural Policy, and on Working with Multicultural Youth. These papers are available on the SCOA website.

## **Objective 4.1 - Commence the development of a Manual of Professional Principles for settlement service delivery**

SCOA has developed a Research / Action Plan for this area of work, and has begun planning a thorough consultation with our members and the broader settlement sector about principles and standards to be incorporated into the Standards Manual. This will include feedback gained from a variety of forums, including the National Conference. The ideas outlined through this feedback will be developed and will form the basis of the manual.

One aim of the Standards Manual is to improve the support available to

smaller settlement organisations. These organisations will be supported to develop a range of management and accountability skills. The number of smaller settlement agencies that have already applied for membership is a sign that there is great interest in this area of our work. We are currently looking at a staggered membership fee based on organisational income, to ensure that smaller organisations can fully participate in SCOA. This proposed fee structure will be presented to the SCOA membership for approval at the 2009 AGM. Smaller organisations were also supported to attend the National Conference through providing reduced price registration and offering travel and accommodation subsidies.

## **Objective 4.2 - Promote best practice models**

SCOA has already made considerable progress in promoting best practice models of settlement service delivery. The National Conference included a range of workshops which highlighted best practice models, and invited participants to share and discuss their experiences.

Since the launch of the website, we have invited both our member organisations and other settlement service providers to upload case studies highlighting their best practice models, in order to promote innovative and effective service delivery and share ideas about what works. The website already contains over 20 case studies, and we will continue to promote this opportunity to our members and the broader settlement sector.

The themes of the case studies included so far include:

- Advocacy
- Art & Culture
- Children & Families
- Community
- Employment
- Governance
- Regional & Rural
- Women
- Youth

## **Objective 5.2 - Enhance links and partnerships with other peak bodies**

Much energy has been invested in establishing and continuing positive relationships with a number of peak bodies and other partner organisations. This has included numerous meetings with organisations including:

- Refugee Council of Australia (RCOA)
- Federation of Ethnic Communities Councils of Australia (FECCA)
- Australian Council of Social Services (ACOSS)
- National Multicultural Youth Advisory Network (NMYAN)
- Australian Human Rights Commission
- United Nations High Commission for Refugees Regional Office (UNHCR)

As a result, several important partnerships have been developed. RCOA, FECCA and SCOA have agreed to work closely together and develop a Collaborative Framework based on mutual respect and co-operation. Similarly, SCOA has been asked to be a member of the NMYAN Reference Group.

SCOA was represented at the UNHCR Annual Consultations in Geneva in July by our Chairperson, Ricci Bartels and Vice Chair, Gail Ker. SCOA also sent Ricci and Executive Officer, Andrew Cummings, to the UNHCR Regional Consultation in Canberra in October.

SCOA is also represented on a number of advisory bodies at state and national level by members of the Executive Committee, including the Refugee Resettlement Advisory Council (RRAC - Jenny Semple) and the Australian Multicultural Advisory Council (AMAC - Gail Ker).

Andrew Cummings  
Executive Officer  
November 2009

# SCOA MEMBER ORGANISATIONS

## ACT

Migrant and Refugee Settlement Services of the ACT

## NSW

Anglicare Sydney (\*)  
 Auburn Diversity Services  
 Baulkham Hills Holroyd Parramatta Migrant Resource Centre  
 Metro Migrant Resource Centre  
 Fairfield Migrant Resource Centre  
 Horn of Africa Research and Development Agency (HARDA) (\*)  
 Illawarra Multicultural Services  
 Liverpool Migrant Resource Centre  
 Macarthur Diversity Services Inc  
 Northern Settlement Services  
 St George Migrant Resource Centre  
 St Vincent de Paul Society (NSW) (\*)  
 Sydney Multicultural Community Services  
 SydWest Multicultural Services Inc

## NORTHERN TERRITORY

Melaleuca Refugee Centre  
 Multicultural Council of the Northern Territory (\*)

## QUEENSLAND

Acces Services Inc  
 Ethnic Communities Council of Queensland (ECCQ) (\*)  
 Islamic Women's Association of Queensland Inc  
 Migrant Settlement Services  
 Multicultural Development Association  
 MultiLink Community Services Inc  
 Townsville Multicultural Support Group Inc (\*)

## SOUTH AUSTRALIA

African Communities Council of South Australia  
 Limestone Coast Migrant Resource Centre  
 Middle Eastern Communities Council of SA  
 Migrant Resource Centre of Southern Australia  
 Muslim Women's Association of SA Inc. (\*)  
 Northern Area Migrant Resource Centre  
 YouthJET

## TASMANIA

Centacare Tasmania  
 Migrant Resource Centre Southern Tasmania

## VICTORIA

AMES (Victoria)  
 Diversitat  
 Gippsland Multicultural Services  
 Migrant Information Centre (East Melbourne)  
 Migrant Resource Centre NW Region  
 Murray Valley Sanctuary Refugee Group (\*)  
 New Hope Foundation  
 South Eastern Region Migrant Resource Centre  
 Spectrum  
 Springvale Community Aid and Advice Bureau

## WESTERN AUSTRALIA

Edmund Rice Centre Mirrabooka (\*)  
 Metropolitan Migrant Resource Centre  
 Multicultural Services Centre of WA

(\*) Denotes associate membership

# TREASURER'S REPORT

**I AM PLEASED TO PRESENT** to you the financial statements of the Settlement Council of Australia (SCOA) for the financial year ended 30th June 2009 as detailed in the Annual Report. The financial statements as presented have been audited by our auditors Wise Lord & Ferguson and a copy of their report is included in the Annual Report.



Cedric Manen  
**SCOA Treasurer**

*General Manager –  
Migrant Resource Centre  
(Southern Tasmania) Inc*

Total income for the year was \$169,312, a significant increase of \$161,773 over the previous year. We remain thankful to the Department of Immigration and Citizenship (DIAC) for their support which represented 75% of our funding base for the year, and to our membership for their continued support.

The funding provided by DIAC helped subsidize travel, accommodation and conference costs for approximately 50 community and non-government organisations from across Australia at our first National Conference in Canberra (May 2009).

We are in the process of evaluating a sliding scale of membership for the new financial year, to foster community inclusion for smaller and developing organisations. SCOA is seeking to diversify its funding risk in the future by seeking out additional forms of funding to provide additional value and long term sustainable benefits for its growing membership.

- Establishment of a National Office in Sydney
- Employment of our Executive Officer Mr. Andrew Cummings
- Representation in Geneva at the UNHCR Annual Consultation with NGO's

It should be noted that there is no collection risk with the large current assets balance represented in Accounts Receivable as at June 30th, 2009, and much of the collections have since been used to extinguish the trade and other payables debt subsequent to the year-end close.

SCOA is in the process of strengthening its internal controls through the establishment of centralised office functions. As part of this strategy the SCOA executive will be seeking to move the financial function from Hobart to where the executive office is presently located in Sydney, early in 2010. My thanks to the interim finance subcommittee of Ricci Bartels (NSW) and Eugenia Tsoulis (SA) who have assisted me through-out the year in matters of financial importance.

I would like to thank my fellow executive members for their significant in kind support of SCOA and the staff of Migrant Resource Centre Southern Tasmania Inc for preparing timely and accurate reports which have assisted the Executive Committee members in fulfilling their fiduciary responsibilities.

Cedric Manen  
SCOA Treasurer  
General Manager – Migrant Resource Centre (Southern Tasmania) Inc

SOURCE	DESCRIPTION	\$
DIAC	One of Setup costs and Secretariat Support	86,700
DIAC	SCOA National Settlement Conference – May 2009	40,000
SCOA	Conference Income	31,730
SCOA	Membership fees & other	10,882
<b>Total Revenue</b>		<b>169,312</b>

The Settlement Council of Australia has invested its funding in the following key areas with endorsement by the national Executive Committee:-

- A National Conference - May 2009 in Canberra with 180+ delegates
- The establishment of a new website [www.SCOA.org.au](http://www.SCOA.org.au)



STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board, the financial statements:

1. Present fairly the financial position of the Settlements Council of Australia as at 30 June 2009 and its performance for the year ended on that date in accordance with accounting policies and standards.
2. At the date of this statement, there are reasonable grounds to believe that the Settlements Council of Australia will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

Ricci Bartels  
(Chairperson)

*Ricci Bartels*  
(Signature)

Cedric Manen  
(Treasurer)

*Cedric Manen*  
(Signature)

Dated this 27<sup>th</sup> Day of October, 2009

ABN: 279 838 211 57



Wise Lord & Ferguson

advice to advantage  
Chartered Accountants

Independent audit report to members of the  
Settlement Council of Australia Inc.

Scope

The financial report and Committee's responsibility  
The financial report comprises the Income Statement, Balance Sheet and accompanying notes to the financial statements of the Committee for the Settlement Council of Australia Inc. (the Association), for the year ended 30 June 2009.

The Association's Committee is responsible for preparing a financial report that presents fairly the financial position and performance of the Association. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report. The Committee has determined that the accounting policies used and described in Note 1 to the financial statements are consistent with the financial reporting requirements of the Associations Incorporation Act [Tas] and the Association's constitution and are appropriate to meet the needs of the members. These policies do not require the application of all Accounting Standards and other mandatory financial reporting requirements in Australia. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for distribution to the members for the purpose of fulfilling the Committee's financial reporting requirements under the Associations Incorporation Act [Tas] and the Association's constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Audit approach

We conducted an independent audit of the financial report in order to express an opinion on it to the members of the Association. Our audit was conducted in accordance with Australian Auditing Standards in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the accounting policies in Note 1 to the financial statements, a view which is consistent with our understanding of the Association's financial position, and of its performance as represented by the results of its operations.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the disclosures used and the reasonableness of significant accounting estimates made by the Committee.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

We performed procedures to assess whether the substance of business transactions was accurately reflected in the financial report. These and our other procedures did not include consideration or judgement of the appropriateness or reasonableness of the business plans or strategies adopted by the Committee of the Association.

Independence

We are independent of the Association, and have met the independence requirements of Australian professional ethical pronouncements.

Qualification

We have been engaged to complete the audit of the Settlement Council of Australia for the 30 June 2009 financial year. We therefore do not express an opinion on the opening balances of the Association.

Audit Opinion

In our opinion, the financial report of the Settlement Council of Australia Inc. presents fairly, in accordance with the accounting policies described in Note 1 to the financial statements, a view which is consistent with our understanding of the Association's financial position as at 30 June 2009, and of its financial performance as represented by the results of its operations for the year then ended.

*J Doyle*  
J DOYLE  
PARTNER  
WISE LORD & FERGUSON

160 Collins Street  
Hobart TAS 7001

Date: 21<sup>st</sup> October 2009



**Settlement Council of Australia Inc.**  
**Balance Sheet**  
**As At 30th June 2009**

	Notes	2009 \$
<b>Current Assets</b>		
Accounts Receivable		90,217
<b>Total Current Assets</b>		<u>90,217</u>
<b>Non-current Assets</b>		
Office Furniture & Equipment	2	9,678
<b>Total Non-current Assets</b>		<u>9,678</u>
<b>Total Assets</b>		<u>99,895</u>
<b>Current Liabilities</b>		
Trade & Other Payables	3	76,507
Bank Overdraft		6,558
Prepaid Memberships		500
		<u>83,565</u>
<b>Total Current Liabilities</b>		<u>83,565</u>
<b>Total Liabilities</b>		<u>83,565</u>
<b>Net Assets</b>		<u>16,330</u>
<b>Equity</b>		
Membership Contributions		6,662
Current Year Earnings		9,668
<b>Total Equity</b>		<u>16,330</u>

**Settlement Council of Australia Inc.**  
**Income Statement**  
**Year Ended 30th June 2009**

	Notes	2009 \$
<b>Income</b>		
Government Grant Income		126,700
Membership Income		10,841
SCOA Conference Income		31,730
Other Income		41
<b>Total Income</b>		<u>169,312</u>
<b>Expenses</b>		
Accounting & Audit		3,000
Conference Dinner		16,091
Consultancy		32,762
Equipment		2,250
Insurance		3,964
Marketing & Advertising		8,265
Materials & Resources		3,790
Meeting Expenses		2,560
Printing, Postage & Stationery		3,061
Rent, Rates & Taxes		10,301
Wages & Salaries	4	25,608
Travel		38,012
Other Expenses		9,980
<b>Total Expenses</b>		<u>159,644</u>
<b>Net Surplus/(Deficit)</b>		9,668

**Settlement Council of Australia Inc.**

**Notes to and forming part of the financial statements for the year ended 30 June 2009**

**Note 1 Statement of significant accounting policies**

This financial report is a special purpose financial report that has been prepared in order to satisfy the financial report preparation requirements of the Corporations Act 2001. The Committee has determined that the Association is not a reporting entity.

The Settlement Council of Australia is an incorporated association, incorporated on the 23rd December 2003, commenced operations on 1st January 2009, and is domiciled in Australia.

The report has been prepared in accordance with the requirements of the Corporations Act 2001, and the following applicable Accounting Standards and Urgent Issues Group Consensus Views.

AASB 110	Events after the Balance Sheet Date
AASB 101	Presentation of Financial Statements
AASB 1031	Materiality

No other Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Board have been applied.

This financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values or, except where specifically stated current valuations of non-current assets.

**Events Occurring After Reporting Date**

There have been no reportable events since the end of the financial year of the company.

**Income Tax**

The Association is exempt from paying income tax and has therefore not adopted AASB 112 Income Taxes

**Plant and Equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

**Depreciation**

The depreciable amount of all fixed assets is depreciated on a straight line basis over the asset's useful life commencing from the time the asset is held ready for use. As the assets were acquired on 30 June 2009, no depreciation has been accounted for in the year ended 30 June 2009.

**Useful life of fixed asset classes are:**

Computer equipment	3 years
Office furniture	5 years

**Settlement Council of Australia Inc.**

**Notes to and forming part of the financial statements for the year ended 30 June 2009**

**Note 2 Office Furniture & Equipment**

Furniture and equipment at cost	9,678
Provision for depreciation	<u>-</u>
<b>Total Furniture &amp; Equipment</b>	<u>9,678</u>

**Note 3 Trade & Other Payables**

Trade creditors	66,862
GST liability	5,266
Payroll liabilities	4,379
<b>Total</b>	<u>76,507</u>

**Note 4 Wages & Salaries**

Wages & Salaries	21,770
Superannuation	1,959
Leave Provision	1,879
<b>Total</b>	<u>25,608</u>

# AGM 2008

Minutes from the NCMRSA Annual General Meeting 2008  
Thursday, 13th November 2008 - Canberra

## ATTENDANCE:

NAME	ORGANISATION
Joseph Masika	MRCSA
Eugenia Tsoulis	MRCSA
Rosemary Kelada	Spectrum MRC
Kurenda Segit	Auburn MRC
Sarjoh Bah	Auburn MRC
Lulu Tantos	Northern Settlement Services Ltd
Amanda Field	Illawarra Multicultural Services Inc
Elias Tsigaras	New Hope Foundation
Cedric Manen	MRC Southern Tasmania
Rachel Whitford	Access Services Inc
Gail Ker	Access Services Inc
Jenny Semple	SERMRC
Amad Mtashar	Liverpool Migrant Resource Centre
Kerrin Benson	MDA
Fraser Power	MDA
Peter Van Vliet	FECCA
Ruth Fyfe	St. George Migrant Resource Centre
Ewa Zysu	St. George Migrant Resource Centre
Mikall Chong	St. George Migrant Resource Centre
Dewani Bakkum	Migrant And Refugee Settlement Services Of The ACT
Nim Osborne	Migrant and Refugee Settlement Services Of The ACT

## CURRENT FINANCIAL MEMBERS:

NAME	ORGANISATION
Michael O'Hara	Metropolitan Migrant Resource Centre, WA
Ramdas Sankaran	Multicultural Services of WA
Martin Mettmann - P	Migrant Settlement Services, QLD
Gail Ker	Access Services, QLD
Kerrin Benson	Multicultural Dev't Association, QLD
Cedric Manen	MRC , Southern Tasmania
Eugenia Tsoulis	MRC of South Australia
Rosa Loria	Sydney MCS, NSW
Melissa Monteiro	BHHP MRC (B'M Hills, Holroyd, Parra. MRC)
Lulu Tantos	Northern Settlement Services
Antoinette Chow	St. George MRC
Saifi Sarjahan	Auburn MRC
Violet Roumeliotis	Canterbury / Bankstown MRC
Amad Mtashar	Liverpool MRC
Karin Vasquez	Macarthur Diversity Services
Amanda Field	Illawarra MCS
Ricci Bartels	FMRC
Jenny Semple	South Eastern Region MRC
Sue Herbst - P	Migration Information Centre, Box Hill
Ross Buscemi	New Hope Migrant Refugee Centre
Rosemary Kelada	Spectrum
Anthony Abate	MRC N/W Region , St. Albans
Michael Martinez - P	Diversitat Geelong

P - Proxy (Or person has a proxy vote.)

# AGM 2008

Minutes from the NCMRSA Annual General Meeting 2008  
Thursday, 13th November 2008 - Canberra

## 1. PROXIES

1. Sue Herbst - MRC, Vic
2. Martin Mettmann - Centacare Cairns, Qld
3. Michael Martinez - Diversitat, Vic

## 2. APOLOGIES

Sydney Multicultural Services.

## 3. CHAIRPERSON REPORT

Gail spoke to key issues in report. Success of funding from DIAC. Thank you to Laurie Ferguson and DIAC staff for support throughout the year.

### Highlights

- > Survey of current members
- > Partnerships with Councils
- > Action plan developed
- > Strategic Plan 2008 - 11, copies given to all attendees

Thanks to all Executive and support of members over the past year.

**Moved:** Eugenia  
**Seconded:** Joseph

## 4. TREASURER'S REPORT

Ricci spoke to the report

**Moved:** Ricci  
**Seconded:** Amad

## 5. MINUTES 2007 - NO CHANGES

**Moved:** Jenny  
**Seconded:** Gail

## 6. CHANGES TO CONSTITUTION

### 6.1 Name change

(2 votes) ASC - Australian Settlement Council  
(20 votes) SCOA - Settlement Council of Australia  
(1 vote) S - Settlement Australia

Settlement Council of Australia agreed to replace the word "NCMRSA" in the constitution and all documents.

**Moved:** Eugenia  
**Seconded:** Illias

Meeting discussed changes

### 6.2 Other Changes

Agree to delete the word "defined"

**Moved:** Karen  
**Seconded:** Ricci

### 10.2 "met" replaced by "meet"

Meeting sought clarification on the terms "participatory Board". Chair agreed to follow up on this matter. All moved as one motion.

**Moved:** Ricci  
**Seconded:** Amanda

All amendments approved and changed.

**Moved:** Eugenia  
**Seconded:** Amad

## 7. ELECTION OF EXECUTIVE - State Representatives (9)

<b>Chair</b>	Ricci
<b>Vice Chair</b>	Gail
<b>Secretary</b>	Michael
<b>Treasurer</b>	Cedric

Meeting handed over to Ricci to chair. Ricci thanked the Executive and state representatives for their past work.

## 8. OTHER BUSINESS

**8.1 Dewani** - "Migrant and Refugee Settlement (MARSS) Services of ACT" is the new name for the MRC in Canberra.

Agenda for afternoon session handed out for attendees.

Secretariat and location to be decided by the Executive

**Moved:** Ricci  
**Seconded:** Amanda

**8.2 MDA congratulated committee for all the work that has been completed.**

### 8.3 Appointment of new auditor.

> Wise Lord and Ferguson located in Hobart.

**Moved:** Cedric  
**Seconded:** Eugenia  
**Meeting closed:** 11.30am





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