



## What's in this issue of Settlement News?

Feature Articles	Page
MARSS Harmony Players go head to head in sports carnival	2
Better Futures, Local Solutions	3
Settlement Conference Program released	6
Community Placement Network	7
Invitation for submissions to 2012 UNHCR-NGO Dialogue Geneva	7
National Anti- Racism Strategy	8
SCOA Consultations	8
National Compact – Ideas@DIAC seminar	9
Tax Help program for multicultural Australia continues to grow	9
ACOSS SURVEY	9
The Multicultural Development Association (MDA) is on the social networking trail!!	11
Submission Opportunities	11
SCOA NSW Representative	11
Walk Together – Welcome to Australia	12
Success on the Roads with Diversitat's Bike-Ed!	12
NATIONAL SETTLEMENT POLICY TELECONFERENCE- Tackling Racism	13
<i>Do One Thing</i> to support Cultural Diversity and Inclusion.	14
Regular Sections	Page
Message from SCOA Chair	1
Message from SCOA EO	2
DIAC News	4
Technology Corner	10

## SECOND NATIONAL SETTLEMENT CONFERENCE

**2012** **CREATING**  
**OUR FUTURE**

WEDNESDAY 27 – FRIDAY 29 JUNE 2012

ADELAIDE FESTIVAL CENTRE, KING WILLIAM ROAD, ADELAIDE, SOUTH AUSTRALIA

## Message from SCOA Chair –

## Cedric Manen



We have had some changes to the Executive Committee in the last few months. I would like to thank Amanda Field (NSW) and Kerrin Benson (QLD) most sincerely for their service whilst on the SCOA Executive Committee. I am pleased to announce that Violet Roumeliotis, CEO of SSI is the new NSW representative and will be working alongside Ricci Bartels in supporting NSW. You will find Violet's profile later in the newsletter. We are actively seeking a candidate to replace Kerrin and encourage those Queensland members that have capacity to think about representing your state and the settlement sector on the national executive.

The SCOA Executive Committee gathered in March for a full day planning meeting, focussing in particular on the forthcoming SCOA Conference and reviewing SCOA's stakeholder management plan. The Executive generally meet by teleconference so when we have the chance for a face to face meeting the agenda is full. I'm glad to say we covered a great deal of ground including some of the bridging visa matters that members have raised. In early April we visited Perth to conduct the WA SCOA consultation. I really valued meeting members and hearing about the range of programs and projects happening in Perth. We have nearly done the full range of state consultations, with only NSW and ACT to come. Both of these consultations are scheduled for May. The national consultations have given SCOA a much greater understanding of the complexities and challenges facing settlement in each state and will contribute towards the development of policy perspectives and advocacy positions to government.

The forward calendar is looking busy. I am heading to Geneva in July to represent SCOA at the NGO consultations as well as the Annual Tripartite Consultations on Resettlement. We have called for submissions in relation to refugee community issues of concern, and I encourage members to contact me if you have any matters you would like to raise in this important international forum.

The most exciting event on the calendar is naturally the SCOA National Conference in June. Plans are well underway for this event, and the program is shaping up to be full of interesting speakers and sessions. Early bird registrations have been extended until the end of April and I encourage you to get your registration in soon! I look forward to seeing you there.

Regards,  
Cedric



### A message from SCOA Executive Officer – Sky de Jersey



You will be able to see from the content in this newsletter more detail on some of the activities at SCOA in the last two months – we have had some great opportunities to further the conversation with members and DIAC about the settlement sector. SCOA is connected to a wide range of networks, and while it can be a lot to keep up with, it does provide a whole range of ways to further the settlement sector agenda.

Some highlights I thought you may like to know about in the last two months have included:

- A presentation on not for profit reform at DIAC (please see page 9 for more detail)
- A meeting with the Centrelink National Multicultural Advisory Group.
- Attending the DIAC NGO Dialogue
- Attending the DIAC AUSCO Orientation Consultative Committee
- Attending some of the recent ACOSS national conference – Sharing the Wealth of the Lucky Country

The Centrelink National Multicultural Advisory Group (NMAG) will be meeting in July, so watch out for an email on this closer to the time. The DIAC NGO dialogue generally focusses on issues relating to humanitarian visas, and also on the link between offshore issues and settlement. The AUSCO meeting also addressed this issue, through the lens of the AUSCO orientation training package. It is good to see how this program has improved over time, and how it retains a focus on strong links to settlement providers in Australia.

The ACOSS Conference highlighted, for me, how issues in the settlement sector connect to the community sector more broadly. Listening to presentations on housing and the need for investment in housing infrastructure nationally echoed conversations we have been having here at SCOA on the issue of housing for some time.

The next month or two will be focussed on finalising the State consultations (NSW and ACT) and preparations for the SCOA conference. It is great to see registrations coming through, it will indeed be a strong gathering of the settlement sector nationally. I'm also doing work on the National Settlement Service Standards to continue that dialogue at the SCOA conference. I'm looking forward to meeting you all in person in June!

### MARSS Harmony Players go head to head in sports carnival

Migrant and Refugee Settlement Services of the ACT Inc (MARSS) celebrated its Harmony Day by organising a sports carnival on Tuesday, 27 March, 2012.

More than 100 people walked through the doors to help celebrate our event held at Dickson College where hundreds of orange balloons welcomed them on arrival.

The start of the ceremony was announced by MARSS' CEO Dewani Bakkum and handed over to our guest speaker, Dr Andrew Leigh, to acknowledge the support for our event, on behalf of Senator Kate Lundy, Minister for Multicultural Affairs, Minister for Sport & Recreation.

Other guests that attended the event included members of the Australian Federal Police (AFP), staff of Department of Immigration and Citizenship and shadow minister for multicultural affairs in ACT Steve Dospot, MLA.

Harmony Day is about everybody belonging and co-existing in our community, it highlights that we are a multicultural country, have diverse communities throughout our own community, and promotes social cohesion. The day is a time for everybody to be recognised no matter who you are or where you are from.

Guest teams were invited to the event to show social cohesion and how our Harmony players have developed strong community ties with these teams through regular competition games. The guest teams included the Rats Basketball Club, the AFP basketball team, and the Fenner Hall and Police and Citizen's Youth Club men's Futsal teams.

MARSS' community development officer Christopher Jones presented medals to our Harmony players and gift bags and certificates of participation to the guest players and teams.

Food and drinks was provided on the night for all attendees.

All participants and guests thoroughly enjoyed themselves and enjoyed the involvement from the AFP and the local community.

Article courtesy of Migrant and Refugee Settlement Services of the ACT Inc (MARSS)



## Better Futures, Local Solutions

As part of the [Better Futures, Local Solutions initiative](#), New Community Positions have been introduced in ten selected Local Government Areas enabling government to work with local communities to:

- ensure service delivery is meeting local needs in areas such as employment, skills and training
- identify service gaps; for example the need to increase childcare positions
- develop and implement solutions that will build employment and training opportunities in the local area.

The ten local areas which have been chosen for the additional support through this initiative are:

Shellharbour, New South Wales  
Wyong, New South Wales  
Hume, Victoria  
Greater Shepparton, Victoria  
Logan, Queensland  
Rockhampton, Queensland  
Playford, South Australia  
Kwinana, Western Australia  
Burnie, Tasmania



New Community Positions such as a Government Action Leader, Community Action Leader and a Local Advisory Group in the ten Local Government Areas will identify and develop innovative local initiatives to boost engagement, capability and workforce participation by supporting projects designed for the local community.

A Local Solutions Fund will also be available and will provide funding for innovative and creative solutions to increase social and economic participation through supporting projects designed for the local community.

### Community Action Leaders

Community Action Leaders are employed by a community organisation in each of the ten Local Government Areas

### Government Action Leaders

Government Action Leaders are Department of Human Services (DHS) employees based in each of the ten Local Government Areas

### Local Advisory Groups

Local Advisory Groups have been established in the ten Local Government Areas. They will provide an important advisory mechanism for government to improve, coordinate and integrate initiatives at the Federal, state and local government, and community partner levels.

For more information on the people who have taken up these roles in each of the 10 locations you can visit:

<http://www.humanservices.gov.au/corporate/government-initiatives/community-positions-and-local-solutions-fund#a5>

### Local Solutions Fund

The Local Solutions Fund will provide funding for innovative and creative solutions to increase social and economic participation in the ten Local Government Areas. The Fund will provide \$25 million across the ten selected areas from 2012-2015 to support projects designed by the local community.

For information on EOI for projects and their parameters, as well as the application process and selection criteria you can visit the Local Solutions fund page at: <http://www.humanservices.gov.au/corporate/government-initiatives/local-solutions-fund>

## News from the Department of Immigration and Citizenship

### Aussies celebrate citizenship

Thousands of existing Australian citizens participated in around 125 Australian citizenship affirmation ceremonies on Australia Day 2012.

The Governor-General, Her Excellency Ms Quentin Bryce AC CVO, led a special affirmation ceremony as part of the national capital's Australia Day flag raising and citizenship ceremony which was broadcast live on ABC1 television to 93 000 viewers. Affirmation ceremonies are positive community events that help to build social cohesion in our culturally diverse nation by articulating the values we all share.

Based on the citizenship pledge made by conferees at a citizenship ceremony, the affirmation allows those who are already Australians the same opportunity to declare their pride and commitment to our great country.

#### The Australian citizenship affirmation

As an Australian citizen  
I affirm my loyalty to Australia and its people  
Whose democratic beliefs I share  
Whose rights and liberties I respect  
And whose laws I uphold and obey.

Adam Gilchrist, National Australia Day Council Chair, is a proud supporter of the Affirmation.

"It is a wonderful way for members of the community to express their national pride and spirit and to celebrate the values that we share as Australians," Mr Gilchrist said.

Affirmation ceremonies can be held at festivals, community events and functions.

Any Australian citizen can lead an affirmation ceremony, so organise one for your next event!

More information is available online: [www.citizenship.gov.au/ceremonies/affirmation](http://www.citizenship.gov.au/ceremonies/affirmation) [www.australianaffirmation.org.au](http://www.australianaffirmation.org.au)



Australia's Governor-General leads an Australian citizenship affirmation ceremony

### Fee-Free Interpreting Service Real Estate Pilot update

As you may be aware, the Fee-Free Interpreting Real Estate Pilot was expanded from October 2011 for an additional 12 months. The expanded pilot provides significantly more real estate agents with access to fee-free telephone interpreting, through the Department of Immigration and Citizenship's (DIAC) Translating and Interpreting Service (TIS) National. As a result of the expansion, the number of real estate agencies participating in the pilot has increased from 114 to over 340.

The Minister for Multicultural Affairs, Kate Lundy, attended a local launch of the expanded Fee-Free Interpreting Real Estate Pilot in Toowoomba on 8 December 2011. This was hosted jointly by the Multicultural Development Association and Centacare Toowoomba. The event was very successful, with many real estate agencies, settlement service providers and community groups taking part in the event. Minister Lundy delivered a compelling speech on the day, highlighting the challenges that many new arrivals face when settling in Australia. Minister Lundy re-affirmed the government's commitment to working in partnership with various non-government organisations, groups and individuals in the community through initiatives such as the Fee-Free Interpreting Real Estate Pilot, to assist newly arrived migrants to settle comfortably in Australia.

#### **Snap shot:**

Since the expansion of the pilot (October 2011 to March 2012 incl) approximately 54 Real Estate Agents (Australia wide) have used the fee-free interpreting services 136 times in total.

TIS National interpreters have been used to facilitate phone calls between real estate agents and clients in more than 26 languages. The top 3 languages for clients using the fee-free interpreting service include Arabic (24 services), Dari (Afghani) (17 services) and Persian (15 services). An evaluation of the Pilot will be undertaken at its completion to determine if the fee-free interpreting service can be permanently extended to real estate agents nationwide.

**Further information:** Should you have any questions or wish to provide feedback on the Pilot please contact TIS National Client Liaison and Promotions team on 1300 655 820 or email: [tispromo@immi.gov.au](mailto:tispromo@immi.gov.au).



### **Annual Tripartite Consultations on Resettlement/Working Group on Resettlement (ATCR/WGR)**

In July 2011, the Australian Government assumed the role as Chair of the ATCR/WGR, with the Refugee Council of Australia (RCOA) as the focal point responsible for coordinating the involvement of the Australian and international community of NGOs in the meetings.

The February 2012 WGR was held in Melbourne, much to the excitement of the Australian delegation. The focus of the Melbourne meeting was on issues relating to settlement/integration. The meeting was attended by over 85 state and NGO delegates from 18 countries and four UNHCR delegates.

The meeting featured two days of amazing site visits to settlement services in urban and regional locations in Victoria. Delegates were 'blown away' by the level of support provided, the innovative approach and the range of services provided. They were particularly impressed by the involvement of community guides, of volunteers and the cooperative relationships between three levels of government, local business and communities.

#### **Twinning**

The meeting was followed by a study tour for the delegations from Argentina and Romania. These countries have recently established resettlement programs. The governments of those two countries have entered into a 'twinning' arrangement with the Australian Government, the purpose of which is to enhance their capacity to become a successful resettlement country.

The study tour included several days in Canberra for briefings on the Humanitarian Program and on the Settlement Program. While in Canberra, the group had a valuable meeting with the local HSS service provider for the Canberra region, Migrant and Refugee Settlement Services.

The Argentinian delegation then spent two days in Wagga Wagga and the Romanian delegation visited Coffs Harbour to meet with local service providers and to view first the range of government and community services that are provided to refugees settling in regional locations.

In Wagga Wagga, the Argentinian delegates met with the HSS provider, Saint Vincent de Paul and the Multicultural Council of Wagga Wagga. Delegates also met with settlement sector stakeholders more broadly and, importantly, humanitarian entrants themselves. In a visit to Tey's Meatworks, delegates observed an excellent example of how the Government's humanitarian program and private enterprise can work in successful collaboration. Humanitarian entrants are proving a vital source of entrants for this key industry, and for their part, the entrants have access to sustainable employment and skills development from a supportive employer.

The delegates observed many other critical settlement processes in action - including English language training, refugee health services, and the preparation of an on-arrival home for a soon-to-arrive Burmese family. In a civic reception, Mayor Kerry Pascoe represented the people of Wagga Wagga in welcoming the delegates to the city.

Romanian delegates' visit to Coffs Harbour was similarly successful. When the two groups returned to Sydney delegates emphatically reported their appreciation of the communities and settlement sector workers that they had met, before departing for their respective countries. Delegates' insights and experiences in Wagga and Coffs Harbour will add considerably to the development of settlement programs in Argentina and Romania, and Australia will offer ongoing assistance in this regard.

Australia's period as chair of the ATCR/WGR will conclude at the end of the 2012 ATCR in Geneva (9 -11 July 2012).

Articles courtesy of the Department of Immigration and Citizenship



**SETTLEMENT COUNCIL OF AUSTRALIA**  
HOSTED BY THE MIGRANT RESOURCE CENTRE OF SOUTH AUSTRALIA  
INVITE YOU TO REGISTER FOR THE

## **SECOND NATIONAL SETTLEMENT CONFERENCE**

# **2012** **CREATING** **OUR** **FUTURE**

**WEDNESDAY 27 – FRIDAY 29 JUNE 2012**

ADELAIDE FESTIVAL CENTRE, KING WILLIAM ROAD, ADELAIDE, SOUTH AUSTRALIA

The full program for the Second National Settlement Conference has been released, and the two days are really shaping up to be both informative and full of opportunities for discussion and collaboration.

For the full conference program, please follow this link which will take you to the conference page on the SCOA website – [CONFERENCE LINK HERE!!!](#)

The plenary forums have been divided into two streams to flow across the two days of the conference. The streams will each have key speakers, and participants will have the chance to discuss key issues in small tables each its own chairperson to facilitate the conversation.

Details of the two streams are below:

### **STREAM A: Building service Capacity**

This stream will consider the 'National Compact: working together', an agreement between the Australian Government and the not-for-profit sector to find new and better ways of working together based on mutual trust, respect and collaboration. Delegates will participate in discussions about practical approaches for improving the way stakeholders work together. They will discuss good-practice models and identify future directions for strengthening collaboration.

### **STREAM B: Employment Participation**

This stream will consider issues around employment as part of the settlement context, the role of settlement service providers in facilitating employment pathways, client expectations, the reality of the labour market and the intersections between employment and affordable housing.

Delegates will participate in discussions about practical approaches for improving employment participation. They will discuss good-practice models and identify future directions for strengthening employment opportunities.

**TO REGISTER AND FOR MORE INFO –**

**WEB:** <http://www.scoa.org.au/content/conference>

**PHONE:** 02 8065 5225

**EMAIL:** [CONFERENCE@SCOA.ORG.AU](mailto:CONFERENCE@SCOA.ORG.AU)



### Community Placement Network

The Australian Homestay Network (AHN) have historically provided a system for “Homestay Hosts” to provide safe, accessible housing for international students while they complete their studies in Australia. The successful program has seen numerous students housed in a relaxed and friendly home environment where they have been oriented with the local culture and community.

The latest initiative from AHN is the Community Placement Network (CPN). The initiative has been set up to assist asylum seekers being released from detention on bridging visas who may not be eligible for the Community Assistance Support Program (<http://www.immi.gov.au/media/factsheets/64community-assistance.htm>)



### National Anti- Racism Strategy

There has been growing interest in bringing the discussion of racism and anti- racism into the spot light recently. The increase in both government and public interest in zero tolerance of racism has warranted the launch of the Australian Governments multicultural policy "The people of Australia" in February of 2011, the creation of the Australian Multicultural Advisory Council and the establishment of Dr Helen Szoke's new role as Race Discrimination Commissioner at the Australian Human Rights Commission.

As part of the multicultural policy, these groups and others (including FECCA) are working towards a National Anti- Racism Strategy. It is time to bring the conversation of how to combat racism out in the open it seems. The Strategy has a broad aim *To promote a clear understanding in the Australian community of what racism is, and how it can be prevented and reduced* and is structuring conversations around both education and strategy in order to create a plan which is scheduled to be implemented from 2012-2015.

Some people living in Australia, despite being part of a nation built and developed by peoples of many different nationalities and cultures still experience racist attitudes and discrimination through their employment, education and day to day lives. The concept of racism is one that comes in many forms, and for many it is a reality they face every day. The Australian Human Rights Commission (AHRC) has published a discussion paper which is designed to raise questions and spark public conversation which can be filtered back to the Strategy through consultations and surveys. The paper acknowledges that racism exists, and aims define what it means, and how it is sometimes manifested, and the repercussions it can have on those affected by it. The paper then goes on to raise awareness of examples of how racism is being responded to, and how the reader can contribute their ideas and experiences.

What the National Anti – Racism Strategy is aiming to do is to create a space for those affected by racism, and those who are acting to combat these attitudes to come together and share experiences. Individuals and community groups are encouraged to participate in the conversation through a number of different methods:

- Make a submission
- Complete the online survey [www.humanrights.gov.au/antiracism/survey.html](http://www.humanrights.gov.au/antiracism/survey.html)
- Attend one of the many public consultations being held across the country  
<http://www.humanrights.gov.au/antiracism/public-consultation-info.html>

For more information on the Strategy please visit <http://www.humanrights.gov.au/antiracism/summary.html>

### SCOA Consultations

**WESTERN AUSTRALIA CONSULTATION – 2nd APRIL 2012:** SCOA members and stakeholders met on Monday 2<sup>nd</sup> April in Perth for our consultation. The consultation focussed on the areas of access and equity, anti-racism and employment (which have been identified by SCOA as key advocacy areas). We had a fruitful discussion which highlighted some good practice examples in WA and a range of areas members are focussing on in their work with communities. The WA Office of Multicultural Interest has recently launched an online training tool which is promoting cultural awareness in WA government agencies. It will be interesting to monitor the effectiveness of this training resource and see if similar programs can be developed in other states.

#### Dates For your diary:

**NSW consultation – Tuesday 8<sup>th</sup> May 2012 at Redfern Town Hall**

**ACT consultation – Monday 14<sup>th</sup> May at MARSS Canberra**

If you would like to attend either of these consultations please email Sky at [eo@scoa.org.au](mailto:eo@scoa.org.au)

**The agenda for the NSW consultation can be found through this link: [NSW AGENDA](#)**



### National Compact – Ideas@DIAC seminar:

Recently SCOA was invited to present at the Ideas@DIAC seminar on the National Compact. This topic is of great relevance to the sector as the relationship with government, through program, policy and funding, is a crucial one for the settlement sector. The presentation, and the conversation that followed it, covered the theoretical and the practical side of building strong relationships. The National Compact presents an opportunity for the government and the not for profit sector to work together more closely. Working out what that looks like in practice is crucial. The language around the National Compact – language such as ‘mutual trust’, ‘respect’, and ‘collaboration’ is all well and good, but the key is developing a common understanding of what this means in a busy work environment with a range of government contracts and relationships. I was pleased to hear my fellow presenter, from the Department of Prime Minister and Cabinet, talk about the need for ‘glue money’ in the community sector, which he described as money which was not tied to a project, but rather facilitated links between projects (and agencies), acting as the glue keeping a range of programs, projects and agencies working well together. The National Compact is part of the Not for profit reform agenda, and one of the characteristics of it is that it moves quickly from admirable sentiment into complexity (with a fair dose of confusion) in the implementation. The consultation agenda and flow chart are a maze, pointing to the ‘devil in the detail’ maxim. It is great that there are consultations on the reforms, but it is important that the sector is able to keep up with the range (and detail) of reforms proposed. Red tape reduction is welcome, as is ensuring all agencies (whatever their size) are supported through potential changes. The principle of building stronger relationships, and the strategies behind that goal, remain the key. Investment in time, communication, listening and engagement are clearly the way forward. How the conversation is framed, and what it looks like will determine the success of the national compact and not for profit reform. For more information on the compact please see here: (link to national compact website).

### Tax Help program for multicultural Australia continues to grow

Since its establishment in 1988, the Tax Help program has played an important role in helping people meet their tax obligations. Designed to assist people on low incomes, the program provides free, confidential help for people in completing their tax returns during tax time each year.

A key focus in recent years has been expanding the service for multicultural Australia, to ensure people with limited English skills can take advantage of the service. As demand for the service from multicultural Australia continues to grow, we are looking to increase the range of languages available via the program. In particular, we are particularly focused on recruiting volunteers who can assist people from the following language groups: Nepali, Assyrian, Somali, Dari and Karen. Many Tax Help centres cater for people from non-English speaking backgrounds, with volunteers from a wide range of linguistic and cultural backgrounds participating in the program. In 2011, 450 Tax Help volunteers were available to offer assistance to people in languages other than English.

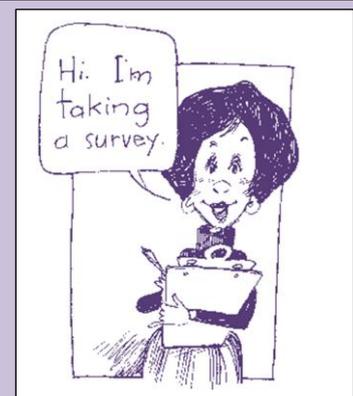
The success of the program has been possible thanks to the tireless work of volunteers and organisations alike, who dedicate time and energy each year to assist people in their communities comply with their tax obligations.

For more information or to get involved in the program, visit [www.ato.gov.au/taxhelp](http://www.ato.gov.au/taxhelp)

### ACOSS SURVEY!!

Australian Community Sector Survey **NOW OPEN** to 30 April 2012. This annual survey is the only regular source of information about the community services sector, by the community sector. It is a key advocacy tool in highlighting unmet demand for services and key challenges facing organisations trying to address them. It is used widely by policy makers and researchers. Survey link: <http://tinyurl/acss2012>

If you have any questions or require further information, please do not hesitate to email [info@acoss.org.au](mailto:info@acoss.org.au)





## How Non-profits Can Use Social Media Successfully and Build Their Digital Libraries

Earlier this week the staff in the SCOA office crowded around one computer, turned up the speakers, turned off our email and for the next hour and a half listened to someone from Singapore talk us through an online presentation on social networking in real time.

Now the concept of the webinar is not a new one. It has been around for years, but in the present age of online networking it is becoming a more popular way for organisations to deliver training and presentations without having to travel to where their students are or vice versa. Not only is this saving money (and the environment!) on travel costs, it opens the training/seminar/presentation up to so many more people than would have been able to attend a face to face training session. All that is needed is a computer with an internet connection, preferably with speakers so one can listen to the presenter (or VoIP is you are lucky enough to have it), or failing that- participants are generally able to dial in through a phone line.

This particular webinar, sponsored by [Microsoft Corporate Citizenship](#) and presented by Helen Mansfield of [Nonprofit Tech 2.0](#) was aimed at not-for-profits to showcase the advantages of setting up online social networks. Helen took participants on a journey through websites which had a firm grasp on how to best utilise social networking tools available. Everything was covered- from interactive websites where on every page a visitor is encouraged to sign up to an e-newsletter, to busy Facebook accounts, to how to be a good “Tweeter” on Twitter. Helen broadened our view of how not-for-profits can interact with members and the public.

The settlement sector is still learning how to engage with the digital world, but we are getting there! You will find many more organisations are jumping on the band wagon and getting on board with social networking (see MDA article below!). Helen encouraged the participants on the webinar to step outside our comfort zones and start a Facebook page. To set up a Twitter account to inform the world of what our organisations stand for and what is happening in our space. Find our “Facebook Voice”! She stressed us to simplify the content on our webpages, and fill the space with large pictures that can be viewed easily on smart phones and tablets – so all those people who are surfing the net on the bus, in the café, on the train or wherever they happen to be can easily view the content on the pages of our website.

The main message was that if not-for-profits *do* engage with social media, it must be committed to wholeheartedly. And it can be time consuming. The recommendation was to update Facebook 3-4 times a week, Tweet something 4-6 times a day, keep the content on the website refreshed regularly and keep up with what other organisations are doing. In organisations where budgets are tight already, this may seem like a big ask. But according to a report released by NonProfit Technology Network (NTEN) Common Knowledge and Blackbaud, ‘likes’ on Facebook can actually result in real money coming in in the form of donations. <http://nonprofitsocialnetworksurvey.com/download.php>. By engaging with and providing interesting content for your members, fundraising can increase significantly. The report went so far as put a monetary return value on a Facebook ‘like’ and the cost to the organisation to gain a Facebook “like’ or a Twitter follower. It is however important to note that the process for gaining donations is not as simple as just asking for one. Like the ‘real world’ it is rare that people will donate straight up. They need to be engaged with. Visitors to your webpage need to be brought in much like you would prospective donors in your usual networks. Tell them what you have been doing, tell them about what others in the sector are doing, give them snippets of interesting facts and pictures to browse through. And the donations will come in time.

Social media is an investment in the organisations online future. Which brings us to another report, which will be launched at the Connecting Up conference next week (<http://www.connectingup.org/conference>) This report does highlight the very real need for the not-for-profit sector to engage with information technology, yet there is a hindrance due to lack of knowledge and training. The funds, training and support needed for organisations in our sector to get on board with where technology is going is hard to access sometimes. But the effort will apparently pay off in the end if we listen to the experts on social media and look to organisations who have embraced the social networking world!

If you have any comments on how your organisation is engaging with technology we would love to hear from you! Please email Laura at [mso@scoa.org.au](mailto:mso@scoa.org.au)



### The Multicultural Development Association (MDA) is on the social networking trail!!

We have set an internal challenge to try and reach 1,000 Facebook friends and 1,000 Twitter followers by the end of April 2012, and despite being more than halfway there on Facebook, we certainly need your help to reach this goal on Twitter!

Facebook and Twitter provide us with an amazing opportunity for broader community engagement and education on the positive benefits of cultural diversity, refugee settlement and building an inclusive Queensland.

Our staff are so passionate and dynamic and do such an amazing job with our clients that we want people to get involved with us – join our activities, volunteer for our organisation, support our campaigns. It seems like social media sites are a great place for us to generate some well-deserved MDA buzz.

But whoa!, it's such a fast moving online space! Because we are so new to social networking it sometimes feels like we need a full time interpreter on staff to explain the jargon to us, I mean seriously – #hashtags and RT's and [bit.ly](#) and trending....it's certainly been a learning curve!

So here is our April 2012 call to action.....we **may be very new to the Twittersphere but with your help in spreading the word, we'd like to make @MDA\_qld a daily "twitamin"** for socially aware, social media junkies everywhere!

Article provided by MDA

### Opportunities

#### **WORLD FEDERATION FOR MENTAL HEALTH & MULTICULTURAL MENTAL HEALTH ASSOCIATION AUSTRALIA (MMHAA) call for abstracts.**

Event: "The Promotion of Mental Health and Prevention of Mental and Behavioral Disorders"

17-19 October 2012. Perth, Australia

Theme: "The 21st Century Approach to Mental Health"

**ABOUT THE CONFERENCE:** It will be held in the Perth Convention and Exhibition Centre and the program will also include an emphasis on the social and emotional wellbeing of indigenous populations in addition to the usual range of topics in mental health promotion and prevention.

The featured keynote speakers are international leaders in research on the prevention of mental disorders and on mental health promotion.

Abstracts close: Sunday 20<sup>th</sup> May 2012

[For more information please see the flyer here](#)

#### **Exploring Barriers and Facilitators to the Use of Qualified Interpreters in Health Foundation House**

Foundation House have released a discussion paper on the above topic. The catalyst for the paper was regular reports from Foundation House clients with low English proficiency not being provided with a qualified interpreter when accessing health care in Victoria. Interested parties are being invited to make a submission on the above discussion paper ([which can be found through this link](#)) by Monday 21<sup>st</sup> May 2012.

Following an analysis of submissions, a report will be released in September 2012; this will include proposed measures to ensure qualified interpreters are available and engaged when necessary in health settings.

Please contact Rachel Vanstone by reply email or telephone on (03) 9389 8930 for further information, or to make a submission.

### **SCOA welcomes Violet as the new NSW Representative**

Violet Roumeliotis has a Bachelor of Arts Degree majoring in Sociology and History from UNSW and has a Masters in Management from UTS. She is also an accredited mediator.

Violet has an extensive background in advocating for and developing services for vulnerable and at risk communities and individuals with more than thirty years' involvement, in both a professional and voluntary capacity, in human resource and project management. In particular, she has developed specialized knowledge and skills in working with people of a non-English speaking backgrounds and culturally diverse communities, refugees and humanitarian entrants, families in crisis, women and children at risk. Her special areas of expertise is in the non-government sector includes building the capacity of small and emerging communities, leadership skills development, women at risk, prisoners, youth mentoring, and cultural diversity training

She is a past President of the NSW Immigrant Women's Speak out and Sydney Rape Crisis Centre, a past Director of the South East Sydney Area Health Board, Chair of South West Sydney Legal Centre and immediate past President of Settlement Services International and sits on the Connect Australia Foundation Board. Violet is also a Board member of the Sydney Alliance and a member of its Leaders Council. She is the CEO of Metro MRC and currently Interim CEO of SSI.



# WALK TOGETHER

IT'S TIME TO WALK TOGETHER

1PM SATURDAY JUNE 23 IN YOUR CITY

FOR LOCAL DETAILS VISIT [WWW.WELCOMETOAUSTRALIA.ORG.AU](http://WWW.WELCOMETOAUSTRALIA.ORG.AU)

The Settlement Council are proud to support the "Walk Together" project being run by Welcome to Australia.

What started as a dream and a vision from Brad Chilcot of Adelaide, SA to create a positive voice about those seeking refuge and asylum in Australia, has grown into a nationwide campaign to welcome new arrivals to this great country. The aim of Welcome to Australia is to take the conversation out of the political sphere, and involve Australians from all walks of life to show how they care about cultural diversity and treating people with dignity and respect.

As part of refugee week in June, Welcome to Australia in partnership with numerous organisations across the country, are organising "Walk Together". The event which is to be held in all major cities at 1pm on Saturday 23<sup>rd</sup> June involves all members of the community to walk together to show recognition of those who have arrived in Australia through all the different pathways, from all walks of life.

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

You can 'Like' Walk Together on Facebook.

If you would like to be involved, please email [welcome@welcometoaustralia.org.au](mailto:welcome@welcometoaustralia.org.au)

*We're Aboriginal Australians, we're refugees, we're skilled migrants, we're long-term Australians, we're international students, we're asylum seekers... we're people. It's time to Walk Together into a future where diversity is celebrated, fear is replaced with welcome and where everyone belongs.*

*It's time to walk together.*

## Success on the Roads with Diversitat's Bike-Ed!

Over the past year Diversitat has been running a bike education program. The main objectives were to help newly arrived communities learn the basic Australian road rules, assisting them to attend English classes as well as other appointments and safely share the roads with other road users. Several practical sessions were organised and participants, from the Karen, Karenni, Congolese and now the Afghan communities were given bikes to be used for day to day transport including trips to the supermarket, dropping the kids off to school, visiting friends or relatives, and attending Adult Migrant Education Program classes.

Several organisations including the Geelong Police, Shell refinery, and Bike Safe Geelong have been assisting this program, which is a proven success story with the newly arrived communities and has become extremely popular.

Graham Gibson, from the "Portarlington Pedal Group" (photo) has also been of tremendous help in creating this successful program. He has sourced out and donated over a 100 bikes which were then checked, repaired and roadworthyed by members of Bike Safe Geelong. The bikes were then used in the education process before being handed over to the neediest ones.

For any enquiries about the project please contact Hemraz Bhoolah, Diversitat Community Development Worker on 03 52216044.



Article courtesy of Diversitat- Geelong



## NATIONAL SETTLEMENT POLICY TELECONFERENCE



### **Tackling racism: Towards a National Anti-Racism Partnership and Strategy**

#### **SPN APRIL 2012- "TACKLING RACISM"**

The April Settlement Policy Network (SPN) teleconference hosted by SCOA in partnership with the RCOA was entitled 'Tackling Racism: Towards a National Anti-Racism Partnership and Strategy'.

The guest speakers at the teleconferences were Rivkah Nissim the Senior Project Officer of the National Anti-Racism Partnership and Strategy from the Australian Human Rights Commission, and Pamela Rodriguez the Senior Project Officer in the Participation and Equity for Health Unit of VicHealth.

Rivkah gave a presentation detailing the background to the development of the Strategy as part of the Government's multicultural policy *The People of Australia*. The Strategy is currently in the consultation process which includes community consultations, a call for submissions to the National Ant-Racism Partnership and Strategy Discussion Paper 2012 and an online survey. The aim of the Strategy is to develop an understanding of what racism is in the community and empower people to react to instances of racism. The intention is to have the Strategy developed by the middle of 2012.

Pamela presented on the Localities Embracing and Accepting Diversity (LEAD) Program, a pilot program that works with local government to build fair and welcoming communities and organisations. The aim of the program is to prevent discrimination and support cultural diversity within local communities and organisations. The pilot program is currently running in the City of Whittlesea and the City of Shepparton in which interventions have been developed that can be used within each locality. The aim is to develop a range of resources and tools that can be used by other local councils to support diversity within their locality.

Following the presentations, discussion was opened up on the issue of racism and how it can be best addressed. From the discussion, the following points were raised:

- The media has an important role in reflecting what is the norm and can very powerfully support and promote multiculturalism within the community.
- There is a need to address racism through education in schools and community education. Education needs to include issues of racism, cultural awareness and multiculturalism, as well as how to deal with receiving racism.
- There is a difference between urban and rural areas in terms of social understanding and degree of diversity. This means that different strategies need to be used in these different localities.
- There needs to be an awareness of the existence of racism not only between white Australians and people of refugees and migrant background, but also between cultural groups. Many people have had a very particular experience in becoming a refugee which often includes a race element which can impact on the ability of cultural groups to live in close proximity.
- The existence of racism in terms of employment was discussed in which many qualified people of refugee and migrant background are only able to find low paying jobs.
- Although many mainstream organisations have policies in place to address racism, there can be instances of racism that are engrained into the organisations' culture. There is a need for organisations to have a deeper commitment to addressing racism that goes beyond merely meeting requirements.

Both SCOA and RCOA will be putting in a submission to the National Anti-Racism Partnership and Strategy. SCOA has also created an online forum for member to continue the conversation on racism. If you are unsure of your log in details, please contact Laura Anderson (Membership Services Officer).



### ***Do One Thing to support Cultural Diversity and Inclusion.***

"Cultural rights are an integral part of human rights, which are universal, indivisible and interdependent. The flourishing of creative diversity requires the full implementation of cultural rights as defined in [Article 27 of the Universal Declaration of Human Rights](#) and in [Articles 13 and 15 of the International Covenant on Economic, Social and Cultural Rights](#). All persons have therefore the right to express themselves and to create and disseminate their work in the language of their choice, and particularly in their mother tongue; all persons are entitled to quality education and training that fully respect their cultural identity; and all persons have the right to participate in the cultural life of their choice and conduct their own cultural practices, subject to respect for human rights and fundamental freedoms."

*Article 5 of the UNESCO Universal Declaration on Cultural Diversity (2001)*

The United Nations Alliance of Civilizations (UNAOC) in partnership with UNESCO and various other partners from corporations to civil society is launching the world campaign "**Do One Thing for Diversity and Inclusion**", aimed at engaging people around the world to *Do One Thing* to support Cultural Diversity and Inclusion.

Following the adoption in 2001 of the Universal Declaration on Cultural Diversity the UN General Assembly declared May 21 as the World Day for Cultural Diversity for Dialogue and Development.

This Day raises awareness on the richness of world cultures and the opportunities that cultural diversity can bring to societies.

#### **Do One Thing For Diversity and Inclusion**

Every one of us can do ONE thing for diversity and inclusion; even one very little thing can become a global action if we all take part in it.

The 2012 campaign, by encouraging people and organizations from around the world to take concrete action to support diversity, aims:

- To raise awareness worldwide about the importance of intercultural dialogue, diversity and inclusion.
- To build a world community of individuals committed to support diversity with real and every day-life gestures.
- To combat polarization and stereotypes to improve understanding and cooperation among people from different cultures.

#### **How to join the 2012 campaign?**

- "Like" them on Facebook....and start a discussion on the "wall" and get surprised with posts and videos (<http://facebook.com/DoOneThingforDiversityandInclusion>)
- Tell others about this day.
- Take part in the photo and slogan contests
- Organize an event or put your event under the umbrella of the Campaign

For ideas of simple things YOU can do to celebrate the World Day for Cultural Diversity for Dialogue and Development on May 21, 2012 visit the "Thought starters for individuals" on the Do One Thing for Diversity and Inclusion facebook page.

There are thousands of things that you can do, are you taking part in it?



**CONFERENCE  
PROGRAM**