

2012 Highlights

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Message from SCOA

Chair – Cedric Manen



Executive Committee and I have been working together following the AGM and the all-day planning meeting to clarify SCOA's strategic direction for 2013. There have been detailed discussions on progressing the SCOA conference recommendations, social media, and mainstream media. It will be interesting to see how these discussions develop in the coming months.

It has been a time of change for the sector, with a great deal of focus on refugees and asylum seekers in the media, as the series of recommendations from the expert panel report are the subject of debate and implementation. We have conducted consultations on the Integrated Service Delivery Framework (ISDF) and a submission has been sent to DIAC. You can access the report by following this link to the SCOA website. The shifts in pre-settlement and settlement have been significant in recent months. Understanding the links and differences between them, from a conceptual and a practical basis is part of our work in the settlement sector, and thus part of our ongoing discussion and advocacy.

The inaugural Think Tank this month had 14 participants from around the country. The first discussion was on SACS award case, and you can read more about this later on in the newsletter.

Finally, I'm sure many of you have recently completed your SGP applications – best of luck with your application!

Thanks for your support in 2012 from all at SCOA. Sending festive greetings and well wishes for 2013.

Thank you, Cedric



Message from SCOA Executive Officer- Sky de Jersey

I'm sure we are all looking forward to a break over the holiday season, which is fast, approaching. I have found my calendar filling up with appointments as we collectively try to finish tasks before the end of year break. This end of year newsletter is packed with information and ideas, a true celebration of highlights from the settlement sector for 2012.

Recently SCOA participated in the annual UNHCR NGO consultations held in Canberra. Gathering with a range of experts and colleagues from the sector to discuss refugee and asylum policy was a fruitful and thought provoking exercise. There were a range of discussion groups through the two day meeting, I was able to participate in those on settlement and media. Each discussion covered a wide range of ideas and issues, reflecting the complexity of our daily work in refugee resettlement.

The annual consultation on the Migration Program hosted by DIAC had many more non-government representatives this year. The consultation focussed on the bigger picture migration program, which this year includes an increased allowance for family reunion visas. SCOA's comments concentrated on the need for settlement support and the significance of the Houston report on the settlement sector, and the (welcome) expansion of the humanitarian program.

I was also invited to present at a recent forum hosted by the Community Relations Commission in NSW on refugees and asylum. My presentation focussed on highlighting how the settlement and asylum sectors have increasingly worked together collaboratively to assist this cohort of entrants who present with a range of specific needs.

I wish you all a peaceful, family filled festive season, and a prosperous and productive 2013!

Concern over impact of 'no advantage principle'

There has been wide spread concern from many in the sector over the impact that the recommendations of the expert panel on asylum seekers released on 13 August 2012 will have on those seeking to gain asylum in Australia. The Settlement Council released a statement on our concern over the impact of the 'no advantage principle' being implemented (the media release can be found here <http://www.scoa.org.au/content/what-we-do>). In an announcement by Minister Bowen on the 21st November, any person arriving by boat to Australia post the 13th August 2012 will have the 'no advantage principle' applied to their cases, whether they are sent to offshore processing centres on Nauru or Manus Island or if they remain on Australian soil. Those who are covered under the 'no advantage principle' and are granted bridging visas to live in the community until such a time that their case is processed will receive no work rights, will receive only limited accommodation support and will be eligible for only limited financial assistance.

'The conditions imposed by the implementation of the 'no advantage' principle will have significant impacts on the lives of vulnerable individuals' said Cedric Manen, Chairperson, Settlement Council of Australia. 'The removal of work rights for people on bridging visas in the community, and the long delays in status resolution leaves people in limbo, dependant on others and with limited support.'

SCOA agrees with research conducted by Professor Graeme Hugo on the positive economic, social and civic contributions refugees can and do make in Australia, and that by applying this principle those who migrate through 'non regular' methods will be unable to make these positive contributions to society and thus prolong the time it takes to successfully settle.

SCOA is concerned of the impact that these changes will have on non- government organisations providing services to support people who will inevitably experience very long delays in the determination of their future.

'The settlement sector needs better engagement from the government around settlement planning, to understand the impacts of these policy developments on settlement, and to ensure that Australia's record of settlement support, and long term support for social cohesion is maintained' said Cedric Manen



News from the Department of Immigration and Citizenship

2012 Australian Cultural Orientation Program (AUSCO)/Humanitarian Settlement Services (HSS) Trainer Conference in Melbourne

The AUSCO program is the beginning of the settlement process for people coming to Australia under the Humanitarian Program. AUSCO is regarded as the bridge that marks the transition from life as a refugee to the journey and initial settlement in Australia.

The Onshore Orientation Program (OOP) under the HSS Program seeks to equip clients with basic life-skill competencies to settle successfully in Australia. The OOP is intended to reinforce and build on messages provided to Clients through the offshore AUSCO program.

Each year a trainer conference is held in Australia to bring together AUSCO and HSS trainers with the primary aim of improving the linkages between pre and post arrival settlement orientation. This year's conference was held in Melbourne from 29-30 October and promoted best practice methods of delivering orientation programs and provided an important opportunity for trainers to network.

The conference combined presentations, workshops, networking opportunities and field trips to some of Victoria's settlement service providers such as AMES, Diversitat, New Hope Foundation, Brotherhood of St Laurence, Centre for Multicultural Youth, Fitzroy Learning Network, Southern Migrant and Refugee Centre (SMRC) and SMRC's Homework Group, and the Atherton Community Gardens in Fitzroy.

The enthusiasm and passion of the participants is a testament to the humanitarian aims of Australia as a refugee settlement country.

Citizenship Information Sessions

From October 2011 – October 2012 Citizenship Program Management Section delivered approximately 24 citizenship information sessions to various community groups to raise awareness of Australian citizenship and the course as an alternative pathway to citizenship.

Citizenship information sessions were organised through departmental Community Liaison Officers and/or directly with community groups, and delivered throughout metropolitan and regional areas of Australia with assistance from state and territory officers.

The citizenship information sessions cover topics such as:

- why become an Australian Citizen?
- how to apply, applicable forms and fees
- eligibility requirements
- preparatory resource materials
- the citizenship test, including the citizenship course as an alternative pathway; and
- citizenship ceremonies and taking the pledge.

The latest citizenship information sessions were held in Albury/Wodonga, organised through the Albury Wodonga Community College. More than 83 people attended who were of Bhutanese or African ethnicity and most attendees were eligible to apply for citizenship. The information sessions were conducted at various times of the day to allow people who work to attend. The majority of attendees had low levels of English due to factors such as low levels of education even though English tuition had been accessed by many of these clients through the Adult Migrant English Program (AMEP).

Interpreters were utilised at the information sessions which assisted in attendees having a better understanding of the information that was delivered.

The main questions asked by attendees revolved around the:

- application process and cost
- computer-based test; and
- citizenship course.

Information sessions have contributed to an increased application rate for citizenship.

For additional information about citizenship information sessions, or the citizenship course, feel free to contact Sofia Basic (02) 6198 7242, or Marg Calvert (02) 6198 7036



DIAC News continued

2012 Humanitarian Settlement Services (HSS) Service Provider Conference

The 2012 Humanitarian Settlement Services (HSS) Service Provider Conference was held in Sydney from 8-9 November 2012. The conference provided an opportunity for DIAC staff and HSS Service Providers to interact, exchange information and work in partnership on developing strategies to address issues confronting the program in coming years.

The conference focussed on the challenges and opportunities facing Australia's settlement program given the expansion of the Humanitarian Program to 20,000 places.

A number of special guests were invited to offer their unique insights to the settlement experience. These included:

- Senator the Honourable Kate Lundy – Minister for Multicultural Affairs
- Dr Wendy Southern - Deputy Secretary, Policy and Program Management, DIAC
- Dr Brian Galligan and Ms Melissa Phillips - University of Melbourne
- Professor Eileen Pittaway and Dr Linda Bartolomei - Centre for Refugee Research.

Dr Galligan and Ms Phillips presented on their current research exploring pre and post-migration settlement journeys of visible migrants and refugees in rural and regional Australia. Professor Eileen Pittaway and Dr Linda Bartolomei spoke to the group about identifying and responding to human rights challenges in the settlement process with a special emphasis on gender-based violence.

The conference agenda also included discussion on issues such as:

- outcomes from the 2012 Quality Assurance Review
- the service-delivery nexus between clients on BVEs, in Community Detention or in HSS
- ongoing challenges of client accommodation

Feedback from service providers has indicated that the conference was deeply valued as an opportunity for DIAC and service providers to meet together to discuss common goals and agendas and to establish shared strategies for managing Australia's settlement program in a time of great opportunity.

Humanitarian Settlement Services (HSS) Reference Group

The Government announced in August 2012 that Australia's Humanitarian Program is to be expanded to 20,000 places in 2012-13.

The HSS Reference Group was established to provide a forum for the Department of Immigration and Citizenship and humanitarian settlement service providers to work together to achieve the expansion of settlement services and to achieve some efficiencies in the HSS program. There has been strong interest in the settlement sector to work with the department and all HSS service providers are represented in the Reference Group. The Reference Group can draw on the collective wisdom of the settlement sector and the department.

The Reference Group first met on 25 September 2012. Given the large number of people involved it was agreed that most of the substantive policy development will take place in sub-groups. The aim of the sub-groups is to reach consensus about what is to be achieved and ensure that all parties are able to work together to ensure the success of the HSS program.

The five sub-groups are:

1. Managing the expanded Humanitarian Program
2. Client eligibility
3. Designing services for a mobile HSS cohort
4. Remodelling the Basic Household Goods package
5. Streamlining administration and reporting

All sub-groups have strong service provider representation, as well as from the department's National Office and Service Delivery Network. Work on all sub-groups has commenced. This collaborative exercise is progressing very well, and the department's policy development process is benefitting from the input of those service provider staff involved in field delivery of HSS services. The sub-groups have already proposed some common sense solutions for achieving efficiencies while ensuring good outcomes for clients. Work on progressing these proposals into actual policy changes continues.



The Sydney Alliance is a non-party-political organisation that was established back in 2007 with the aim and objective to work for “common good”. The Alliance brings a unique voice to the challenges and issues people are facing in Sydney city. The Alliance is an independent organisation and is funded by its members.

As a citizen coalition, the Alliance works collaboratively with various members from religious, ethnic, trade unions and other community organisations with the purpose to “promote diversity while building a cohesive society”.

Under the umbrella of more than 48 organisations involved includes five organisations from the settlement sector which are also members of the Settlement Council of Australia SCOA. This includes, Metro Migrant Resource Centre, St Vincent de Paul Society NSW, Settlement Services International (SSI), St George Migrant Resource Centre, and the Hills Holroyd Parramatta Migrant Resource Centre.

To get a clearer perspective on how the Sydney Alliance operates, we spoke to Amanda Tattersall, Coalition Director of the Sydney Alliance.

What are some of the projects that the Sydney Alliance is currently working on with its members from the settlement sector?

“Currently the focus with the settlement sector and other partner agencies are aimed at addressing the issues of transport, social inclusion and community health care programs” said Amanda.

“Other projects included bilingual services for non-English speaking backgrounds including migrants and people from refugee background, pathways to employment and programs for youth”

How does the Alliance see its relationship with the settlement sector?

“The Alliance work closely with its partner members including the settlement sector to achieve common good for the community. The role of settlement agencies has been pivotal in terms of their commitment and support”

What are future initiatives in terms of involving the settlement sector as the Alliance expands to state level?

“As the organisation continues to expand there is also a potential to stretch the alliance with settlement agencies and other organisations on other issues” Amanda concluded.

You can find more information on the Sydney Alliance and any upcoming meetings at <http://www.sydneyalliance.org.au/>

Article courtesy of Jamil Ahmed, SCOA Intern





Some highlights from some of our member organisations from 2012!



Settlement Services International

Special Feature: Refugee Women's Project in partnership with the UNSW Centre for Refugee Research

Refugee women arriving in Australia on 'Women At Risk' visas (204) in the Humanitarian Settlement Services (HSS) Program in Sydney, were consulted by the Centre for Refugee Research at the University of New South Wales. The women spoke about how Settlement Services International's Bilingual Guides provide their 'only voice' and 'light their way' in their early days of learning to navigate Australian systems. Sharing the same refugee background as the women gives the guides a genuine understanding and empathy for the newly arrived refugee women, and their assistance is essential for the women's physical and emotional wellbeing in their early days of settlement. The women consulted spoke very highly of SSI services and the qualities of the staff members who worked with them, also identifying SSI case managers' provision of links to other essential services as vital.

The research was conducted by Dr Eileen Pittaway and Linda Bartholomei at the request of Amrit Versha, SSI's former Program Manager. The Centre has produced an interim report on its evaluation of the effectiveness of settlement services provided to refugee women resettled to the Sydney metropolitan area under the mandate of Settlement Services International (SSI), funded by the Department of Immigration and Citizenship. It compares the experience of a group of refugee women arriving under the UNHCR-determined "women at risk" category, who have received specialist targeted services, with a group of women who have entered Australia as refugees on other visa categories (200 and 866) and who received general settlement services.

Caseworkers and Bilingual Guides reported that from their experience, many women who arrive on 200 and 202 Visas and those released from detention on 866 Visas often have pre-arrival experiences similar to those of many women who enter on 204 visas as women at risk. These women also need specific and targeted support to assist their settlement into Australia. Women who have been in detention have an additional layer of trauma, and need more specialised psychosocial support.

The evaluation suggests that additional services are needed to support refugee women to overcome the compounded barriers to successful integration they face. The findings also show that these women are often ostracised from their own community as a result of the 'shame' and discrimination associated with being labelled a 204 entrant who may have experienced sexual violence or other forms of gender based violence.

Accessing affordable housing, learning English, finding employment, connecting to their community, and parenting in the new cultural environment, all present challenges that can feel insurmountable to single women attempting to manage their family alone in Australia and cope with their accumulated trauma.



Settlement Services International

2013 recruitment drive for foster carers

Settlement Services International has been selected by NSW Family and Community Services as a new foster care provider for the Hunter-Central Coast, south west and central parts of metropolitan Sydney. The Multicultural Foster Care Service will provide foster carers and case management for children in care from culturally and linguistically diverse backgrounds (CALD). These are children who have been temporarily or permanently removed from their birth families due to neglect or abuse. (cont. next page)



In 2013, SSI will begin recruiting foster carers from the Arabic-speaking, Vietnamese, and African communities. While the campaign will focus on these three communities, SSI welcomes interest from people from all cultural backgrounds who wish to become foster carers. SSI's capacity as a multicultural services specialist will enable the Multicultural Foster Care Service to assist CALD children to remain connected to their culture, religion and language.

SSI CEO Violet Roumeliotis said: "We welcome calls from people who are interested in providing safe and nurturing home environments for CALD children in care. Fostering can be an extremely rewarding activity."

"Carers have the opportunity and satisfaction of helping vulnerable children to grow up strong and assisting children to remain connected to their culture. They can also develop positive relationships with the children in their care, acquire new skills and meet other people involved in foster caring."

To support foster carers, Settlement Services International will provide:

- caseworkers or casework aides who speak their language
- matching of foster carers and children based on culture, religion and language where possible
- cultural workers to help carers meet the child's cultural needs where a match is not possible
- a foster carer allowance to cover the costs of children in their care
- training, assessment and carer support groups conducted in their language

The process for becoming a foster carer involves speaking with staff from the service, completing an application form, providing personal and health references, agreeing to a Working with Children check and other checks, participating in training, and taking part in an assessment process to determine their suitability as a carer.

For more information contact Thanh Nguyen, Foster Carer Recruitment, Assessment and Training Coordinator, on 0402 771 390 or email T.nguyen@ssi.org.au

Thank you to Angela Calabrese – Marketing and Communications, SSI for providing this information.



UNHCR

United Nations High Commissioner for Refugees

Haut Commissariat des Nations Unies pour les réfugiés

UNHCR together with the University of Geneva has developed a project for the benefit of all resettled refugees worldwide. It is the online Worldwide Community of Resettled Refugees.

Registration for a resettled refugee is completely voluntary and restricted to those who have resettled or are descendants of resettled refugees, whether they arrived last week or sixty years ago.

By registering a resettled refugee can:

- Share what they have made of their new life
- Trace relatives and friends who have resettled
- Tell their story to their children, grandchildren, and their children
- Advise those who are resettling
- Be a voice of the resettled refugee community
- Help advocate important issues affecting resettled refugees
- Serve as a member of a unique group that UNHCR will consult with on resettlement and other important issues

See this link for a flyer to give to your clients who may wish to participate in this world wide community
<http://www.unhcr.org/5077e5d96.html>



MIGRANT
Resource Centre
(Northern Tasmania) INC.

**Bhutanese Community Leading Australian Citizenship Test
Training in Launceston**

The Bhutanese are the largest migrant community in Launceston, Tasmania. Since 2008 over 500 Bhutanese people have been settled. In the last year many Bhutanese humanitarian entrants are now reaching the required four year wait to apply for Australian Citizenship.

Leaders in the Bhutanese community in Launceston identified that on account of the English language skills of many community members, successful completion of the Australian Citizenship test was a challenge.

President of the Bhutanese Community of Tasmania North, Narad Koirala, constructed a plan and in September this year commenced facilitating a free weekly course training members of the Bhutanese community in comprehension and understanding of the Citizenship test.

The course has an average of 25 participants per session and is run at the Migrant Resource Centre (Northern Tasmania)'s community facility Haig Street Hall in the Northern Suburbs of Launceston. A group of eight Nepali speaking volunteers and two English speaking volunteers along with organiser Mr Koirala facilitate the course.

In order to improve the quality and effectiveness of the training course Mr Koirala and the team of volunteer trainers are organising classes with the Tasmanian Polytechnic to improve their teaching and tutoring techniques.

President of the Bhutanese Community of Tasmania North and Training Organiser Narad Koirala said: "This program will make a big difference to our community and is very important to our people. I want to thank everybody for being involved."

Mr Koirala also hopes that the program will grow and more volunteers step on board so that people from many different cultural and linguistic backgrounds will be able to attend the program and can be tutored one on one.

The Migrant Resource Centre (Northern Tasmania) is continuously impressed by the innovation and community spirit shown by the communities we work with and feel privileged to be able to support such programs.

By Alison Wilkes Communications Coordinator
Migrant Resource Centre Northern Tas Inc.



Australian Council
of Social Service

**Registrations open for ACOSS
National Conference 2013**
National Wine Centre, Adelaide
25th and 26th of March

SCOA Member profile...



Where are you located?

Level 1, Suite 21, Virginia House
68 Abbott St, Cairns
PO Box 201, Cairns QLD 4870
Ph: 07 4041 7699
Fax: 07 4041 7655



<http://www.centacarecairns.org/services/migrant-services/migrant-services.html>

When was your organisation established?

We have been providing settlement services since 2001.

Give our readers a brief history of your organisation:

As a major program of *Centacare Cairns*, Centacare Migrant Services (CMS) has been proud to support the settlement journey of newly arrived individuals, families and communities of Cairns and far north Queensland for over a decade. Through our dedicated team of case managers, community development and advocacy staff, we provide a range of quality human services to support culturally and linguistically diverse (CALD) people to participate in all aspects of community life.

The Cairns region is an important regional settlement location for migrants to Queensland: one in five people in Cairns are overseas-born and one in ten speaks a language other than English (LOTE) at home (ABS 2006). In recent years, Centacare has supported migrants predominantly from Thailand, Laos, China, Rwanda, Congo, the Pacific, Burundi, Sierra Leone, Iran, Sri Lanka and Afghanistan. Cairns largest community of humanitarian migrants are from Bhutan. The Bhutanese community commenced settlement in Cairns in 2008 and now includes over 550 individuals.

What type of services does your organisation provide?

Individual and Family Settlement Services

- Individual, family and group work to support settlement in Australia;
- Advocacy services;
- Consultation on access and equity issues;
- Information and referral to interpreting and translation services, health, education, housing and migration advice services.



Humanitarian Settlement Services

- Intensive support for newly-arrived humanitarian entrants;
- Integrated case-management model incorporating bicultural worker, case manager and volunteer, creating strong foundations for settlement.



(Centacare Cairns profile continued)

Community Development Projects

- CALD Education projects;
- Diversity and social cohesion initiatives;
- Strengthening CALD community groups and events



A Centacare community project worker displays art-work produced at the 2012 World Refugee Day event.

Community Advocacy

- Systemic advocacy programs;
- Engagement and advocacy for 2012 focussing on: health, schools, the justice system, employment and anti-racism.

Youth Support

- Youth case-work
- Building Life-Skills and resilience group program in schools
- Engagement in youth activities including sporting programs

Employment Services

- Individual employment advice for jobseekers from a non-English-speaking background

Driver theory and training access can be challenging for migrants seeking work in regional Cairns



What makes your organisation unique?

Centacare Migrant Services Mission:

A just, diverse and inclusive society where migrants apply their strengths to realise their potential.



The team at Centacare Migrant Services are dedicated to supporting people, families and communities to realise their potential by building on their strengths. We are guided by rights-based frameworks that respect diversity, social justice and inclusivity. Within our unique team we have:

- Educators;
- Social (justice) workers;
- Activists;
- Volunteers;
- Artists;
- Therapists;
- Linguists;
- Leaders;
- Survivors;

and many, many more!

Do you have any events you would like to promote?



Cairns Bhutanese Day 2012

The Cairns Bhutanese Community will commemorate their first day of arrival in Cairns on December 4th, 2008 by hosting their first cultural heritage event:

3-6pm December 8th @ Emmanuel Church Brown Street Manunda

Last little bit on Centacare Cairns- some photos of their staff and programs from 2012!

If you would like to contact Centacare Cairns to find out more about their programs you can reach them at:

migrantservices@centacarecairns.org | Ph: 07 4041 7699

Thank you to Melissa Kulan and Rachel Wicks from Centacare for providing this information for us.



Bhutanese women at the World of Women group November 2012

Centacare Migrant Services facilitates a monthly women's group in partnership with Carer's Queensland through which women of diverse backgrounds can socialise, relieve stress through yoga and meditation and learn more about issues affecting their families, such as parenting children and teenagers.



Multilingual Community Education 2012-13

Hmong, Bhutanese and Thai community members attend an interpreted session at the Cairns Disaster Coordination Centre during the cyclone season

Centacare Migrant Services coordinates a calendar of orientation and community education programs on topics such as employment, emergencies, family relationships, healthier communities and a range of other areas.



Congolesse community members participate in self-advocacy training

Centacare Migrant Services Advocacy team provide staff and community advocacy training on human rights, advocating for an interpreter and anti-discrimination.

2013 Migration and Settlement Awards

Nominations are now open for the 2013 Migration and Settlement Awards, hosted by the Migration Council Australia (MCA). The Awards showcase the work of organisations and individuals that assist new migrants and refugees to settle, to feel included and to participate.



The judging panel for the awards will include: Ms Naomi Milgrom AO; Air Chief Marshal Angus Houston AC, AFC (Ret'd); Dr Helen Szoke; Judge Rauf Soulio; and Dr Hass Dellal OAM.

This is the first time Australia has had awards to recognise the good works of those who have developed programs and initiatives to include migrants and refugees and to make them feel welcome.

Nominations are being sought for organisations and individuals from a range of areas including business, sport, the community sector, media and the law. The awards categories are:

- Award for Settlement Innovation
- Award for Case Worker of the Year
- Award for Journalism Excellence
- Business Inclusion Award
- Award for Sports Leadership
- Award for Diversity and the Law
- Lifetime Achievement Award

Nominations close 5pm, Friday 8 February 2013. You can make a nomination online at www.migrationcouncil.org.au

Winners will be announced at the Gala Dinner, to be held in the Great Hall of Parliament House on 18 March 2013.



Update from the Department of Education, Employment and Workplace Relations

Roundtable discussions with migrant communities and service providers

The Hon Bill Shorten MP, Minister for Employment and Workplace Relations, the Hon Kate Ellis, MP, Minister for Employment Participation and the Hon Julie Collins MP, Minister for Community Services, Indigenous Employment and Economic Development are hosting a series of roundtable discussions with key representatives from migrant communities in all capital cities and a regional location in each State and Territory across Australia.

The aim of these roundtables is to hear from the migrant communities on how effective the employment and other complementary services such as Language, Literacy and Numeracy programs, Department of Immigration and Citizenship Adult Migrant English Program and other settlement programs are in delivering support to their communities.

These meetings also:

- allow service providers a better appreciation of the issues the migrants face in looking for work, accessing employment and complementary services, finding jobs and retaining work, especially for youth and women;
- share success stories and explore what can be done to improve the delivery of employment services in the short, medium and long run; and
- disseminate information on the importance of integrated service delivery and facilitating and strengthening the relationships between employment service providers and complementary program providers.

So far, there have been meetings in Melbourne, Sydney, Adelaide and South Brisbane in 2012.

Better Practice Forums

The Department of Education, Employment and Workplace Relations is planning a series of state-based forums as a means of building relationships between, and sharing better practice among, Job Service Australia (JSA) providers and complementary service providers, to achieve wrap around servicing for disadvantaged job seekers.

A pilot forum was held in Melbourne in August, focusing on young or homeless job seekers. Based on the successes of this first pilot, a number of subsequent Better Practice Forums are scheduled throughout 2013 on a range of different topics. Three of these forums will be focused specifically on supporting the employment of humanitarian refugees, skilled migrants and job seekers from culturally and linguistically diverse (CALD) backgrounds, and are to be held in Sydney, Brisbane and Townsville. The Department will be working with the Settlement Council of Australia and other key stakeholders to identify attendees and ensure these CALD-focused forums are a success.

The forums will showcase better practice examples of how JSA providers and complementary services are working together to achieve better outcomes for disadvantaged job seekers, and provide networking opportunities. These forums are a great opportunity for JSA providers and complementary service providers to showcase the benefits of wrap around servicing and build effective relationships.

RACISM. IT STOPS WITH ME

"Our own uniqueness is celebrated by embracing someone else's difference." **Peter Scanlon Chairman,
Scanlon Foundation**



Funding and new services announced for multicultural youth

The last few months have been an exciting time for multicultural youth settlement, especially for the Multicultural Youth Advocacy Network (MYAN).

The Hon. Kate Lundy announced in early November that DIAC has committed \$1.2 million dollars over three years to develop a national approach to youth settlement through MYAN. This funding reflects the continued increase in the amount of humanitarian entrants under the age of 30 settling in Australia, and the need to facilitate programs tailored to the particular needs of multicultural young people.

Senator Lundy commented on the funding commitment: "this funding will allow further collaboration and linkages with relevant stakeholders, including other peak bodies, government and non-government organisations. It will help to clearly articulate best practice principles and actions for delivering youth settlement services. It will build the skills of settlement service workers and those involved in mainstream youth services."

On the same day in Sydney, a new partnership between MYAN (NSW), Centre for Multicultural Youth (CMY), Settlement Services International (SSI) and Greater Western Sydney Giants (GWS Giants) was launched. This new initiative has been established to support young people in the Greater Western Sydney area from a migrant and refugee background.

\$270,000 of the money DIAC has committed will be allocated over three years to the establishment of a new independent multicultural youth-specific service which will strengthen the ability of young people from migrant and refugee backgrounds in the Greater Western Sydney area to settle well through stronger participation in work, school, family and community.

Carmel Guerra, CEO of the Centre for Multicultural Youth added: "We welcome the opportunity to support the establishment of this service. It is not only a significant boost for young people in Greater Western Sydney but also to other's around Australia as it strengthens a national approach to helping young people settle well."

A Life Learning Centre which will be established in a new administration and training centre at Sydney Olympic Park will assist in the delivery of these programs. The targeted training programs will benefit multicultural youth not only in Western Sydney but across all of Australia. Violet Roumeliotis, CEO of Settlement Services International said: "This unique project will make it possible for mainstream and specialised youth services and the sporting community to work closely for the benefit of young people from refugee and migrant backgrounds in Greater Western Sydney and beyond."

Keep an eye out for more information over the coming year as this project gains momentum.



The partnership is launched at Sydney Olympic Park



Settlement Sector resources

SCOA Online Research Library

The Settlement Council of Australia has been working to build a research library database for its members. The aim of this is to provide members a cohesive resource centre where relevant and up to date research and data on issues related to settlement can easily be accessed.

For the purpose of understanding of how the project looks, we have selected three different research reports to showcase this month, based on their relevance for SCOA members and other interested stakeholders.

1. Taylor-Neumann, L.V.N., and Balasingam, M.R. (2009). Sustaining settlement in Murray Bridge South Australia – by Lutheran Community Care.
2. Bond, S (2010) Women on the move- evaluating a refugee mentoring project – prepared by Brotherhood of St Laurence
3. Refugee Council of Australia RCOA (2011). Australia's refugee and humanitarian program 2011-12: community views on current challenges and future directions – prepared by Refugee Council of Australia.

The first report informs the readers about the humanitarian settlement in the regional town of Murray Bridge in South Australia. It further investigates refugee experiences with the local community. Included in the report are some statistics that shows an increase in the humanitarian settlement in 2001 and a decrease towards the end of the decade.

The second paper provides an overview of the pilot program "Women on the Move" (WoM) that was delivered in the city of Hume, Melbourne. It further informs readers about the social isolation refugee women are facing at home due to various cultural norms and religious values.

The third document gives readers an insight of the Australian humanitarian program in the year 2011-12. Accompanied by recommendations the report also provides a statistical data of the various on-shore and off-shore programs that are available to refugees and asylum seekers.

As a sector representative SCOA believes that it is important and beneficial to our members to keep good quality of information and research in the online library. SCOA hopes to continue strengthening its database via contributing relevant and credible information on regular basis.



NPSMedicineWise

Independent, evidence-based and not-for-profit, NPS MedicineWise enables Australians to make the best decisions about medicines and medical tests. Our work with CALD communities includes:

- Publication of health-related resources in the following languages: Arabic, Cantonese, Croatian, Dari, Farsi, Greek, Italian, Korean, Macedonian, Mandarin, Spanish, Turkish and Vietnamese.
- Partnering with over 30 organisations across Australia to deliver in-language community education sessions on specific health topics.
- Network of bilingual health professionals, providing an opportunity for members to engage in activities designed to improve health outcomes of their community such as media interviews and development of printed resources. To join the Bilingual Health Professional Network please contact Linda Komarek at multilingualqum@nps.org.au.

To order resources, visit www.nps.org.au/ordernow and click on 'Order Translated Health Information'. For more information, visit www.nps.org.au, call +61 02 8217 8700, fax +61 02 9211 7578 or email info@nps.org.au.

Youth in Transition: Update from ASIC's Financial Literacy Outreach Education Team. December 2012

ASIC is very pleased to be able to send you their second "Youth in Transition" Education Initiative update, to let you know how they are progressing in developing this education strategy. Amanda Barker, Snr Mgr- Financial Literacy, Outreach Education - Community Engagement said in an email to settlement service providers "Things have been progressing well and sometimes at a very fast pace. It has been fantastic to have the participation and the engagement of young people across the country to guide us and help us build our education initiative. Our consultations with youth peaks and specialist youth service providers has been so valuable."

<http://www.scoa.org.au/new/search-research.htm>

Highlights from Multicultural Development Association (MDA QLD)

Settlement Works



The Honourable Chris Bowen MP, receives a printed canvas featuring the Settlement Works cover photo, from MDA CEO, Kerrin Benson.

Customs House in Rockhampton was packed to the rafters on 15 October 2012, as community leaders, service representatives and all tiers of Government were on hand for the release of MDA's newest report, **Settlement Works**.

The event coincided with Immigration Minister, Chris Bowen MP's first official visit to Rockhampton, and the Minister was on hand to assist with launching the publication which celebrates the successes of regional settlement of refugees in the Central Queensland region.

Settlement Works highlights that refugees, through their strong desire for employment, are willing to relocate to regional centres where critical labour shortages exist and that this, and their motivation to sustain their employment makes an important economic contribution to our State .

In the words of the men profiled in the publication "People in Rocky are honest. I feel like they are friendly and warm to me, much better than big cities where people have no time for you. When my family comes to Australia I want them to settle here in Rocky, my new home".

Download a copy of Settlement Works from the MDA website

<http://www.mdainc.org.au/sites/default/files/Settlement%20Works.pdf>

Working with Refugees training

There has been overwhelming interest from the human services sector in the *Working with Refugees* training program, delivered by MDA.

More than 134 service providers have registered for the training which is designed for those working or intending to work with refugees in a wide range of capacities, from direct service provision to policy and program development.

The training will provide workers with the skills and knowledge to address the specific needs of this client group, recognising that these are additional to and distinct from other client groups within the welfare and services sector. MDA has provided the training opportunity to their staff with 114 employees already completing the course.

An additional bonus of attending the training is that it is an accredited competency towards a qualification in Certificate IV Community Services Work.

Waiting lists for 2013 training sessions are already filling fast, and more information can be obtained from Gail Hyslop, Multicultural Development Association, on telephone 3337 5400 or via email

gailh@mdabne.org.au





EMPLOYMENT EXPO HIGHLIGHTS 2012

MDA QLD... 5th November 2012

More than 140 people, including **over** 75 young people from refugee and migrant backgrounds met with local businesses on 5 November 2012 to talk about what they need to do to secure employment.

11 employers spoke directly with young people offering genuine and practical advice about looking for work. The employers were as engaged, interested and passionate about the night as the young people who attended.

Representatives from All Purpose Transport, Woolworths, Queensland Police Recruiting, Australian Country Choice, McDonald's and Greenslopes Private Hospital made up a panel of experts who answered key questions from a broad range of young people from diverse backgrounds.

Youth Leader Arif Hussein says there are real barriers for migrant and refugee young people who want to support themselves, their families and gain further education. "If you do not know what opportunities are out there, what the local requirements are, or how to apply for a job, it is hard to secure a job. For many newly arrived migrants and refugees who are young, they also don't have confidence speaking English or don't have the right connections."

We have already seen a number of outcomes from the 5 November Forum, including:

- 2 direct job outcomes
- 15+ interviews secured by participants
- Ongoing specific recruitment workshops for employers to be hosted by MDA
- Woolworths committing to try and employ up to 1/3 of young people engaged at the Forum

The Forum was organised by Youth Leadership group 'Youth Voice' and supported by the Multicultural Development Association, the South East Brisbane Chamber of Commerce, State Member for Greenslopes, Mr Ian Kaye MP, and the Queensland Program of Assistance to Survivors of Torture and Trauma.

"From an employer's point of view this was a huge eye-opener as I have found a number of potential workers who I would never had previously considered."

Fairfield MRC – 22nd May 2012

Over the last three years the Pathways Expo has grown from strength to strength –in terms of numbers participating, the scope of information available and in the quality and mode of participation on offer. For the first time, over half (22) of the 35 presentations at this year's event were delivered in community languages (Mandarin, Vietnamese, Khmer, Karen, Arabic, Assyrian). This new feature of the Expo proved highly successful and engaged many people with developing English skills in service information for the first time. Pathway Expo organisers put the attendance for last year's event at around 1800, while this year attendance nudged 1200. This year's slight drop in numbers came as something of a relief to stallholder veterans of the previous year and reflected changes in the regional humanitarian intake. It enabled a more controlled and productive environment over the 4 hour timeframe of the Expo than had been possible in the previous year.

The organisational challenges presented to the Expo have always been formidable. How should a single event address the multitude of barriers – language, skill recognition, cultural and linguistic difference, economic capacity, age and stage of settlement – of what is arguably the most diverse population in Australia?

The scope of presentations has also been expanded over successive events. In 2011 issues relating to the commencement of employment were addressed through presentations from the Department of Industrial Relations, the Australian Tax Office and Law Access. This year employer groups came on board to promote pathways into their particular industries including: Police, Multicultural Health Service, Bankstown Area Multicultural Network (HACC services) and others. (cont. next page)



(FMRC cont.) The Pathways Expo event in Fairfield will continue to grow in its physical capacity and its relevance to the core needs of access to employment for settling populations in Fairfield.

This challenge has allowed some unique features of the event to flourish. The critical issue of the provision of language support for the many language groups attending has been addressed by the engagement of a combination of professional and community-based interpreters. This group works to a precise contact protocol developed over the last two years to enable them to be highly accessible to participants. The presentation of TAFE, Apprenticeships, Department of Human Services and Australia Tax Office information in six community languages was this year's attempt to further cater to the linguistic diversity of the population of Fairfield and proved very successful.

Sydney Multicultural Community Services (SMCS) 22nd May 2012

SMCA recently took the initiative of organising the 'Eastern Suburbs Refugee & Migrant Employment Expo 2012', held on 22nd May 2012. This was the first time such an employment expo was organised to assist specifically the newly arrived refugees and migrant communities living in the eastern suburbs of Sydney.

The event took place on 22nd May 2012 at Randwick TAFE, and was attended by over 350 enthusiastic participants. The Event provided information on the different pathways available for migrant and refugee communities with regards to volunteering and employment, assisting them to understand the roles of different service providers including TAFE, Job service providers, Department of human services, Department of Family & Community services, NSW Department of Education & Communities, NSW Traineeships/apprenticeships, RTO/GTO, AMEP providers, Disability services, UNHRC, Randwick and Waverley councils and the Centre for Volunteering.

Honourable Minister, Mr. Robert Furolo, Shadow minister for Citizenship and Communities, was Guest Speaker at the Expo. He also launched the 'Employment Resource Kit for Newly Arrived Refugees & Migrants'. "Migrant Resource Centres such as SMCS play a vital role in the settlement process of newly arrived diverse communities," said Mr Furolo, "and events such as the SMCS Employment Expo provide the right opportunity for participants to gain valuable information about their career options."

Randwick TAFE was the primary supporter of the Expo, providing both resources and a fantastic venue for the event. Participants attended the numerous presentations on topics such as Future Work Skills and Job Trends, Resume Writing, Interview Preparation, Australian Workplace Cultures, Apprenticeships/ Traineeships, and Legal Rights At Work. The attendance and enthusiasm at each of the presentations, as well as the fantastic input by stall providers, demonstrated the significant appeal of the Employment Expo. Simultaneously, the Expo provided an excellent platform for job seekers to attend seminars and speak to organisations who provide employment services. Job notice boards were displayed at the expo, providing information on different positions available within the eastern suburbs. A few organisations present were also promoting various job and volunteering opportunities available with them, and attendees were able to speak to the employers and organisations directly. Bilingual volunteers from 12 plus language backgrounds were available to assist attendees to navigate through the expo. Further, a children's corner was set up to engage children in different activities while their parents were attending the stalls or presentations.

The SMCS Employment Expo highlighted significant issues in securing employment, such as a lack of understanding of the processes involved in recognising overseas skills and qualifications, as well as the shortage of organisational based professional training and development opportunities, and a shortage in available local work experience placements. After such a successful event, SMCS looks forward to organising another Employment Expo in 2013 and continuing to work on the various training and employment issues identified this year





m macarthur
dsi diversity services initiative
diversity • community • strength



Portrait of a woman

This program is funded by Sydney Women's Fund.

MDSI recognises the inherent challenges that newly arrived migrant women with professional qualifications face in starting and advancing their professional career in Australia. Portrait of a Woman is response to these challenges and aims to improve the work opportunities and work experience of women so that they can fully participate in their chosen profession.

The objectives of the program are:

- to enable women to come together as a group to discuss issues and develop
- self-support networks
- to provide opportunities for newly arrived women to use their work related skills
- and experience and channel them into professional areas of relevant and
- complementary learning and employment
- provide networking opportunities using the links MDSI has within broader
- professional community and organisations
- provide mentoring and support from experienced MDSI staff to bridge any obstacles
- maintain a healthy sense of self-esteem by creating aims and goals that challenge limitations so that they can creatively respond to employment opportunities in Australia

MDSI has engaged Campbelltown TAFE to provide language support, use of computers and training to enhance their job seeking and resume writing skills as well as develop their "dressing for success" sense and attitude.

For information please contact
Sana Al-Ahmar – Generalist Case Worker
Macarthur Diversity Services Initiative
Phone: 4627 1188
Email: sana@msdi.org.au
M: 0419 751 552

Asset Training for Migrants in Southern Tasmania

In 2012 funds provided through the Productivity Places Program (PPP+) helped to make possible an innovative program to train long term unemployed migrants for roles in the asset maintenance industry. Anne Hamilton and her staff from the Migrant Resource Centre Southern Tasmania (MRC) Connect worked with Russell Allie from Asset Training to deliver a Certificate II in Asset Maintenance.

Training was provided for ten long term migrants from Bhutan, Burundi, The Democratic Republic of the Congo and Tibet. Participants were selected from a pool of some 70 potential clients. They were selected on the basis of their proficiency with English and their commitment to training.

All Participants successfully completed the course after completing a rigorous but rewarding schedule of workshop training, hands-on practice with equipment, a minimum five day work placement and assessments.

Laxman Adhikari (pictured), speaking on behalf of his fellow participants, said that what it means is that they can now look forward to permanently settling in Tasmania rather than being forced to move interstate to earn an income to support their families both here and abroad. Many of the participants had been demoralized by not having been able to find work. Their work placements introduced them to not only a potential career but also Australian work culture, slang and accents which could have been daunting if not with the help their supportive host employers, MRC Connect and Asset Training. Host employers for their placements included Swan Services, the Royal Hobart Hospital, Glenview, Strath Haven and Metro. Many participants found employment where they did their placements.

Article courtesy of Anne Hamilton, MRC Southern Tasmania



Fee-Free Interpreting Service Real Estate Pilot extension

The Department of Immigration and Citizenship (DIAC) is pleased to announce that the Fee-Free Interpreting Real Estate Pilot has now been extended until 30 June 2013.

As you may be aware, DIAC is conducting a pilot program offering access to its Fee-Free Interpreting Service, through TIS National, to selected real estate agencies around Australia.

Real estate agencies participating in the pilot have been nominated by service providers funded under DIAC's Humanitarian Settlement Services (HSS) and Settlement Grants Program (SGP). It is pleasing to see that there are now approximately 340 real estate agencies from both metropolitan and regional centres around Australia registered on the pilot.

This pilot is designed to complement government settlement services that assist with private sector accommodation options for newly arrived migrants and humanitarian entrants.

The pilot has been extended to allow additional time to gather feedback and data as well as evaluate the pilot.

Snap shot:

Since the expansion of the pilot (October 2011 to October 2012 inclusive) approximately 85 real estate agencies (Australia wide) have used the fee-free interpreting service 309 times in total. TIS National interpreters have been used to facilitate phone calls between real estate agencies and clients in more than 37 languages. The top 3 languages for clients using the Fee-Free Interpreting Service include Arabic (50 services), Mandarin (Chinese) (38 services) and Persian (35 services).

Further information: Should you have any questions or wish to provide feedback on the **Fee-Free Interpreting Service Real Estate Pilot** please contact TIS National Client Liaison and Promotions team on 1300 655 820 or email: tispromo@immi.gov.



Settlement council 2012 highlights...*(just a few)

SCOA has spent some time in 2012 advocating for greater awareness of how sport can be a positive precursor to successful settlement and creates opportunities for social participation. SCOA was involved in ministerial round table discussions, held member consultations, had involvement in some industry discussions and had interns conduct extensive research on the issue. The result was a comprehensive policy paper which was submitted to Minister Lundy, publicised on our website and sent to key sporting bodies.

It was fantastic to see the focus on the nexus between sport and multiculturalism since Minister Lundy took on the sports and multiculturalism portfolios. Some achievements in the last 12 months include:

- The federal government committing \$900,000 over three years to the Multicultural Youth Sports Program (MYSP)
http://www.ausport.gov.au/_data/assets/pdf_file/0007/483253/2012-13_MYSP_Program_Information_Booklet.pdf
- Funding being allocated through the partnership mentioned earlier in this newsletter to see CALD youth engaged through sport and other activities in NSW

Employment has been an area of distinct focus, not only for SCOA but for the sector as a whole. SCOA is continuing to partner with RCOA, FECCA and MCA on key employment issues.

At the Second National Settlement Conference in June, one of the two key themes was employment which has resulted in some key recommendations for SCOA to carry out over the next couple of years. Over the past twelve months, many ministerial meetings, meetings with DEEWR, Centrelink and other organisations have occurred, resulting in an employment policy paper being written. This continues to be a key focus for SCOA to take up in 2013.

Another area of advocacy for SCOA has been housing in the settlement sector. Through many hours of research, many member consultations, many round table discussions and teleconferences, SCOA has put together a policy paper on this issue. The intended audience of the paper was not only those in the settlement sector but those in the housing industry, as this issue affects an audience wider than just the clients our members see on a daily basis experiencing housing and accommodation issues. The paper has been intended as a working paper, as it is intended it can be built on as the issue changes over time.

TO SEE ALL SCOA PUBLICATIONS VISIT:

<http://www.scoa.org.au/content/latest-news> OR
<http://www.scoa.org.au/resource-search>

FOR ALL SCOA MEDIA RELEASES VISIT:

<http://www.scoa.org.au/content/what-we-do>

SECOND NATIONAL SETTLEMENT CONFERENCE

2012 CREATING OUR FUTURE

WEDNESDAY 27 – FRIDAY 29 JUNE 2012

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

The Second National Settlement Conference was held in Adelaide over two days in June 2012. The culmination of many months of hard work, especially from Eugenia Tsoulis (MRCSA CEO, and SCOA immediate past secretary) the conference was a success with over 400 participants and over 30 presenters.

The round table discussions, centring on the two main themes of employment participation and building service capacity resulted in a condensed list of recommendations which SCOA will take forward and include in our strategic direction for the next couple of years. A big thank you needs to be given to Myriad Consultants for facilitating the two days, and MRCSA for hosting. The report from the conference can be found on the SCOA website, or contact Laura at mso@scoa.org.au if you wish to be sent a hard copy.

Integrated Service Delivery Framework

As many will be aware, DIAC recently conducted information sessions on the forthcoming tender for the Integrated Service Delivery Framework (ISDF). DIAC also invited submissions on the ISDF, although the timeline was quite short. SCOA consulted with members and the settlement sector and prepared a submission.

SCOA's consultation on the ISDF highlighted the settlement sector's concern that work rights are not included within the current provisions for bridging visa holders. The settlement sector has many questions about the development of the ISDF as a model, and in particular the need for strong links from the ISDF to the settlement sector for those who receive a permanent visa.

The settlement sector is aware that the ISDF will be supporting a client group which have a high range of needs and particular vulnerabilities related to their visa status and nature of their 'pending' visa resolution status. The complexities of this necessitate a strong communication campaign surrounding entitlements and services within the ISDF to mitigate any potential confusion.

Consistency of service standards between programs such as the ISDF and HSS, and clarity of information about programs will ease transition issues, both for the start of the ISDF and for clients exiting out of the ISDF.

This will be an area of further focus for the sector given the forthcoming tender in March, and continued public debate on asylum issues.

CEO Think Tank

The first SCOA CEO Think Tank, discussing the Fair Work case and changes to the SACS award, held on Wednesday 12th December, was a great success.

SCOA CEOs listened to an informative presentation from Michael Pegg from Jobs Australia, on the changes to the award and the implications for agencies across the country. We then heard first hand experiences from ACCESS, a SCOA member in Queensland, who have been through the process of implementing changes to the award.

These presentations sparked an engaged and thoughtful discussion on the award, government supplementation funding (at both state and federal levels), and the impact of changes to the award on the settlement sector workforce. SCOA will continue to share information with members on this important issue.

Some useful links to explore are: The joint JA/ACOSS/NDS SACS Education and Information Program website is hosted by NDS at <http://www.nds.org.au/projects/article/141>

The FACSIA website: <http://www.fahcsia.gov.au/our-responsibilities/communities-and-vulnerable-people/grants-funding/fair-pay-for-social-and-community-services-workers>

The Fair Work Ombudsman's online calculator: <http://www.fairwork.gov.au/INDUSTRIES/SOCIAL-AND-COMMUNITY-SERVICES/PAY/pages/equal-remuneration-order.aspx>

The success of the inaugural CEO Think Tank has paved the way for future Think Tanks in the New Year, so look out for future topics and invitations.

For more information on this or future CEO Think Tanks please contact Sky de Jersey.





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

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

You can also contact staff in the Sydney office:

Sky de Jersey SCOA EO eo@scoa.org.au phone: 02 8065 5225	Laura Anderson Membership Services Officer mso@scoa.org.au fax: 02 8080 4330
Tasmania Cedric Manen - CHAIR CManen@mrchobart.org.au 03 6221 0999	New South Wales Ricci Bartels rbartels@fmrc.net 02 9727 0477
South Australia Eugenia Tsoulis – DEPUTY CHAIR Eugenia@mrcsa.com.au 08 8217 9500	Victoria Rosemary Kelada rosemaryk@spectrumvic.org.au 03 9496 0200
Western Australia Michael O'Hara - SECRETARY michael.ohara@mrcwa.org.au 08 9345 5755	Victoria Michael Martinez Michael.martinez@diversitat.org.au (03) 5221 6044
Australian Capital Territory Dewani Bakkum – TREASURER manager@marss.org.au 02 6248 8577	Queensland Annette Ruzicka AnnetteR@mdabne.org.au 07 3337 5488
New South Wales Violet Roumeliotis – Deputy Secretary ceo@ssi.org.au 02 8071 1069	

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

2012 has been a big year for everyone, and it would be impossible to list everything that SCOA has done over the past twelve months.

Instead we have provided a short montage of photos showing what our Executive and staff have been up to in 2102.

Enjoy!

Laura- Membership Services Officer



Thank you for your support throughout 2012.

Please note the SCOA Sydney office will be closed for the holidays from Thursday 20th December 2012 til Monday 7th January 2013.

We wish all our readers a safe and relaxing holiday period and look forward to seeing everyone in 2013

Cheers, Sky and Laura



**We would like to wish all our members,
colleagues and friends a safe, happy and
peaceful holiday season.**

**We look forward to working alongside you in
2013!**