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## Message from SCOA Chair- Dewani Bakkum



It is a pleasure to introduce myself to the readers of the "Settlement News" in my first column as SCOA Chairperson. I am the CEO of Migrant and Refugee Settlement Services of the ACT and Canberra's SCOA representative.

I was elected Chairperson for a two year term at SCOA's AGM held on November 24<sup>th</sup>, 2014. At the AGM, I was able to meet some of you and I look forward to meeting more of you through our annual consultation cycle that will commence in the New Year. In 2015, we will continue to strengthen engagement with members and stakeholders to facilitate outcomes for the settlement sector.

The SCOA AGM also saw the endorsement of the new Executive Committee for 2015-2016:

- ACT: Dewani Bakkum (Chair), CEO, Migrant & Refugee Settlement Services of the ACT Inc
- SA: Eugenia Tsoulis (Deputy Chair), CEO, MRC South Australia
- WA: Michael O'Hara (Secretary), CEO, Metropolitan MRC
- NT: Joe De Luca (Treasurer), CEO, Multicultural Council of NT
- QLD: Gail Ker, CEO, Access Community Services
- NSW: Violet Roumeliotis, CEO, Settlement Services International
- NSW: Lulu Tantos, CEO, Northern Settlement Services
- VIC: Ramesh Kumar, General Manager - Settlement & Asylum Seeker Programs, AMES Victoria
- VIC: Denise Goldfinch, Youth & Settlement Services Manager, Springvale Community Aid and Advice Bureau
- TAS: Gillian Long, Director, Phoenix Centre, Tasmania
- TAS: Cedric Manen (Past Chair), CEO, MRC (Southern Tasmania) Inc

I thank outgoing committee members for their contribution to SCOA and welcome continuing and new committee members.

Also in November, SCOA held its regular quarterly meeting with senior representatives from DSS in Canberra and the executive committee also took the opportunity to hold a strategic planning session with view to the release of an updated strategic plan.

The focus of this newsletter is on social enterprise. It is encouraging to see the range of enterprises taking shape across the country and how business can facilitate community outcomes.

I look forward to working with you all and representing SCOA in furthering successful settlement outcomes for client groups as well as to meeting many of you in the coming year.



## Message from SCOA Executive Officer- Sky de Jersey

I appreciated the opportunity to meet with many of you at SCOA's Annual General Meeting. It was a good event, with a special presentation by Senator Fierravanti-Wells and a presentation on family violence by Dr Sharobeem. The Annual report and a link to an audio recording of the event can be found [here](#).

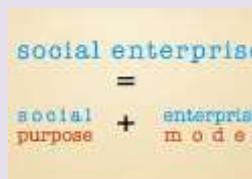
It has been the season for evaluations and submissions. I would like to thank you for participating in SCOA's consultations on the various evaluations which are currently underway. Sharing your thoughts, perspectives and examples is critical to the development of our submissions. I know time pressures remain high for us all so I greatly appreciate it.

There are two main evaluations underway: one on the Humanitarian Settlement Services (HSS) and Complex Case Support (CCS) programs, and one on the Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE) program.

In addition to these evaluations it is also the time of year when Department of Immigration and Border Protection (DIBP) consult on the migration and humanitarian programmes. Senator Fierravanti-Wells called a round table meeting on translating and interpreting issues. DIBP undertook a review of visa fees, and has scheduled a review of the 400 series visa classes in the New Year.

## What is a Social Enterprise?

*A social enterprise combines "the drive and entrepreneurial qualities of a Richard Branson with the social purpose orientation of Mother Teresa" (Cheryl Kernot, Centre for Social Impact).*



Social enterprises use the power of the market place to solve the most pressing societal problems. They are businesses that exist primarily to benefit the public and the community, rather than their shareholders and owners. They are commercially viable businesses with a purpose of generating social impact. Unlike charities they derive their income from activities not donations.

There are numerous social enterprise business models including: Employment, Good/Services, Social Investment or Hybrid.

Social enterprises often fall into one of two Australian legal entity categories: a company limited by guarantee or a non-trading cooperative.

This edition of SCOA's Settlement News has focused on Social Enterprises. It shares a number of social enterprises assisting and employing migrants and people of refugee backgrounds across Australia and overseas and highlights some key research related to social enterprises.



## Social Traders – Committed to helping anyone learn about social enterprises

*Social enterprises use the power of the market place to solve the most pressing societal problems.*

[Social Traders](#) is a Melbourne based not for profit established in 2008 as a specialist social enterprise development organisation dedicated to supporting the development of sustainable social enterprises across Australia.

The organisation receives core funding from the Victorian Government through the Community Support Fund and a private foundation.

In Australia there is no legal structure called social enterprise, Social Traders define social enterprises as organisations:

- Driven by a public or community cause, be it social, environmental, cultural or economic
- Derive most of their income from trade, not donations
- Use the majority of their profits to work towards their social mission.

Social Traders work revolves around raising awareness of social enterprise, building enterprise capability, and opening markets for social enterprises products and services. They also provide training and resources for those looking to start their own social enterprise.

For more information and to view their resources visit: [Social Traders](#)

## Street Food Australia – a social enterprise aiming to provide employment pathways

Street Food Australia (SFA) is a social enterprise with cultural objectives.

Founded by Brisbane's Helen Bird in 2012 SFA assists people from migrant and refugee backgrounds to start their own businesses within the food industry by helping them to set up a street food bicycle-driven cart, serving food from their native culture.

SFA wishes to broaden and deepen the cultural exchange and enliven urban areas unused public spaces. It believes in the importance of effectively implementing social cohesion initiatives that will especially benefit new and emerging communities.

This social enterprise recognises that migrants and refugees carry with them the cultural knowledge of food that is unique in its connection to the land and to family as an intergenerational exchange. In the food are embedded stories of family, community and place; hard-times, good-times and what it means to maintain one's culture in Australia. When you buy food from one of the supported vendors you can learn about their story and their food on the SFA website.

Last year SFA's launched its first bike as a pilot. SFA is currently negotiating with Brisbane City Council, Queensland State Government and other key stakeholders to make this street food vendor social enterprise a reality.

For more information visit: [Street Food Australia](#)



*Photo credit - Atmosphere Photography*

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

# Kitchen table conversations



The *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan) was released in February 2011. It brings together the efforts of Commonwealth, state and territory governments and the community to make a significant and sustained reduction in violence against women and their children.

While DSS is overseeing the implementation of the National Plan, the National Plan is for everybody and reducing violence is everyone's responsibility. Actions to reduce violence against women and their children are underway across the Commonwealth Government, at the state and territory government level and of course at the community level.

The Second Action Plan of the National Plan is an important next step for the National Plan. It describes how we will move ahead in addressing the violent crimes of domestic and family violence and sexual assault. The Second Action Plan was launched in June 2014 by the Prime Minister, the Hon Tony Abbott MP.

The Second Action Plan has a strong focus on deepening our understanding of culturally and linguistically diverse (CALD) women's experiences of violence to stop it from happening, and on improving support available across services and systems to this group of women. Governments have made firm commitments to work together with CALD communities to address these issues.

A CALD Women's Safety team has been established in DSS to support engagement with CALD communities and help build a knowledge base on CALD women's experiences of violence. As its first key piece of work, the new team is supporting CALD community leaders to host kitchen table conversations. These conversations are an opportunity to ensure the voices of CALD women are heard on issues of domestic and family violence and sexual assault, including barriers and challenges, and what works well to reduce or prevent violence.

Kitchen table conversations are being held between October 2014 and January 2015. Over 20 kitchen tables are being held in all states and territories. DSS thanks

SCOA for advice in relation to getting the kitchen tables up and running.

Women hosting kitchen table conversations are CALD community leaders or women working closely with local CALD communities. The participants are selected by the host and include service providers, community leaders, community members, bi-cultural workers and community workers. The conversation-starter topics have been around challenges and issues faced by the women, the role of the community, role of government, what is working well, good ideas and engaging with CALD men.

The Second Action Plan brochure and a fact sheet on how the Second Action Plan is working to support CALD women have been translated into [12 community languages](#).

The translated documents, along with other Second Action Plan materials, are on the DSS website at [www.dss.gov.au/nationalplan](http://www.dss.gov.au/nationalplan). We encourage you to share information about the Second Action Plan with your communities and networks.

If you are interested in keeping up to date with the Second Action Plan's progress and achievements, as well as what's happening around Australia to reduce violence against women and their children, you may wish to subscribe to the new quarterly National Plan e-newsletter. You can subscribe to the e-newsletter by visiting the DSS website or this link: <http://dss.us7.list-manage.com/subscribe?u=7be3e4794c88e4c0c0b501b1d&id=97643b9388>.

The e-newsletter is the place to go to find out about what's happened under the National Plan, what's coming up and how you can get involved. The e-newsletter will be sent to your inbox every three months. Please feel free to let others in your networks who might be interested know that they can subscribe to the newsletter too.



News from DSS continued....



## Improving CALD women's safety

**1800RESPECT**: the National Sexual Assault, Family and Domestic Violence Counselling Service (1800 737 732) has released a suite of new resources on their website [www.1800RESPECT.org.au](http://www.1800RESPECT.org.au) designed to support workers and professionals across a range of sectors.

The resources cover a broad range of topics. From vicarious trauma, resilience and how to look after yourself at work, to risk assessment and safety planning videos, the resources provide information and model good practice for workers to increase safety for women and their children.

Frontline workers and professionals will now have access to:

- videos and fact sheets in 28 languages,
- information on forced marriage, and
- animated case studies.

The resources empower workers and the wider community to respond to sexual assault and

domestic and family violence. Click here to see the [toolkits, videos, animations and the interactive map](#), or visit our [workers portal](#) for more resources and to sign up for the [1800RESPECT newsletter](#).

1800RESPECT is a confidential and interactive online and professional telephone counselling, information and referral service available 24 hours a day, 7 days a week. The service is available to individuals who have experienced or are at risk of sexual assault or family and domestic violence, their family and friends as well as frontline and isolated workers.

Funded by the Australian Government, 1800RESPECT was established under the [National Plan to Reduce Violence against Women and their Children 2010-2022](#). The National Plan has a strong focus on preventing violence from occurring in the first place, while supporting women who have experienced or are at risk of violence.

### News from Department of Immigration and Border Protection

#### Update on the Community Proposal Pilot

Earlier this year, the Minister for Immigration and Border Protection, the Hon Scott Morrison MP, agreed to extend the Community Proposal Pilot (the Pilot) into the 2014–15 Humanitarian Programme.

There has been a lot of interest and a high demand for places under the Pilot. As a result, Approved Proposing Organisations have already received a sufficient number of applications to fill the places available in the Pilot this year, and are no longer accepting expressions of interest.

The Pilot is scheduled to finish on 30 June 2015. At this stage, it is not possible to say if or when the Pilot may be extended, as a decision regarding extending the Pilot is a matter for the Government to determine.

For more information and updates about the Community Proposal Pilot, please visit the Department of Immigration and Border Protection's web page: [www.immi.gov.au/visas/humanitarian/offshore/community-proposal-pilot.htm](http://www.immi.gov.au/visas/humanitarian/offshore/community-proposal-pilot.htm)



## What is happening at SCOA...

SCOA meets regularly with the Department of Social Services (DSS). SCOA's latest DSS meeting was held on 24<sup>th</sup> November. These meetings focused on a number of strategic settlement issues. For more information and provide input into these discussions contact Sky de Jersey on (02) 8065 5225.

### SCOA's 2014 Annual General Meeting

SCOA thanks everyone who attended our 2014 Annual General meeting on 24<sup>th</sup> November at Parliament House.

We were pleased to hear from special guest speakers Senator Concetta Fierravanti-Wells and Dr Eman Sharobeem.

For those who were unable to attend the proceedings an audio recording of the AGM is available at this link: [Audio of SCOA's AGM](#).

A copy of the SCOA Annual Report 2013-2014 can be found our website [here](#).



Pictured left to right - Cedric Manen (SCOA Past Chair), Senator the Hon Concetta Fierravanti-Wells, Dewani Bakkum (SCOA Chair)

### SCOA Executive Committee for 2015-2016 Announced!

SCOA members endorsed the new 2015-16 SCOA Executive Committee at the Annual General Meeting. We would like to formally welcome our new Chair Dewani Bakkum!

*The new SCOA Executive Committee and office bearers are listed below:*

**ACT:** Dewani Bakkum (Chair), CEO, Migrant & Refugee Settlement Services of the ACT Inc

**SA:** Eugenia Tsoulis (Deputy Chair), CEO, MRC South Australia

**WA:** Michael O'Hara (Secretary), CEO, Metropolitan MRC

**NT:** Joe De Luca (Treasurer), CEO, Multicultural Council of NT

**QLD:** Gail Ker, CEO, Access Community Services

**NSW:** Violet Roumeliotis, CEO, Settlement Services International

**NSW:** Lulu Tantos, CEO, Northern Settlement Services

**VIC:** Ramesh Kumar, General Manager - Settlement & Asylum Seeker Programs, AMES Victoria

**VIC:** Denise Goldfinch, Youth & Settlement Services Manager, Springvale Community Aid and Advice Bureau

**TAS:** Gillian Long, Director, Phoenix Centre, MRC (Southern Tasmania) Inc

**TAS:** Cedric Manen (Past Chair), CEO, MRC (Southern Tasmania) Inc



## What is happening at SCOA...

The latest [Settlement Policy Network \(SPN\)](#) was held on 3<sup>rd</sup> December. The SPN is a teleconference providing SCOA and RCOA members an opportunity to participate in planning joint advocacy on settlement issues. This latest teleconference focused on responding to the evaluation of English language services for refugees. An SPN report will be release shortly.



### Humanitarian Settlement Services and Complex Case Support Evaluation

The Department of Social Services is evaluating the Humanitarian Settlement Services (HSS) and Complex Case Support (CCS)

programmes. SCOA has prepared a submission to this evaluation.

SCOA's submission was informed by both teleconference consultations and one on one consultation with our members and stakeholders.

A copy of SCOA's submission to the [HSS and CCS evaluation is available here.](#)

Keep up to date on the latest settlement research!

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



### SCOA Released its Position Paper on Key Settlement Issues

You can download of copy of SCOA's latest Position Paper on [Key Settlement Issues here.](#)



### Adult Migrant English Program and Skills and Education for Employment Evaluation

SCOA prepared a submission to the [Adult English Migrant Program \(AMEP\)](#) and [Skills and Education for Employment \(SEE\)](#) evaluation.

Consultations were conducted with members on the AMEP and SEE to feed into SCOA's submission. SCOA held a teleconference with its members on 4<sup>th</sup>

December. The consultation focused on the questions raised in the [evaluation discussion paper](#). The December

Settlement Policy Network (SPN) teleconference held on 3<sup>rd</sup> December also focused on the AMEP and SEE evaluations.

SCOA also participated in a one-on-one interview with Acil Allen Consulting commissioned by the Department of Industry to conduct the AMEP and SEE evaluation. More detailed feedback on these programs was provided by SCOA during this interview.

To read this and other SCOA submissions visit: [SCOA Latest Submissions](#)



## Annual UNHCR NGO Dialogue 2014

SCOA attended the UNHCR dialogue in November. This year the annual UNHCR dialogue provided an opportunity for key people from the refugee, asylum and resettlement sectors to gather to discuss emerging issues within the sector. There was significant discussion on mainstream attitudes towards asylum seekers. Engaging with the general public to promote awareness and positive attitudes was also a focus.

The meeting looked at the current international and local context for asylum seekers, in particular the numbers of people displaced across the world. Professor Klaus Neumann provided an historical overview of asylum seeker debate in Australia which was very thought provoking.

Concurrent group discussions were held which enabled more a detailed approach to:

- Legislative issues
- Detention and community detention
- Asylum seekers in the community
- Resettlement

In the discussion on resettlement the conversation focussed on regional resettlement, family reunion and refugee risk factors.

The need to reframe the debate in the current media and political environment was a key theme for discussion, both at the meeting and for the sector as a whole in the months to come.

### Beyond deterrence: reframing the asylum seeker debate

Academics from the Swinburne Institute for Social Research in collaboration with La Trobe and Monash researchers have recently published a new paper, [Beyond Deterrence: reframing the asylum seeker debate](#) in Inside Story.

The paper says it is critical Australia's response to forced migration is in keeping with its international legal obligations but that current policy does not accord with Australia's human rights obligations and needs to be rethought on a case-by-case basis examining "how long a given individual could be left in a state of uncertainty before it became cruel, inhuman and degrading treatment."

The paper argues for regional and global solutions rather than national ones whilst cautioning Australia to "set its own house in order to advocate credibly for effective international and regional responsibility-sharing strategies."

It says that claims Australia has been generous in its response to refugees and asylum seekers in the past is no longer appropriate and that "past and present must not become elements of a zero sum game whereby generosity in one outweighs cruelty in the other".



Munir uz Zaman/AFP Photo

## The World on a Plate

In 2011 the first Multicultural Festival was held in Wagga Wagga. It was a collaborative effort between support services and the local community. The festival was considered a great success being attended by nearly 4,000 people, but the one missing ingredient on the day was multicultural food.

Community members were keen to share their food heritage although it wasn't quite that simple. Festival food stalls need prior consent from the Council. These events must have public liability insurance, be registered with the NSW Food Authority, comply with Food Handling Guidelines and depending on the way the food is served, a Food Safety Supervisor may be required. These food supervisors need to be specially trained.

In 2012 the Multicultural Council of Wagga Wagga (MCWW) collaborated with Riverina Community College (RCC) to provide Safe Food Handling training free of charge for 12 community members from various cultural groups interested in running food stalls at the festival that year. MCWW facilitated community meetings to work through a range of regulatory and operational issues, and purchased food warming equipment.

That year four community food stalls (Burmese, Singaporean, African and Sri Lankan) were run at the FUSION festival under the MCWW banner, along with a few commercial food stalls. The stalls were extremely popular and with a crowd of around 6,000 they ran out of food early on and unfortunately many people missed out.



In 2013 MCWW collaborated with RCC again to provide Safe Food Handling training free of charge for another 15 community members interested in running food stalls at the festival. The idea of taster plates was introduced to allow festival-goers to try different foods from around the world.

In 2014, 45 more community members undertook Safe Food Handling training free of charge through RCC. This year many cultural groups decided to run their own commercial food outlet at FUSION and MCWW supported and facilitated this. The groups all now had qualified Food Safety Supervisors within their communities.

The community groups running commercial stalls included Sri Lankan, Thai, Filipino, Southern Indian and Pakistani. We also had 2 community food stalls from by the Burmese community under the MCWW banner. The crowd of over 10,000 people were all able to enjoy food from around the world this year!

Community-based food stalls have now also been run at local markets and other community events and multicultural celebrations, and proceeds from the stalls are often used for further community-based initiatives.

Community food stalls have proven to be powerful local social enterprises in Wagga. Combining existing knowledge, skills and cultural diversity with accredited training and development has promoted cultural awareness and contributed to positive settlement experiences.

For more information contact MCWW at [comdevelop@mcww.org.au](mailto:comdevelop@mcww.org.au)

*Article courtesy of Multicultural Council of Wagga Wagga*





## Sorghum Sisters Catering an AMES Social Enterprise

Sorghum Sisters is a social enterprise catering business operated by AMES in Melbourne. It provides practical hands-on learning to trainees and work experience clients. They also employ these same clients in casual, part time and full time capacities.

Sorghum Sisters is a group of African women delivering a delicious selection of Horn of Africa and Mediterranean foods to all types of business in the Melbourne CBD and surrounding suburbs. It has been operating for over seven years.



The Sorghum Sisters was born in the kitchen of Carlton Primary School in 2005. It evolved from the need expressed by the African community in Carlton Housing Estate to find creative ways to address their barriers to employment.

Initially funded by the Department for Planning and Community Development, the Sorghum Sisters was a collaborative endeavour between AMES, Carlton Primary School and Horn of Africa Communities Network.

The Sorghum Sisters cater all types of functions and also prepare healthy lunches for the Carlton Primary School. Their unique African injera bread is a menu favourite and Sorghum Sisters continues to supply the local African community in Carlton with this traditional staple.



As part of this year's Melbourne Food and Wine Festival the Sorghum Sisters will be catering the [AMES Food Safari Brunch](#), global gourmet adventure showcasing exotic multicultural flavours on 28 February 2015 at the iconic 1937 heritage Drill Hall in the Melbourne CBD.

For more information about the activities of Sorghum Sisters, to view their menu, or to order online please visit [www.sorghumsisters.com.au](http://www.sorghumsisters.com.au)



Pictured: Jacqui Rudd (left) and Obya Obya (right) at the Social Outfit (photo courtesy of Craig Wilson)

## The Social Outfit: Stitching Opportunities Together For Good

Jacqui Rudd pictured right founded The Social Outfit, a new Sydney social enterprise that aims to facilitate work experience for refugees and new migrant communities through a TAFE accredited training and employment course.

Inspired by its sister organisation in Melbourne [The Social Studio](#) both organisations aim to empower refugees and new migrants in the world of retail, fashion and manufacturing.

The Sydney space is located on King Street Sydney's suburb of Newtown. It incorporates both production and retail onsite.

Fittingly, as an Italo-Australian migrant and fashion icon herself Carla Zampatti proudly endorses The Social Outfit. Why? Not only does it foster creativity, training and development, but it literally provides a link, space and place for refugees and new migrants, settling into their new communities. Ideally settlement is made better for creative souls looking to express themselves through fashion.

For more information visit: [thesocialoutfit.org](http://thesocialoutfit.org) or watch [Welcome to the Social Outfit](#)

## Diversitat's Property Services Social Enterprise

Diversitat in Victoria has developed a social enterprise program that creates meaningful work opportunities for the refugee and asylum seekers of Geelong.

As a not for profit organisation, Diversitat reinvests any income derived from the enterprise back into the business to generate local employment solutions for Geelong.



### Gardening

Diversitat's gardening team provides high quality gardening services offering a range of gardening care and maintenance services to help keep local gardens looking their best. The services are diverse and cater for a range of needs from private garden maintenance to the upkeep of expansive council grounds.

### Cleaning

Diversitat provides professional, trustworthy and high quality cleaning services across a diverse range of domestic and commercial properties to keep their facilities clean and presentable.

For more details on these services contact Diversitat's Property Services on (03) 5223 3222 or visit <http://www.diversitat.org.au/>



## “The Greatest Thing Since Sliced Bread!” Bourke St Bakery’s Bread & Butter Project



Founders Paul Allam and David McGuinness were bakers and chefs who’ve rolled out a love of good food and an appreciation for community!

Australia’s first social enterprise bakery, The Bread & Butter Project wholesales artisan baked goods across Sydney. 100% of proceeds from this social enterprise go back into baker training and employment support for communities in “knead”.

The project was inspired by owner Paul Allam’s travels. While travelling in Mae Sot on the Thai-Burma border Paul met a group of nuns with an oven they were unable to use. Paul gracefully returned with his wife to demonstrate how to use the oven and by the end of the trip they’d trained a number of refugee women to bake and sell bread within an orphanage. This provided them with meaningful skills and employment. A social enterprise was born!

The Bread & Butter Project is an accessible program, tied to an ever expanding, ever-socially and environmentally conscious organisation, Bourke St Bakery. These pioneers give us a sprinkle of hope, that we too can continue breaking bread.

For more info see: [thebreadandbutterproject.com](http://thebreadandbutterproject.com)



## Australian Disability Enterprise: Working with Ability

Following the Federal Government’s 2011 relaxation of health criteria for humanitarian entrants Australia is seeing increased numbers of refugees with a disability.

Australian Disability Enterprises (ADE) are a not for profit network providing employment resources for people with a disability including refugees and eligible migrants to assist them in finding employment.

The Federal Government provides a subsidy for each person placed in employment via the ADEs under the Supported Employment Services (SES) Modern Award. This allows ADEs to bolster some of the resources that employers aren’t always able to sustainably provide.

There are 600 ADE, employing 20,000 people nationally. ADEs conduct regular reviews of the take up rate of CALD employees in comparison to the demographic data of their catchment area.

For more information see: <http://www.ade.org.au/>

### Concerns over Australian Disability Enterprises Payment Schemes

[Business Services Wage Assessment Tool \(BSWAT\)](#) is the most common tool used to determine wages for people working within [Australian Disability Enterprises \(ADEs\)](#).

A number of [campaigns](#) have highlighted issues with the BSWAT leading to an economic loss for those being paid under this system.

Last month the BSWAT Payment Scheme Bill 2014 was blocked in the Senate. In blocking the bill the Senate acknowledged issues with the current BSWAT system.

For more information visit: [Wage Justice Campaign](#)

## NARACORTE – A success story of regional social enterprise development through individual entrepreneurship

In 2014 the Afghan supermarket in Naracoorte opened its doors for trade as the first Afghani retail business in Naracoorte. This was a wonderful and well received enterprise by the Naracoorte residents. The Mayor's words encapsulate the importance of this initiative "We are delighted with the emergence of business enterprises by our migrant population which compliments an existing thriving regional service centre."

The proprietor Didar Ali who arrived in Australia in 2010 has employed not only Afghani workers but members of the broader community. The local Afghani community celebrated being able to source specific traditional food and material without having to travel four hours to Adelaide to get them. It filled a much needed void in the trade arena at Naracoorte, an Afghani woman said "We feel we are lucky and are so happy that we can now buy our traditional food at Naracoorte, earlier it was so hard to have to travel to Adelaide". Value adding to his venture Didar has a pool room enabling the community to gather and socialise over a game of pool.



This represents yet another successful business venture by the Afghan community in Naracoorte. There are several successful contractors that employ a large number of new arrivals in viticultural and horticultural pursuits. More recently an Afghani owned Kebab shop has opened on the main street of Naracoorte as a 'eat in' or 'take away' establishment. These are very exciting and positive developments highlighting the successful settlement of the Afghan community in a regional location. These ventures have further enhanced and uplifted the socio-cultural enterprise landscape in Naracoorte.

The Migrant Resource Centre of South Australia (MRCSA) takes pride in the fact that these initiatives are spearheaded by those who came to the country as new arrivals and were supported by MRCSA in terms of integrating into the community and gaining independence in their new life in South Australia. An MRCSA representative succinctly wrapped this up in the words, "The success of our work is mirrored through ventures such as Didar Ali's, we strive towards supporting and giving our clients that confidence in their new life here, that culminates sometimes in enterprises such as this." For the past 30 years MRC has been committed in providing 60,000 people and 200 new community groups the first pathway to settle in the social, economic & cultural fabric of life in South Australia.



*Article and photos courtesy of Migrant Resource Centre of SA*

## Australia Social Enterprise – leaving history behind

*Improved communication about social outcomes is needed to overcome the “bad taste” left by the “dressed-up charity programs” of social enterprise’s early days in Australia, according to panelists at the Sydney conference [Think Outcomes](#).*

The session on social enterprise was facilitated by Associate Professor Cheryl Kernot, Director of Social Business, Centre for Social Impact, who joined Lisa Boothby, Head of Enterprise Investment Readiness, Social Traders; Steve Williams, Enterprise Director, SEED PPM; and Matt Pfahlert from the social enterprise, The Beehive Project.



Asked to imagine the social enterprise sector ten years down the line without any change, Steve Williams warned that the sector “wouldn’t be able to argue our case to Government about the benefits that we know intuitively in social enterprise....and we wouldn’t be able to

attract new players to the sector and to the market.

Pfahlert added, “We’ve got to rebuild, in the early days of social enterprise development here in Australia, we spent a lot of money on projects that were dressed-up charity programs. They didn’t have the commercial underpinnings of a business. You know what, that’s left a really bad taste in a lot of funders and policy-makers’ mouths. It’s an absolute disgrace it was allowed to happen.”

The outspoken Pfahlert said the sector was stuck from a

lack of leadership and the fact it still wasn’t widely known what a social enterprise was.

“We don’t have a political champion who’s banging the drum, saying, you know what, this social enterprise thing is the real deal. It could be beyond the margins of business margins and right in the guts as a hybrid model. But we don’t have anyone doing that.”

“We did have the Social Enterprise Development and Investment Funds (SEDIF), the \$40 million, but I think there was a classical problem there - money, but not capacity building.”

Steve Williams spoke of his experience working with the Queensland Government as Chair of Queensland Social Enterprise Council. “They’re very interested in outcome measurement, and in impact measurement. If we can really clearly engage some outcomes and impacts it’s going to engage some star entrepreneurs [in addition to funding] and I think we’d be able to grow changemaking [Government] policies.”

Social Traders’ Lisa Boothby said she was also optimistic. “We’re making progress but I think that comes from the context of a reasonably low base. Social enterprise and the frameworks around it in Australia are relatively new. Social enterprise needs to be measured both on its financial and its social impact even if the investor is philanthropic and the money does not require repayment. Ultimately that social enterprise, if it’s not financially viable, can’t deliver the social outcomes.”

*Article adapted from the 3<sup>rd</sup> December Pro Bono article [Aus Social Enterprise: Leaving History Behind](#)*

## 2014 National Mutual Economy Report released

*A Co-operative Social Enterprise is a self-help organisation which is formed to meet a common social need of its members.*

The Business Council of Co-operatives and Mutuals has released its 2014 National Mutual Economy Report. The report reveals the top 100 member-owned businesses had a combined turnover of over \$104 billion in the 2012/13 financial year and combined assets of \$282 billion. The Council highlights co-operatives and member owned businesses are an under recognised sector of the nation’s economy.

The report can be viewed here: [Business Council of Co-operatives and Mutuals](#)



## A Canadian Social Enterprise Perspective – Multicultural Health Brokers Cooperative

*“Our dream is that all sectors become our collaborative partners, and we are able to support them to be culturally aware and competent.”*

The Multicultural Health Brokers Cooperative (MCHB) is a Canadian social enterprise that assists those who are newly arrived to Canada access healthcare services and information.

The MCHB was established to address the social, economic and political inequities that negatively impact the health and well-being of migrants and refugees. The service helps create connections between healthcare providers and communities of new Canadians.

MCHB was created in 1996 by twelve immigrant women who became involved in a culturally responsive peri-natal health outreach and community development program for migrant communities. This was a pilot project initially funded by the Department of Health. It was formally registered as a cooperative in 1998.

As a Cooperative MCHB is owned and controlled by its members. Members are migrant and refugee workers who are also members of the communities that they serve. They are front-line service deliverers, community developers as well as joint owners and operators of the cooperative. Many are highly educated and skilled professionals whose credentials are not recognised in Canada and or they are recognised leaders within their communities.



The MCHB includes 54 members as health brokers from 22 different cultural and linguistic communities. It serves over 2,000 families in the Edmonton, Alberta area each year. It has an annual budget of \$2 million.

The Health Brokers take a holistic approach to healthcare access. The Brokers build bridges between systems mediating between migrant and refugee families and the mainstream health system. They build the community’s capacities for health and well-being to create incremental change within systems towards equity and cultural responsiveness.

For more information [watch the Multicultural Health Brokers Cooperative video](#)

**RACISM. IT STOPS WITH ME**



## SCOA Member Profile...

### AMES

AMES has helped new and recently arrived refugees and migrants settle in to Victoria for over 60 years!

In 1951, AMES began providing English to new settlers in Australia. More than half a million students have attended AMES programs and services since its post-war inception. AMES has grown to provide settlement, education and training and employment services to culturally and linguistically diverse (CALD) clients.

AMES provides a comprehensive range of settlement services for refugees and migrants. These include on-arrival settlement support, English language and literacy training, vocational training and employment services. These services are primarily delivered through the following federal and state contracts:

- Status Resolution Support Services (SRSS),
- Adult Migrant English Program (AMEP),
- Skills for Education and Employment Program (SEE),
- Victorian Training Guarantee (VTG) and
- Job Services Australia (JSA).

AMES offers much more than just teaching English. They not only work with new arrivals but also with the community, business and Government to develop sustainable and effective settlement solutions for the whole Victorian community.



The AMES social enterprise businesses are a perfect example of using more than the classroom based approach. The social enterprises provide practical hands on learning to trainees and work experience clients. AMES also employs these same clients in casual, part time and full time capacities.

AMES operates three catering social enterprises: Sorghum Sisters (page 9) operating from Carlton Primary School, Global Cafe at Noble Park and fifty-six threads cafe in Kensington.

Once again, AMES is very excited to take part in the Melbourne

Food and Wine Festival! They are hosting *The AMES Food Sarafi* on Saturday 28<sup>th</sup> February 2015 at the iconic Drill Hall. The event will be catered by our social enterprise The Sorghum Sisters.

Tickets are on sale so ensure you [register](#) to secure your seat!

Please direct any enquiries to AMES Events Coordinator on (03) 9938 4772.

## Closing the Opportunity Gap for Migrant Youth – a French recruitment agency with a social goal



*Closing the opportunity gap between talented youth and employers through recruitment services and corporate diversity training*

Mozaik RH is the first French recruitment agency and HR consulting non-profit specialising in the promotion of equal opportunities and diversity. This agency recognises that while many jobs go unfilled in France youth from poor and marginalised neighbourhoods remain un- or underemployed.

So they created a business model that identifies talented young people and helps them develop employability skills while working to create a demand for them in the labour market. Very simply, Mozaik RH matches graduates from low-income neighbourhoods with employers. But, its mission and work go well beyond a simple recruitment service for corporate clients.

Mozaik RH recognizes that its candidates are actively discriminated against when applying for jobs because of their social or cultural background” To overcome these barriers, Mozaik RH works with partner companies not only to provide good candidates but also to help employers recognise the potential of the new hires. To ensure this happens, Mozaik RH works with partner companies to build capacity to better manage diversity.

Mozaik RH provides a suite of services to employers, including training, action plan and policy development and day-to-day support of diversity-related HR needs. They offer client

companies HR consulting to actively promote the employment of overlooked groups, and become champions ready and willing to address inequality and discrimination in the workplace.

Relationships with both candidates and companies are closely followed and managed. Candidates receive training, workshops, coaching and the supports they need to find work. Companies receive support and advice before, during and after the recruitment process. Mozaik RH works to ensure that candidates are ready and that companies see and value them. Every activity is designed to change the misconceptions and prejudices that influence recruitment.

A good social entrepreneur sees value in building relationships with partners, and even competitors. Partnering with Adecco, one of the world’s largest HR management firms, allows Mozaik to scale up their potential impact. In six years, Mozaik has placed 2500 candidates into jobs. With Adecco’s help, they look to double that number in a shorter time. At the same time, Adecco, which lacked expertise working with diversity and at-risk youth, has become better at responding to increasing corporate demand for diversity hiring. Both organisations gain. But, most importantly, Mozaik RH’s youth candidates gain access to more job opportunities and a greater share in shaping their future.

*Article adapted from Cities of Migration 2<sup>nd</sup> December article ‘Closing the Opportunity Gap for Immigrant Youth’*

## Awards In Focus...

### Multicultural Youth Advocacy Network NSW Wins Youth Work Award!

The Youth Work Awards highlighting the incredible youth work that is happening across NSW.

MYAN NSW has won the Outstanding Project or Service Working with CALD Young People category.

MYAN NSW is a network of services committed to improving the opportunities and outcomes for multicultural young people in NSW.

For more information visit: [Youth Work Awards NSW](#)



### Settlement Services International was shortlisted as a finalist for this year's Human Rights Awards



For more information: [Human Rights Awards](#)



### Not For Profit Sector's Most Influential People 2014

Violet Roumeliotis CEO of Settlement Services International and SCOA's NSW Representative has been name as one of 2014's most influential working in the NFP sector.

For more information visit: [Impact 25](#)



The Social Enterprise Awards are held annually to increase awareness of the role and diversity of social enterprises in Australia.

The 2014 winners announced earlier this year can be found [here](#).



## MRCSA meets with Co-founder of Migration Policy Institute of Washington

In November [Dr. Demetrios Papademetriou](#) founder of the [Migration Policy Institute](#) (MPI) in Washington DC and a long term adviser to governments on migration policy visited Australia for a series of meetings and seminars with policy makers and leaders in migration hosted by the

Australian Population and Migration Research Centre at the University of Adelaide.

The MPI is a Washington DC based think tank with branches in London, Seattle, New York, Brussels and Manila. It specialises in international migration through building migration models and providing legislative solutions. The MPI provides analysis, development and evaluation of migration and refugee policies at local, national, and international levels through an evidence-based, pragmatic, non-ideological approach.

During his visit Dr. Papademetriou shed light on the dynamics of migration in the USA. A prevalent scheme was annual monetary awards to those organisations that put together 'exceptional immigration initiatives'.

Dr Demetrios Papademetriou had the opportunity to visit the Migrant Resource Centre SA (MRCSA) and meet with the senior staff. MRCSA highlighted its multi-faceted approach to helping migrant and refugee clients navigate their new landscape such as its bilingual volunteer program that also acts as a launching pad to finding work for new arrivals. He noted the impressive mix of ethnicities within the MRCSA staff which is due to using this volunteer pool.

Dr. Papademetriou has published more than 250 books, articles, monographs, and research reports on migration topics. To find out more visit the Migration Policy Institutes website: <http://www.migrationpolicy.org/>



**13-14 March 2015**  
**Sydney**

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

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

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



**2014 New and Emerging  
Community  
Organisations Survey**

FECCA is currently running a survey to more effectively understand how new and emerging community organisations operate, foster social cohesion, and represent the needs of the diverse communities in which they work.

The survey can be accessed from this link: [FECCA 2014 New and Emerging Community Organisations Survey](#)



## New Research Examines Social Entrepreneurship



The [Centre for Social Impact \(CSI\)](#) at Swinburne University of Technology is undertaking a comparative analysis of social entrepreneurship in public policy discourses in the United Kingdom and Australia.

The research is being conducted by CSI Swinburne researchers [Dr Chris Mason](#) and [Dr Mike Moran](#). It combines novel research methods to understand how policy discourses shape social enterprise development and how these affect the interpretation and negotiation of policies by people 'on the front line'.

Both Dr Mason and Dr Moran share an interest in social enterprise and the development social entrepreneurship and philanthropy. They have collaborated before on the publication *'Social Entrepreneurship and the Power of Government Discourse'* in Pascal Dey and Chris Steyaert (eds.) *Critical Perspectives on Social Entrepreneurship* (Cheltenham, Edward Elgar, forthcoming 2015).

## SCOA Welcomes Its Newest Member!



Warringah Council is located in Sydney's Northern Beaches region. The local government provides a number of services to support its culturally and linguistically diverse community members. It is home to one of the largest Tibetan populations in Australia.

We look forward to working with Warringah Council in the future



Languages Australia is like a "yellow pages" of language education options for children. **Languages Australia include ALL languages and ALL States/Territories.** It lists:

- Bilingual Playgroups & Bilingual Story time
- Childcare providers who teach a foreign language
- Government Primary and Secondary Schools, and their language programs
- Language Classes & Activities, such as School Holiday Programs
- After School language programs and Schools

Languages Australia has recently launched an online Bilingual SHOP! With bilingual Flash Cards available in 10 different languages. They are "Bilingual" meaning all cards include an English translation. The cards are currently translated in Arabic, French, German, Vietnamese, Mandarin, Traditional Chinese, Spanish, Greek, Hindi and Italian. Languages Australia will also translate these wonderful cards in YOUR chosen language, if it isn't already – now that's easy! These are perfect for Preschool and Primary School aged children. They are engaging and fun images, which makes learning English or the chosen language interesting.

If you would like to promote your **bilingual playgroups for FREE**, then simply go to the Languages Australia website!

[www.languagesaustralia.com.au](http://www.languagesaustralia.com.au)

## Women at Risk gain skills for a safe start



Humanitarian entrants who come to Australia on Women at Risk visas are among the most vulnerable of refugees. They have been displaced from their homes and have experienced or been in danger of abuse, harassment and victimisation because of their gender. These women are often also single mothers.

Settlement Services International (SSI) recently gave women who came to Australia under Women at Risk visas a tour of Sydney.

SSI is the largest not-for-profit humanitarian settlement organisation in Australia, and

provides support services, including essential orientation and life skills, to 1,000 Women at Risk visa holders now living in Sydney.

Like all refugees and people seeking asylum, these women and children face various challenges and barriers when moving to a foreign country and culture. These barriers are often compounded by on-going physical and mental health issues created by the often-traumatic experiences they have been through.

Refugee women in Australia under the Woman at Risk visa category experience higher levels of post-traumatic stress and face greater challenges in resettlement. SSI supports these women with specialised care and case management and works with services and government to highlight their particular needs, especially in the areas of employment, affordable housing, health and education.

During the recent school holidays, SSI's Women at Risk committee organised a practical orientation session with about 40 female clients and children going on a day trip to the city. Highlights included Customs House, the Opera House and a picnic lunch in the Botanical Gardens.

On the day trip, women and children were accompanied by SSI case managers and were taught how to read train timetables, to use train stations and to purchase tickets. The outing was also an opportunity for the women, who were from a variety of language backgrounds that included Arabic, Assyrian, Farsi and Dari, to practice their English with each other.

SSI CEO, Violet Roumeliotis said the women really enjoyed spending time with each other and their children in a relaxed and friendly atmosphere. This is important because many of these women experience isolation due to language barriers, mental health issues and being the sole provider and carer for their family.



For more info contact SSI's Communications Officer Rekha Sanghi

t (02) 8799 6700 | e info@ssi.org.au

*Article Courtesy of Settlement Services International*



**On behalf of the Executive Committee and staff at SCOA, we would like to wish you and your families a joyous festive season and a very happy New Year.**

**Please note that the Sydney SCOA office will be closed from Monday 22nd December, reopening on Tuesday 6th January.**

**We look forward to working alongside you in 2015.**

**Kind regards,**

**The Settlement Council of Australia**



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