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Message from SCOA Chair- Cedric Manen



The big news of the month has naturally been the election. After a quiet period before the election itself it has now become busy as we all engage with our new

Ministers and Parliamentary Secretaries, welcoming Minister Andrews and Parliamentary Secretary Fierravanti-Wells to their portfolios in particular. I was pleased to meet with Senator Fierravanti-Wells this month.

The departmental shift which has seen all settlement programs move to the Department of Social Services (DSS) represents significant opportunities for the settlement sector, as it will bring settlement services closer to the wide range of services also within the DSS portfolio, including services for families, seniors, housing and disability. The shift will take some time to be fully operational, and rest assured we will continue to send out updates to SCOA members on the details in terms of programs and policies as they become available.

SCOA recently co-hosted a Settlement Policy Network discussion on the policy and program shifts within the new government departmental frameworks. It was a very well attended teleconference, with robust discussion on policy and priorities for the settlement sector. A report will be forthcoming, which will be shared when it is complete.

One of the key policy shifts impacting the sector occurred before the election – namely the withdrawal of eligibility for HSS services for people receiving 866 visas while in the community. SCOA will continue to advocate for a human rights framework to be applied to eligibility for services and support for all based on need.

We are in the final stages of planning for our AGM and forum, and hope to see you in Canberra. I am looking forward to an engaging and thought provoking discussion on the critical value of settlement, which is something we can all agree is worthy of further discussion.

Cedric Manen – SCOA Chair



Message from SCOA Executive Officer- Sky de Jersey



The team here at SCOA have been concentrating on the family violence, a new Foundation to Prevent Violence Against Women and their Children has recently been established. The Foundation conducted national consultations, which SCOA contributed to, drawing on the work we have been doing in this area with the discussion paper and the Settlement Policy Network. It was good to be able to share the settlement sector perspective with the Foundation, who are focussing very strongly on primary prevention. The need to ensure programs are grounded by strong research and evidence base is clear.

The National Settlement Service Standards are being progressed in October through a Steering Committee which will oversee and support this project as we develop the important detail of the model and process around standards and accreditation in the settlement sector.

I had the pleasure of meeting the new Race Discrimination Commissioner Dr Tim Soutphommasane this month. There are strong connections between our areas of focus, SCOA has long been a supporter of the "Racism: It stops with me" campaign. We agreed that supporting people successfully settle in their initial time in Australia helped foster community harmony, as communities grow and change with the inclusion of people from around the world. Promoting respectful behaviour and limiting the impacts of racist behaviour remain vitally important for Australia.

I recently attended the annual UNHCR NGO Consultation, which was a great opportunity to discuss in depth refugee and asylum issues in Australia and the region. The Consultation included a wide range of participants with a great deal of experience from the academic, legal and non-government sectors, and included panel discussions and workshops on resettlement, settlement, refugee status determination, detention issues and asylum.

It was enlightening to participate in the book launch for 'For those who've come across the seas...', edited by Prof Andrew Jakubowicz and Dr Christina Ho. The launch included a forum with many of the book's contributors, who spoke about the history of multiculturalism and the challenges facing multiculturalism today. Looking through the chapter index alone it is clear the book covers wide ground – from film festivals to health (it also includes chapters on settlement and indigenous Australia written by SCOA Executive Committee members Violet Roumeliotis and Eugenia Tsoulis).

RACISM. IT STOPS WITH ME



New Government Ministry Shifts Management of Settlement Services

The September election and new Government has led to significant changes in the management of Settlement Services.

Under the new Government Settlement Services and Multicultural Affairs will no longer be managed by the Department of Immigration. Instead they will be managed by the newly created Department of Social Services with the Hon Kevin Andrews as the Department's Minister. NSW Senator Concetta Fierravanti Wells has been appointed as Parliamentary Secretary for Social Services with special responsibility for Settlement Services and Multicultural Affairs.

The Department of Immigration and Citizenship has changed to the Department of Immigration and Border Protection (DIBP) with the Hon Scott Morrison as Minister and Assistant Minister the Hon Michaelia Cash. DIBP will be responsible for entry, stay and departure arrangements for non-citizens, border immigration control, citizenship, ethnic affairs and customs. DIBP will plan and regulate the arrival of refugees and migrants. It will also be responsible for Unaccompanied Humanitarian Minors and the Australian Cultural Orientation (AUSCO) program.

The full details of how the DIBP responsibilities will be transferred to DSS have not been announced. All outstanding tenders will continue to be managed by the DIBP.

The difference between ethnic affairs and multicultural affairs has not been officially confirmed. It is also unknown at this time which portfolio will be responsible for managing Translating and Interpreting Services.

Other key Department's include, the Department of Industry headed by Minister the Hon Ian Macfarlane. It is now responsible for administering Migrant Adult Education. The Department of Employment will be managed by Senator the Hon Eric Abetz. The Minister for the Department of Education is the Hon Christopher Pyrne.

October Settlement Policy Network

The latest Settlement Policy Network (SPN) was held 2nd October. The topic focus was, *Settlement policies: Where to from here? Advocacy priorities for the settlement sector under a new Government.*

The SPN is a national teleconference jointly organised by SCOA and the Refugee Council of Australia (RCOA). It provides an opportunity for RCOA and SCOA members to participate in planning joint advocacy on settlement issues.

This teleconference provided participants an opportunity to discuss how the settlement sector can best engage with the new Government, what the sector's collective advocacy priorities should be and what questions the sector should raise with Ministers in the new Government.

The SPN began with a summary of the new Government policies, relevant past Government policies and changes to administrative arrangements. A background report detailing some of this information can be found here: [SPN Background Paper](#). Please be aware that some of this information may have been superseded by new Government policies. These changes will be highlighted in the SPN Report which will be circulated shortly.

The guest speakers were Ramesh Kumar from AMES Violet Roumeliotis from SSI. They discussed what their key settlement priorities were in the new political environment, what key action areas they felt the sector could collectively work on and how the new policy changes were impacting their clients.

Discussion was then opened up to participants and focussed on issues the settlement sector would bring to the new Government.

Keep your eye out for the SPN full report which will be circulated shortly.



SCOA News...

SCOA's Tools to Connect with the New Government

SCOA would like to thank its members for participating in a number of activities during the past few months which has assisted us in producing tools to connect with the new Government.

The report produced from the annual State Member Consultations has proved to be an important tool in connecting with the new Government and sharing the sector's views.

Our Member Mapping Project is also an effective tool in demonstrating sector representation and providing decision makers with a deeper understanding of the sector.

SCOA met with Parliamentary Secretary Senator Concetta Fierravanti Wells this month. The Senator will be part our AGM panel discussion on 18th November.

SCOA's Policy Practice Forum

SCOA's Policy Practice Forum (PPF) teleconference is an opportunity for participants to discuss the settlement sector's research agenda, learn more about undertaking their own research projects and hopes to better inform effective advocacy.

The latest PPF was held on Wednesday, 18th September and the focus topic was research portals – their uses and benefits. Participants heard from guest speaker Hutch Hussein from the Brotherhood of St Lawrence (BSL). BSL and SCOA are working together to develop a settlement specific research portal. The portal's aim will be to influence settlement practice, government policy making and assist in linking academics with practitioners to create dialogue and fill and identify research gaps.

The settlement research portal project is in early stages of development. The teleconference was an opportunity for the sector to provide input and feedback on the project.

To view the minutes of the latest PPF please visit this link: [Minutes PPF - September](#)

SCOA is now open office five days a week!

SCOA Members will now be able to connect with SCOA staff five days a week.

The SCOA office hours have been expanded, and the office will be open Monday to Friday 9.00-5.00pm.

This change is in response to comments members provided in the annual SCOA Membership Satisfaction Survey. Members requested that the SCOA office be open and available five days a week.

The SCOA Membership Satisfaction Survey provides us with valuable input on how we can best meet our member's needs. We will continue to implement changes to address feedback received from this survey.

If you have any queries the SCOA office can be contacted on (02) 8065 5225 or emailed at admin@scoa.org.au.

SCOA Website Review

SCOA has recently been conducting a review of its website. The review has been focussing on improving the ease of use and the sites' functionality. It has also removed the Members Only Area from the website.

The removal of the Members Only Area function was the result of feedback received from the SCOA Membership Satisfaction Survey. SCOA members indicated that they did not access this area or utilise many its functions.

The review has also added SCOA Activities pages which details SCOA news, events and research.

The website will continue to feature member's activities. The Resources pages include member events, job postings, research and more. SCOA asks you to send us your latest research and publications, events and trainings and jobs for us to share.

Please email these resources to mso@scoa.org.au.



News from the Department of Immigration and Border Protection (DIBP)

Message from DIBP

Following the swearing-in of the new ministry led by Prime Minister Tony Abbott on September 18th, there has been machinery of government changes that affect the portfolio and our department.

The Administrative Arrangements Order that the Governor-General issued confirms the following changes to the department's responsibilities:

- The department will be renamed the Department of Immigration and Border Protection (DIBP).
- The department will manage entry, stay and departure arrangements for non-citizens, border immigration control, citizenship, ethnic affairs and customs and border control other than quarantine and inspection.
- Settlement and multicultural affairs functions will transfer to the new Department of Social Services and the Adult Migrant English Programme will move to the Department of Industry.
- The Australian Customs and Border Protection Service is now a portfolio agency under the immigration and border protection portfolio.

The department will also contribute to Operation Sovereign Borders and the Joint Agency Task Force that has been established to combat people smuggling and protect Australia's borders.

The department will continue to contribute to Australia through the management of its migration and citizenship programmes and will continue to provide you with sound information, advice and assistance on DIBP business.

If your organisation has relationships and contractual arrangements with the multicultural affairs and settlement functions that are transferring to the Department of Social Services, we will keep you informed about any changes that affect you as soon as this information can be made available. We expect that programme delivery will continue with no disruption through the transition period over the coming months.

We will also continue to seek your feedback and recommendations on our policies and programmes as part of our commitment to deliver programmes that contribute to the social, economic and national security of Australia.

The latest information and news about the department can be found on our website, <http://www.immi.gov.au> or you can follow us on Facebook [facebook.com/DIBPAustralia](https://www.facebook.com/DIBPAustralia) or Twitter at twitter.com/DIBPAustralia

Update on the Community Proposal Pilot

The Approved Proposing Organisations (APO) in the Community Proposal Pilot recently launched a website containing information about their role, administrative process and costs.

To access the APO website, go to www.cpp-apo.net

This website was developed by the four APOs, AMES, the Brotherhood of St Laurence, Liverpool Migration Resource Centre and Illawarra Multicultural Services. On this website, supporting community organisations and individuals are able to lodge an expression of interest to work under the guidance of an APO to support people to apply through the Community Proposal Pilot.

For more information about the Community Proposal Pilot, please visit the Department of Immigration and Citizenship's web page: <http://www.immi.gov.au/visas/humanitarian/offshore/community-proposal-pilot.htm>

News from DIBP continued....

Researching Settlement Outcomes: 'Building a New Life in Australia' Begins

After more than two years of planning, the Department's new longitudinal survey of humanitarian programme arrivals - *Building a New Life in Australia* - is about to commence!

After a successful practice run in Sydney, Melbourne and Toowoomba during May and June, field staff will soon hit the streets in 11 sites across Australia (Sydney, Melbourne, Brisbane, Adelaide, Perth, Hobart, Darwin, Wollongong, Coffs Harbour, Toowoomba and Mildura). For the next six months they will be interviewing recent humanitarian programme arrivals about the experiences and challenges of settling into Australian life.

The Australian Institute of Family Studies (AIFS) are managing the project on behalf of the Department (www.aifs.gov.au), in conjunction with their data collection partners Colmar Brunton Social Research (www.colmarbrunton.com.au) and Multicultural Marketing and Management (www.multiculture.com.au).

By the end of March around 2000 migrants will have completed questionnaires. In most cases the survey will be administered with an audio-assisted tablet computer which enables participants to complete the questionnaire in their own language, and ensures privacy and confidentiality of responses. All participants will be reimbursed for their time and all will be revisited annually for the next five years to see how well they are settling.

The results will assist the Government's policy and programme development for future humanitarian migrants.

Besides occasional updates through these pages, you can also keep an eye on progress through the various study webpages:

(<http://www.immi.gov.au/media/research/lsrc/>; <http://www.bnla.com.au/>; <http://www.aifs.gov.au/bnla/>)



Australian Government
Department of Immigration and Citizenship
Australian Institute of Family Studies

Building a New Life in Australia
is a groundbreaking long-term study
to help us understand how newly arrived
humanitarian migrants settle into Australia

www.bnla.gov.au



Building a new life in Australia



News from DIBP continued....

ImmiCards

Since 23rd March 2013 the Department of Immigration and Border Protection (DIBP) has been replacing the paper Visa Evidence Card (VEC), also known as a PLO56, for humanitarian visa holders or eligible bridging visa holders.

This document has been replaced by secure plastic ImmiCards:

- The **Evidence of Immigration Status (EIS)** ImmiCard will be issued to Irregular Maritime Arrivals (IMA) granted a subclass 050 Bridging Visa E (BVE) when they leave detention
- The **Permanent Resident Evidence (PRE)** ImmiCard is for Protection Visa applicants who, on the grant of their visa, can order this card online.

The ImmiCard is an accountable, secure plastic card that contains a passport sized photograph and basic biographic data including surname, given names, date of birth and gender. The card contains a unique card number, which is linked to the client's file and biometrics in the department's system.

The ImmiCards form the base document for UMAs living in the community to establish a social footprint and obtain future proof of identity documentation.

Clients who currently have a PLO56 will not be issued with an ImmiCard. They will continue to use their PLO56 document to enrol for services until such time as they are called into the department for a BVE regrant. The department is working towards rolling out the EIS card to these clients in the near future.

Agencies, landlords and future employers must check visa status and visa conditions of an EIS card holder electronically through the department's free Visa Entitlement Verification Online (VEVO) system.

From December 2013 EIS and PRE ImmiCards will be verifiable through the Document Verification Service (DVS).

Expiry and replacement

The ImmiCard expires one year after it is issued. The ImmiCard number can still be used to verify visa status through VEVO after a card has expired.

A client can order a replacement card online when their ImmiCard is lost, stolen or damaged within the first 12 months.

More information

For more information on the ImmiCard you can visit the department's website:

See: www.immi.gov.au/visas/humanitarian/immicards

Email: immicards@immi.gov.au



Research Assessing the Economic Contribution of Refugees in Australia – Multicultural Development Association

The Multicultural Development Association (MDA) of Queensland has recently released a new study by social researcher Dr Richard Parsons which assesses the economic contribution of refugees in Australia. Dr Parsons is an independent social researcher specialising in the social and community dimensions of business. This paper explores the existing research on economic contributions of refugees and identifies relevant gaps of information.

Dr Parsons research stresses the economic benefits of refugees in Australia is poorly understood, and there is no agreed way to assess the benefits. This results in use of preconceived notions instead of facts to drive the refugee debate within the media and public. There is an uneven focus on the alleged negative consequences of refugee settlement with the common assumption, or myth, that refugees are a burden on society.

The common assumptions or myths of refugee contributions to society are that refugees are an economic burden. They take from their new communities more than they give, and they take immigration places away from other migrants who would make a bigger contribution.

The research found the contribution that refugees make to their new communities is often described in terms of intangible notions such as enhancing multiculturalism and cultural diversity. These are seen as desirable contributions by many but their intangibility makes them difficult to demonstrate and articulate. It is known that refugees contribute economically to society through employment, business and other activities but the extent and value of this and how to assess it has not been widely explored. This knowledge is largely intuitive and anecdotal.

Dr Parsons explores the following questions in this research paper:

- How is economic contribution assessed in existing research; i.e., what does it include and what does it exclude, and why? Does it include economic measures exclusively, or does it try to quantify other forms of contribution, e.g. social and civic contributions?
- If evidence exists suggesting that refugees make a substantial economic contribution to Australia, why is this not more widely known and what needs to happen to change perceptions?
- If evidence exists suggesting that refugees impose a net cost to Australia, what further research needs to be done to identify the barriers to refugees making a greater economic contribution?
- If there is not enough evidence either way, where should further research be concentrated to assess economic contribution?

The study has found that despite the many barriers to employment encountered by refugees during their resettlement there is no evidence that refugees impose a net economic cost to Australia in the long term. Dr. Parsons contends that the scarcity of evidence-based research on the economic contribution of refugees in Australia has allowed various myths to gain traction in the public sphere, in turn influencing public debate and the actions of policy makers. MDA hopes that this study will provide policy makers, academics and the public with a new foundation for considering the benefits that refugees bring to the Australian community.

To obtain a copy of the research paper please visit MDA's website at this link:

[Assessing the economic contribution of refugees in Australia](#)

Barcelona City Council's long-term strategy to improve coexistence among locals and new migrants

Barcelona City Council has enlisted community agents to dispel myths about immigrants and fight discrimination with facts and good humour. In November 2010 the Council unveiled a clever public service campaign to dispel rumours, misconceptions and the prejudices that many local people held about minorities and immigrants.

The Council recruited and trained 'anti-rumour agents' to dispel myths and spread the campaign through local organisations and the city's neighbourhoods. Their mission is to contradict uninformed ideas about immigrants and combat discrimination, and to take action as needed while traveling through the ordinary business of daily life.

The first part of the project identified the main stereotypes and prejudices that were circulating in Barcelona which were set into five themes:

- the arrival of new migrants;
- abuse of social and health care services;
- failing to declare income or paying taxes;
- anti-social behaviour in public spaces; and
- taking jobs from locals.

Next, they equipped the 'anti-rumour agent' with accurate information about migrants and techniques for addressing misconceptions with nimble situation-based action at work, home or in the street. So, when someone complained that 'subsidized apartments go mainly to foreigners', the city anti-rumour agent could quickly interject: "Today only one in 20 immigrants receive such a benefit."



Recognizing that the greatest challenge was not framing the message, but getting it out into Barcelona's streets, the city launched its campaign through a network of 80 local organizations that work in the field of social cohesion and coexistence. The Anti-Rumour Network members are all connected through a dedicated website offering information, free training sessions and online guides to address key challenges. Once trained, anti-rumour agents are able to spread their messages throughout their own networks as well as participate in public discussions and debates. More than 30 information and training have been held at local civic centres (*casals*) with more to come.

The Anti-Rumour Network also uses a variety of innovative approaches to carry its message – some more unusual than others. In addition to a city-wide advertising campaign, the project has hosted a public debates with leading local figures, supported street theatre and produced tongue-in-cheek videos for non-readers. However, its greatest success has been comic books.

Since the launch of the Anti-Rumour Campaign and its network as part of the City of Barcelona's Interculturality Plan (devoted to improving cultural diversity within the city), the campaign has celebrated a number of



milestones. More than 350 people have been trained as 'anti-rumour agents'. The first issue of Rosita Blanca Barcelona received a print run of 10,000 copies which was doubled for the second issue. A third volume (out of five) is underway. And a new guidebook to combat prejudices and stereotypes is now available online.

Article and photos courtesy of Cities of Migration

Improving responses to refugees with backgrounds of multiple trauma – Practice monograph

The Australian Domestic & Family Violence Clearinghouse's has released a practice monograph, *'Improving responses to refugees with backgrounds of multiple trauma: Pointers for practitioners in domestic and family violence, sexual assault and settlement services.'*

The monograph brings together five contributions from writers who are recognised for their expertise and experience working with refugees who have histories of trauma, including torture, sexual violence and domestic and family violence.

The contributions cover: practice issues for domestic and sexual violence workers; practice issues for settlement workers; practice issues for men's workers; and a tool to assist practitioners across sectors to understand the vulnerabilities that may place women at risk of further harm or trauma. The contributions provide practice information and tools, underlining the importance of cross-sectoral collaboration and the need for multi-agency responses.

A copy of the practice monograph can be obtained here: [Improving responses to refugees with backgrounds of multiple trauma](#)



Potential Amendments to the *Racial Discrimination Act 1975*

The Abbott Government has announced its promise to amend the [Racial Discrimination Act 1975](#) (the Act) by abolishing section 18C provisions that outlaw "giving offence" to people. The Government's announcement focused on the Act's restrictions on speech seeing the proposed amendments as championing freedom of speech.

The *Racial Discrimination Act 1975* (the Act) aims to ensure that Australians of all backgrounds are treated equally and have the same opportunities. The Act makes racial hatred against the law. It also makes it against the law to treat anyone unfairly, or to discriminate against anyone, on the grounds of race, colour, descent, national or ethnic origin and immigration status. The Act gives effect to Australia's obligations under the [International Convention on the Elimination of All Forms of Racial Discrimination](#), to which Australia is committed.

Section 18C of the Act makes it unlawful to do an act that "is reasonably likely, in all the circumstances, to offend, insult, humiliate or intimidate another person or a group of people" on racial or ethnic grounds." It offers legislative protection to the most vulnerable and marginalised members of our society - our indigenous population, along with culturally and ethnically diverse communities and religious minority groups. Eliminating such legislative protections and relying instead on common law offences of incitement would not provide guaranteed protections.

Anyone experiencing race discrimination can lodge a complaint with the [Australian Human Rights Commission](#).

Young Refugees feature in Life Without Barriers' Inspirational Publication

Life Without Barriers' inspiring publication, *I Now Call Australia Home*, details the experiences of eight young refugees and their journey to become contributing members of our community.

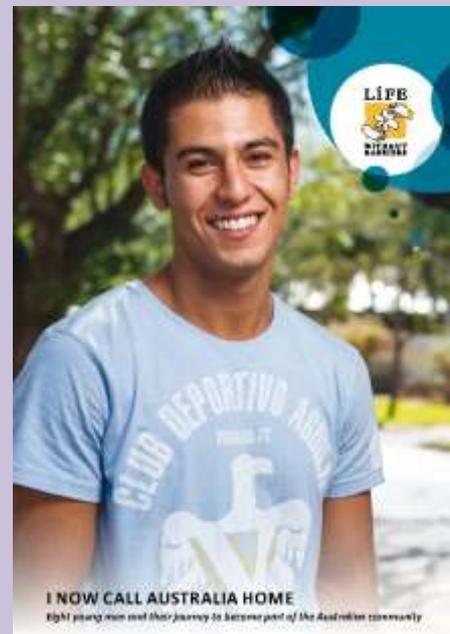
Most of the young people in Life Without Barriers' Support to Refugees and Asylum Seeker program have undertaken long and often dangerous journeys to reach Australia. *I Now Call Australia Home* acknowledges that journey and celebrates the achievements of these young people and the positive role of partnerships as they actively participate in Australian society.

Life Without Barriers' Chief Executive Claire Robbs says, "*I Now Call Australia Home* provides readers with the opportunity to learn about the experiences and contributions of young people who have sought asylum in Australia. Each story, though different, explores the shared themes of adversity, family and belonging, and highlights the results of programs that focus on supporting people within their community, rather than outside of it" explains Ms Robbs. "Our experience in providing holistic support programs tells us that to see positive change in the lives of the people who access our services we must work together to support the social, cultural, linguistic and spiritual diversity of individuals and communities. We owe much to the generous spirit of these young men in sharing their inspiring personal stories."

I Now Call Australia Home was launched in June, during Refugee Week, at various events across the country that celebrated hope and aimed to honour diversity and the contribution made by young refugees to Australian society. The events were attended by members of government, non-government partners, the wider community and young people who have previously or currently receive support through the *Support to Refugee and Asylum Seekers* program, including some of the young men featured in the publication.

The launch not only strengthened existing relationships, but also forged new ones and provided an opportunity for the young people in the *Support to Refugee and Asylum Seekers* program to share their culture through traditional music and food, creating a very positive and memorable experience for all involved.

To read the amazing stories in *I Now Call Australia Home* we invite click [here](#) or visit the Life Without Barriers website at www.lwb.org.au.



Article and photo courtesy of Life Without Barriers

Settlement Services International (SSI) Community Kitchen

The SSI Community Kitchen is part cooking class, part social outing for 100 community-based asylum seekers.

The idea for the Community Kitchen arose when a group of a service providers, peak and advocacy organisations gathered to discuss innovative ways of engaging with community-based asylum seekers that would generate good news stories and serve to shift some of the negative rhetoric around this topic. SSI initiated the Community Kitchen as a community engagement project for asylum seekers who might be socially or culturally isolated.

The participants have come to Australia seeking protection and are supported by the Federal Government's Community Assistance Scheme (CAS) and the Asylum Seeker Assistance Scheme (ASAS). Most are not entitled to seek employment and receive less than the Newstart allowance, so the chance to share a meal, play a game of soccer, chess or cards and watch an in-language film comes as a welcome break.



Sue Dahman, second from left, with SSI clients

community members, established community groups and leaders. SSI's case managers have enjoyed the opportunity to meet with clients outside the office in a more relaxed environment.

"We believe that the SSI Community Kitchen has successfully achieved its goal and has showcased beautifully the links that can be created and strengthened between settlement agencies and their clients, when a safe and social space is created," said SSI CEO Violet Roumeliotis.



Chef, Luigi De Luca instructing participants in the cooking class

With the strong support of SSI volunteers, each fortnight a different chef holds a cooking class that prepares a meal for 100 guests. The recipes are regional, use locally available produce and the chef uses the cooking class to discuss nutrition and demonstrate techniques for healthy food preparation.

The Community Kitchen provides a neutral space for newly-arrived asylum seekers to meet other



Tony Sharpe, second from left, with SSI

Article and photos courtesy of Settlement Services International



The One Parramatta Project: Erasing Racism in Parramatta



One Parramatta is an award winning community project aimed at reducing interpersonal racism in the Parramatta, NSW local government area.

Parramatta is one of the most multicultural places in Australia with over half the population born overseas. People living and working in Parramatta tend to have a high level of contact with people from different cultures.

Over 250 people were interviewed and videotaped on the streets of Parramatta asking a variety of questions about values, racism and the benefits of cultural diversity. Seven short films were then created from the interviews and screened at Parramatta Cinema. Each film was shown for seven weeks then swapped to the next for a total of 12 months.

Over 45,000 locals viewed the films and many were surveyed. They were also asked to complete an online survey.

[The project evaluation report can be found here.](#)

[To watch the films visit here.](#)



New research examines mental health of Australian CALD communities

Mental Health in Multicultural Australia (MHiMA) has recently released its report, *Mental health research and evaluation in multicultural Australia: developing a culture of inclusion*, on mental health research and evaluation in multicultural Australia. The report was prepared by the Centre for International Mental Health (CIMH) and other members of MHiMA consortium.

The report looks at what is known about the mental health of CALD communities in Australia; whether our mental health research pays adequate attention to cultural and linguistic diversity; and whether national data collections support evidence informed mental health policy, practice and reform in multicultural Australia.

The report makes independent recommendations for policy makers, researchers and others. The recommendations, based on the main findings, are intended to contribute to the development of a culture of inclusion in Australian mental health research and include:

- responding to population diversity,
- facilitating the implementation of policies,
- improving the availability of prevalence data,
- understanding the determinants of mental health and illness,
- better information about mental health service utilisation,
- facilitating strategic research and evaluation,
- developing a minimum CALD dataset,
- growing research funding.

To access this document in full go to [MHiMA's knowledge exchange](#).

Judge paves way for more PBI status

A recent Federal Court decision has modified the criteria charities must meet to receive Public Benevolent Institution (PBI) status. This is set to have a significant impact on organisations that have previously been denied PBI.

The PBI status requirement that a charity must provide services that *'directly relieve poverty, sickness, suffering or disability'* has been modified by the court's decision for the case by The Hunger Project Australia. The court has changed the way the phrase *'direct relief'* is interpreted.

The Hunger Project Australia is a participant in a global collaboration of organisations whose principal aim is the relief of hunger. The court heard that the Project's predominant activity is fundraising. Funds raised are paid to other organisations who undertake the direct hunger relief activities across the globe. But the organisation doesn't directly undertake these services itself.

The organisation applied for endorsement as a PBI from the Commissioner of Taxation. The Commissioner rejected this application on the basis that the Project was not involved directly in benevolent relief. The organisation appealed this decision.

The court's decision to the appeal states *'that where an organisation has a benevolent objective that is clear and not merely abstract in nature, and the organisation engages in fundraising activities to support this objective, it can qualify as a PBI. There is therefore no need for direct relief to be provided.'*

The Hunger Project Australia case is a single decision and may be subject to appeal. If the decision stands it removes the requirement of *'direct relief'* for PBI status. Fundraising entities seeking PBI endorsement must still ensure that funds raised are remitted to organisations that directly relieve *'poverty, sickness or disability.'*

New Government Closes the Office for the Not-for-Profit Sector

What the appointment of the new Government, the Social Inclusion Unit and the Office for the Not-for-Profit will be disbanded.

The Office for the Not-for-Profit was established in October 2010. Its mandate was to drive and coordinate the not-for-profit sector policy reform agenda and the [National Compact: working together](#). An agreement that sets out how government and the sector want to work together to improve the lives of Australians.

The Hon Kevin Andrews, the new Minister for Social Services, will be responsible for overseeing the community sector, volunteering and philanthropy. The Minister for Human Services, Marise Payne will be responsible for the service delivery policy.

2014 Celebrate African Australians Awards Nominations Opening Soon!



For more information on how to make a nomination go to: [2014 Celebrate African Australians Awards](#)

New Research Shows Social Media is a Tough Internal Sell for Not-for-Profits

Ongoing research at Melbourne's Monash University is exploring how Not-for-Profit organisations are using social media. Researcher Karen Sutherland has completed an 18 month doctoral thesis on the subject.

Early research findings report that while social media is now seen as a necessary communication tool, many Not-for-Profits struggle to get senior management and the board on-side to understand the importance of the real time aspect of social media. In terms of social media, time really is of the essence and trying to get senior management to understand this is proving to be challenging.

It seems that those responsible for social media are usually trusted to produce appropriate content. But sometimes a sensitive issue may arise that requires official sign off from senior management. It is in these instances where prompt reactions must occur to ensure that the issue is dealt with before it explodes both on social media and then quite often into traditional media as well.

Sutherland says it is also becoming clear that Not for Profits need for a dedicated resource for social media. The organisations in the study vary greatly in size. The larger organisations have employed a staff member specifically dedicated to social media. Those organisations with dedicated social media resources generally work very closely with those devoted to traditional media to ensure that that continuity prevails.

The smaller organisations that do not have a dedicated resource for social media have all identified how much they wished that they had one. It can be a much more difficult and slower process to reap the benefits of social media when only limited resources are available to support it.

The next phase in the research involves interviewing some of those people who interact with the Not-for-Profits on social media to see what resonates with them and what turns them away.

Article Courtesy of Pro Bono News

Melbourne Citizenship Day

On 17 September, Melbourne hosted the largest citizenship ceremony as part of celebrations for Australian Citizenship Day 2013.

Five hundred people from 48 countries joined the Australian family at two linked ceremonies at South Morang, conducted by the City of Whittlesea and the Department of Immigration.



Consumer Rights Multilingual Videos Launched by Consumer Protection WA

As part of their My Consumer Rights Project, Consumer Protection WA has launched a series of multilingual animatic videos.

The My Consumer Rights animatic videos are offered in Arabic, Dinka, Karen, English, Farsi, Nepalese and Tamil.

The topics covered include guarantees and warranties, contracts, refunds, lay-bys, resolving issues and complaint lodging and general consumer rights under the Australian Consumer Law.

The videos are available at:

youtube.com/ConsumerProtectionWA

or

www.commerce.wa.gov.au/myrights

Hobart Human Library Opens!

As part of Anti-Poverty Week this month the first Human Library was launched in Hobart. The Human Library is like any other library- except that the books are real, living people.

The library provides an opportunity for Hobart students and residents to gain an enhanced understanding of people from diverse backgrounds and communities.

Human Libraries provide an opportunity to match these people up as “books” with “readers” who are made up of audiences at particular events. The “book” and “reader” then take time to have a personal conversation. The books are “catalogued” with a title and description just like in a normal book library and volunteer “librarians” organise, host and facilitate the conversations.

The Hobart Human Library is an initiative of A Fairer World in conjunction with Amnesty International Tasmanian Refugee Rights Action group, Hobart's Women's Shelter, Anglicare Tasmania and Working It Out.

Photo courtesy of University of Tasmania



Human Library event participants



The Federation of Ethnic Communities' Councils of Australia (FECCA) in conjunction with the Ethnic Communities Council of Queensland (ECCQ) and the Multicultural Communities Council Gold Coast (MCCGC) invite you to join the 2013 FECCA Conference.

7-8th November 2013

Goldcoast Convention & Exhibition Centre

Register here: <http://www.fecca2013.com/registration/>

Fairfield Migrant Resource Centre Anti-Racism DVDs

Fairfield Migrant Resource Centre of NSW has produced a series of anti-racism short videos.

The project initially began in 2011 with the creation of Night Ride a short video targeting young people of driving age.

A second video Kids Games was produced in 2012. It targets parents and children highlighting how parents' views on diverse communities can influence their children.

A third video is expected to be finalised this year and will focus on addressing racism on public transport.

For more information and to access the videos visit:

<http://cabracc.org.au/fmrc/resources.htm>



The Migrant Resource Centre of SA, White Ribbon Australia, Office for Women, Myriad Consultants and the Department for Education and Child Development

Invite you to a

Community Forum

Engaging Men to Prevent Gender Based Violence

In their New and Emerging Communities

When: Tuesday, 12 November 2013, 10.00am – 1.30pm

Where: 59 King William Street, Adelaide SA

The forum includes a wide range of high profile and diverse speakers, including Lieutenant Governor of South Australia, Mr Hieu Van Le AO and Dr Joseph Masika OAM, White Ribbon Ambassador.

[For further information please find a forum flyer here](#) or visit mrca.com.au.

To register, contact: Cynthia Caird, 8217 9505, cynthia@mrca.com.au

Registration deadline is 8th November



Seeking your feedback on the settlement experiences of single young humanitarian males aged 18-30!

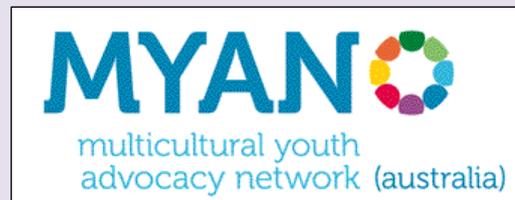
The MYAN is seeking your feedback on the issues, experiences and possible challenges faced by single young humanitarian males aged 18-30 who have recently arrived in Australia. In

recent years, young single males (i.e. those not living in family groups) have occupied an increasingly large share of Australia's overall humanitarian intake. In consultation with representatives of the settlement sector, including members of the Refugee Resettlement Advisory Council (RRAC), the MYAN and the recently created Department of Social Services is considering the nature of the settlement experiences and possible challenges for this cohort.

Your participation in this survey will build on an existing evidence base drawn from the experiences of settlement service providers (surveyed earlier this year) and contribute to policy and programme development in relation to this growing cohort.

The survey can be completed via this Survey Monkey link: <https://www.surveymonkey.com/s/KPPMCL6>

All input to be received by **COB 22 November 2013**. Please contact the MYAN on info@myan.org.au if you would like further information about the survey. If you would like a copy of the survey results please register an e-mail address and contact name with rracsecretariat@immi.gov.au.



From All Over the World Towards Sustainability – The Ethnic Communities Sustainable Living Project

The Sustainable Living Project with MTC organised a series of environmental workshops to be held at Liverpool, NSW. Students from different parts of the world gather in MTC rooms to learn, discuss, brainstorm and do activities in the environmental workshops that were delivered by bilingual educators from the Sustainable Living project. The workshops are delivered in English, Arabic and Vietnamese.

The series includes topics such as saving power, waste minimising and recycling, biodiversity and also Love Food Hate Waste workshops which will be finished by celebrative, diverse and creative leftover dishes.

The groups have enjoyed learning about saving power and the environment through a very interactive and social atmosphere where they shared stories and experiences. Participants reported liked working in teams and being competitive with each other to come up with sustainable living ideas.

“I like the Save Power workshops and I learnt many things of it” said Abdulrahim, “I wish my children could learn this useful information too at school because it will assist us as a family to achieve a big change”.



For more information visit:

<http://eccnsw.org.au/ECSLP/News/From-all-over-the-world-towards-sustainability.aspx>

Article and photo courtesy of The Ethnic Communities Council



Anti-Poverty Week 2013

Anti-Poverty Week 2013 was held 13-19th October. It coincides with the UN's International Anti-Poverty Day celebrated 17th October.

Poverty and severe hardship affect more than a million Australians and around the world more than a billion people are desperately poor.

Anti-Poverty Week is a week where all Australians are encouraged to organise or take part in an activity aiming to highlight or overcome issues of poverty and hardship here in Australia or overseas.

To find out what activities took place during the week or to obtain resources please visit:

<http://www.antipovertyweek.org.au>

SCOA Member Profile...

Northern Area Migrant Resource Centre

The Northern Area Migrant Resource Centre (NAMRC) was formed to address the growing needs of newly arrived humanitarian entrants and migrants settling in the northern suburbs of Adelaide particularly in the Salisbury, Playford and Tea Tree Gully local government areas.

NAMRC operates from a facility in Salisbury and covers the whole of the northern metropolitan and lower north local government areas. The organisation provides a range of services including: New arrival Settlement services, case work, information and counter services, assessment and referral, community capacity building and advice, migration services, settlement and citizenship information workshops, case management and case coordination, volunteer training and work experience, welfare and temporary support, early intervention assistance to vulnerable families and family relationship counselling.

The NAMRC is a multi-purpose centre which provides a variety of culturally appropriate settlement and other community services to newly arrive humanitarian entrants and other migrants living in the northern Adelaide metropolitan region. The organisation's extensive knowledge of local area coordination has strengthened existing partnerships and collaborations with local services and community support agencies to develop coordinated outcomes for its client groups particularly people from new and emerging communities who have recently arrived to South Australia.

NAMRC uses the community capacity building model to recruit, train and mentor volunteers who are then linked to local services and businesses to undertake work experience and other volunteer roles. These engagements open doors for future employment, career enhancement and skills for clients to volunteer within their ethnic communities.

Women's employment and participation training

The NAMRC has successfully implemented the Women Empowerment and Participation project over the past three years. The project offers women from new and emerging communities employment preparation workshops, training in Child Safe Environment and Basic First Aid. Participants are then placed in local services and businesses to gain Australian workplace experience and undertake other volunteer roles within their ethnic communities.



Women's employment training participants

SCOA Member Profile...

Northern Area Migrant Resource Centre

The work experience built participants' employability skills and confidence. Participants are covered by MRC volunteer work cover insurance and MRC will underwrite the cost of each participant to conduct police checks to meet organisation's requirement. 35 participants are already registered and undergoing the required training for this financial year. Expression of interest is welcome from service providers and agencies who are interested to provide Australian workplace experience to participants.

For more information contact the NAMRC on (08) 8283 0844.

Youth Leadership, Participation and Empowerment training

Each year the NAMRC partners with youth related services and community organisations in the north including ACCSA, MECCSA, MYSA, Twelve 25 Youth Enterprise Centre and Shop Front to implement the youth leadership, participation and empowerment training.

The training targets young people (15-25 years) from new and emerging communities including Afghani, Bhutanese, Burmese, Congolese, Iraqi, Somali, Burundi and Sudanese living in Salisbury, Playford and allied areas. It seeks to empower participants to develop leadership, mentoring, governance and advocacy skills to be role models and assist other young people to navigate the mainstream community and to provide input into their community's governance decision-making.



Youth leadership training participants

Participants are mentored to undertake public speaking engagements, potential leaders are encouraged to attend the Annual MRCSA Youth Residential Camp and some participants are sponsored to participate in the yearly Youth Parliament run by YMCA. These youth activities are ongoing. Services providers and community leaders are encouraged to refer young people (15-25 years) from new and emerging communities living in the northern suburbs. For more information contact the NAMRC on (08) 8283 0844.

NAMRC programs are funded by the Australian Government through the Settlement Grants Program and SA State Government through Department of Communities and Social Inclusion.

Information and photos courtesy of Northern Area Migrant Resource Centre





Welcome to Australia's, Welcome Ambassadors – The Wiggles

Welcome to Australia, thanks their latest Welcome Ambassadors – The Wiggles.

The Wiggles donated thousands of nappies to asylum seeker families living in western Sydney without the right to work. The nappies were delivered by Settlement Services International.

News of the donation started a flood of donations from community members.

For more information or to make donations visit Welcome to Australia's [Welcome Centre](#)



The Wiggles – Welcome Ambassadors



SCOA 2013 AGM

Includes a forum exploring the critical value of settlement for Australia

When: Monday, 18th November 2013

Time: 11.00am – 1.00pm

Where: Parliament House – Senate Alcoves, Canberra

The Settlement Council of Australia invites you to our 2013 Annual General Meeting and forum.

Forum panel includes:

Senator the Hon Concetta Fierravanti-Wells, Parliamentary Secretary to the Minister for Social Services

Dr Felicity-Ann Lewis, President - Australian Local Government Association

Andrew Jakubowicz, Professor Sociology - University of Technology Sydney

Please ensure your membership is renewed to enable your organisation to participate.



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	Kat O'Neill Membership Services Officer mso@scoa.org.au phone: 02 8065 5225
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@mmercwa.org.au 08 9345 5755	Victoria Michael Martinez Michael.martinez@diversitat.org.au (03) 5221 6044
Australian Capital Territory Dewani Bakkum – TREASURER ceo@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 8799 6702	Northern Territory Edward Solo edorhsolo60@yahoo.com 08 89451947

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