

What's in this issue of the Settlement News?

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- We look into the *Family Reunion Under the Humanitarian Program Guide*
- Look at the Refugee Conference NSW
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- We provide a summary of the most recent Settlement Policy Network meeting
- We review SCOA's recent consultation process and feedback what you had to say
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- We review Professor Hugo's most recent report on the Economic, Social and Civil Contributions of Refugees
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Letter from SCOA Chair – Cedric Manen

First of all a very big thankyou to those of you that participated in SCOA's national consultations recently. We received some excellent feedback to help inform our strategic plan and also to guide our advocacy perspectives for the sector. This and other information has been presented back to key stakeholders including the Department of Immigration and Citizenship in a range of fora, some of which are contained in this newsletter. With a new financial year just around the corner, a number of you are in the midst of contractual negotiations as a result of recent AMEP and SGP funding announcements. We look forward to hearing of your experiences as they unfold and in due course will showcase some of the innovative projects you have been funded to provide. Thanks to those of you that took leadership roles in recent Refugee Week activities in support of the communities we collectively serve. The range of activities and feedback has been overwhelming, some of which have been showcased in the RCOA newsletter.

SCOA Executives are in the process of revisiting how we represent the sector given the multiplicity and complexity of need. This will result in a revised stakeholder management plan in July 2011 to reflect some of the feedback that you have given us. I am pleased to announce that SCOA has met with key stakeholders such as FECCA, RCOA and ACOSS to discuss partnership opportunities which will further refine our focus and support activities for the coming years. A national road show is being planned for the new financial year, so stay tuned for these dates as they unfold through our Executive Officer Sky de Jersey. A tentative date of November 21 has been set for SCOA's Annual General Meeting later this year in Sydney. We hope to ratify our new constitution at this event.

SCOA has been funded by the Department of Immigration and Citizenship for the 2011-2012 financial year. A summarised version of the key activities in our work plan will be released to you as soon as it has been agreed with the Department. I hope that you can link in with some of the key activities that are planned in each state and look forward to engaging with you all as part of the ongoing policy forums and consultations.

Regards,
Cedric Manen
SCOA Chair



A message from our Executive Officer- Sky de Jersey

SCOA has been very active in May and June, as you can see from this newsletter!

I have two personal highlights this month – the UNSW Refugee Conference and the Parliamentary Inquiry on Multiculturalism. Meeting members at the UNSW Refugee Conference, where I was able to hear first-hand the current challenges facing the sector, and the innovative responses members are implementing was inspiring. Australia has a settlement sector to be proud of, a point highlighted in one of the presentations on the history of the settlement sector.

Participating in the Parliamentary Inquiry on Multiculturalism was a great opportunity. We arrived early, and so were able to hear the Australian Federation of Islamic Councils and the Australian Human Rights Commission make their presentations. The SCOA presentation picked up on some settlement issues and questions raised in the previous conversations, giving practical examples to the questions raised.

We have also been focussing on necessary ongoing work such as finalising key documents before the end of the financial year, in particular the Strategic Plan and the work plan for 2011-12. The Strategic Plan has been released, and the work plan will be released when it is finalised. It is looking like next year will be a productive one for SCOA, I look forward to working with you all as we work together to strengthen the settlement sector.

Sky
eo@scoa.org.au

2011 Migration Update Conference June 23rd and 24th.

The 2011 Migration Update conference is designed to provide a comprehensive update to researchers, policy makers, service providers and the broader community about current research in South Australia on current refugee and migration matters. It has been organised in recognition of the fact that migration and refugee policy issues in Australia are likely to remain high on the public agenda for the foreseeable future, and that a greater effort is required to ensure that public debate on these issues is informed by high quality research.

The Don Dunstan Foundation, in partnership with the three South Australian Universities, is hosting a South Australian initiative to combine the research power of the Universities with the policy capability of the public service and the service delivery capability of the not for profit humanitarian service sector to inform the migration (and refugee) debate in Australia and demonstrate the capability of the State to manage the benefits of migration to the State.

To view a copy of the Conference agenda please follow this link or visit www.dunstan.org.au

Here at SCOA, we would like to acknowledge the significant contribution that Multicultural Mental Health Australia has made to improving mental health outcomes for those of a CALD background with mental health issues in Australia.

The funding for Multicultural Mental Health Australia will not be continuing past 30th June 2011, and a new provider will be funded for the next three years from this date.

We would like to take this opportunity to congratulate Multicultural Mental Health Australia on their many achievements in this challenging area.

A document has been put together outlining their many successes over the last 3-4 years, and can be found [here](#).

The Multicultural Mental Health Australia website will remain live until 31st October for updates regarding details of the new provider.



News from Department of Immigration and Citizenship

Settlement Outcomes of New Arrivals - SONA

As part of the Australian Government's commitment to supporting new arrivals to settle in Australia, the Department of Immigration and Citizenship administers settlement programs that provide additional and complementary support to new arrivals most in need of assistance. The majority of these programs deliver services in the first five years of settlement.

On behalf of the department, the Australian Survey Research Group conducted a study on the settlement outcomes of new arrivals to Australia within the first five years. The study's report, titled 'Settlement Outcomes of New Arrivals to Australia', was publicly released on Friday 29 April 2011 by Senator Lundy. The report is available at:

http://www.immi.gov.au/media/publications/research/_pdf/settlement-outcomes-new-arrivals.pdf

The main focus of the research was humanitarian entrants, using holders of family and skilled visas as benchmark groups. The primary purpose of this study was to obtain a better understanding of how newly arrived humanitarian entrants are faring and what contributes to them settling successfully in Australia. The study looked at education, interaction with government, employment, income, accommodation, English proficiency, regional location and social connection. The findings are based on participants' self-assessment.

Many of the findings in the SONA study indicate that settlement programs are working well and that settlement outcomes for refugees improve over time. For example, employment participation rates improve, particularly after the first two years in Australia; over half the migrants surveyed reported they can speak English well or very well after four years; within five years of arriving, almost a quarter of humanitarian entrants obtain a trade or university qualification; a majority of respondents also believe that they are treated well by their local community.

The study has also provided further evidence about pre-existing challenges for settlement, such as higher unemployment rates for humanitarian entrants. The Department is already working to address the challenges raised in the study through enhanced settlement programs and services that support eligible new arrivals most in need.

Improving Complex Case Support

The Department of Immigration and Citizenship has evaluated its Complex Case Support (CCS) program. CCS delivers specialised and intensive case management services to humanitarian entrants with exceptional needs.

The evaluation found that there is a high level of support for the flexible and client focused approach to services in CCS. There is also strong support for CCS as filling a gap in settlement services and delivering support effectively. A summary of the evaluation and its recommendations has been published on DIAC's website (http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/_pdf/ccs-evaluation.pdf).

Aspects of CCS were identified for further refinement or adjustment. These will be addressed when the service provider panel, the Humanitarian Services Panel, is refreshed.

DIAC intends to conduct an open Request for Tender process to refresh the Humanitarian Services Panel. This intention is reflected in the DIAC Procurement Plan for 2010-11, which is publicly available on the Austender website. The Request for Tender will be released on the Austender website.

For more news from DIAC please visit www.immi.gov.au

A special thanks to Kylie Mahoney, Karina Sommers and Elizah Abdul-Hamid from DIAC for their contributions to this newsletter.

News from Department of Immigration and Citizenship (continued)

Youth Connections program - helping at risk young people to continue their education

DEEWR's Youth Connections program commenced in January 2010 and provides a service that assists young people who have left school, or who are thinking of leaving school, to continue with their education and ultimately gain a Year 12 (or equivalent) level education. Youth Connections providers also run outreach activities for young people in the community and aim to strengthen services so young people are better connected to education. The flier provides information about the program and how to contact your local Youth Connections service provider. The program services all young people in need and recognises refugee young people as a particular target group. Referrals can come from anyone including settlement service providers.

DIAC encourages settlement service providers to learn more about this valuable service which may be an appropriate referral for young people in need of specialist support to engage/re-engage with education. Further information about the program can be found here: <http://www.deewr.gov.au/Youth/YouthAttainmentandTransitions/Pages/YouthConnections.aspx>

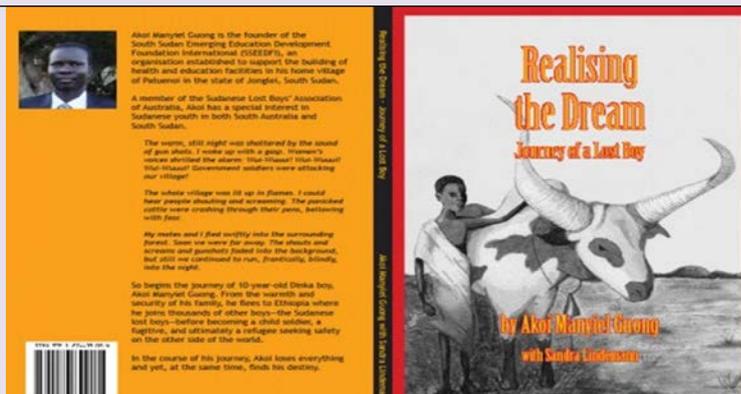
The Youth Connections program complements other Australian Government services focussed on youth such as the former Newly Arrived Youth Support Services and Reconnect (funded by FaHCSIA) which focus on young people that are homeless or at risk of homelessness. (From 1 July 2009, the Newly Arrived Youth Support Services (NAYSS) were incorporated into Reconnect as Newly Arrived Youth Specialists.) Further information, including a list of service providers, can be found at: <http://www.fahcsia.gov.au/sa/housing/progserv/homelessness/reconnect/Pages/default.aspx>

For a copy of the flier please visit www.scoa.org.au and search for "Youth Connections Program" under literature or click this link [here](#)

Realising the Dream – Journey of a Lost Boy

Akoi Maniel Guong, born in South Sudan in 1977, tells this story of his journey from a rural life in his village, to escaping the conflict when his village was attacked by the North Sudanese army, living in exile and becoming one of the 1000's of refugees who became known as "The Lost Boys of Sudan", becoming a child soldier, surviving refugee camps in Kenya and Nairobi and then finally settling in his current home of Adelaide. Akoi has since completed a university degree, become involved in community based projects, and is a foundation member of the South Sudan Emerging Education Development Foundation International (SSEEDFI).. His book was launched by Senator Kate Lundy recently to coincide with the launch of refugee week. It was a joint venture by MRCSA and Bob Hawke Prime Ministerial Centre.

To purchase the book please contact the Migrant Resource Centre of SA or contact Akoi directly at akoi@mrca.com.au all proceeds of the book go directly to SSEWEDFI



Above left: Launch of Akoi Guong's book "Realising the Dream – Journey of a Lost Boy" at the Bob Hawke Centre, Adelaide. Above right: Realising the Dream- Journey of a Lost Boy by Akoi Guong

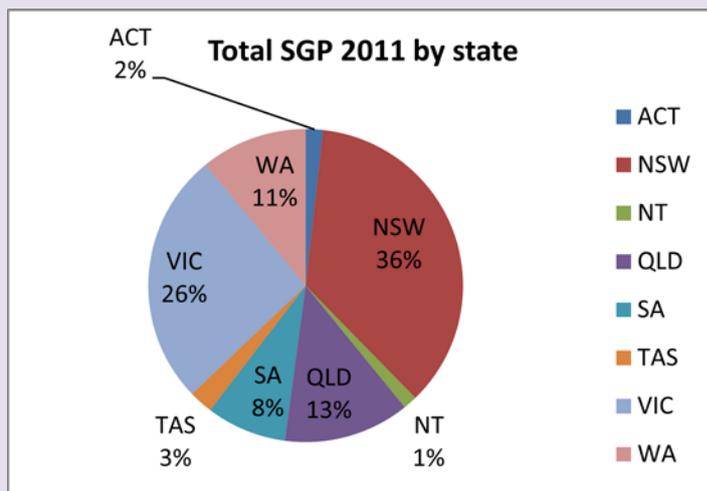


Melissa Crouch (PhD student), Bill Collopy (editor), Jenny Semple (CEO), Senator Kate Lundy, Brian Oates (Chairperson), U Win Khet (Burmese elder), Gary Woodard (former ambassador)

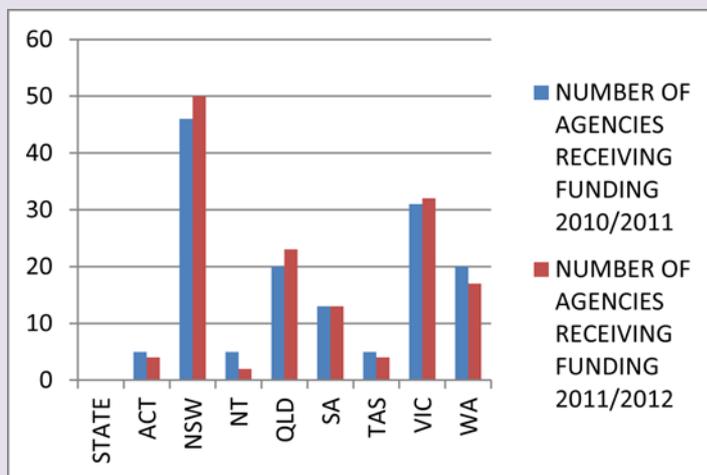
Overview of recent SGP funding announcements...

The Settlement Grants Program funding was announced on 16th June to begin on 1st July 2011. A brief analysis of the funding allocations has been included here. For a full report including data on: comparison of total funding from 2010 to 2011; percentage of new agencies; percentage of agencies with multiyear funding; and regional vs. metro agencies receiving funding please click [here]

Represented in the pie chart below is the percentage of total funding that each state will receive for 2011/2012 (for full three yr funding analysis please see the report)



Below is depicted the comparison per state how many agencies received funding in 2010 compared to 2011.



Launch of SERMRC's newest publication, *People of Burma in Melbourne*.

The South Eastern Region MRC has undertaken this project in recognition of the large numbers of Burmese settling in the south-eastern region, and even greater numbers settling in outer western and eastern Melbourne. For the last six months SERMRC has been working in partnership with the Asian Law Centre at the University of Melbourne to conduct community-based research, with the assistance of a PhD candidate from University of Melbourne, Melissa Crouch, who has conducted interviews with 28 community members and leaders across the metropolitan area. The profile was edited by SERMRC's Manager of Client Services, Bill Collopy.

The publication was officially launched by Senator the Honourable Kate Lundy, Parliamentary Secretary to the Prime Minister and Parliamentary Secretary for Immigration and Multicultural Affairs. Our other distinguished speakers included (i) Mr Gary Woodard, Senior Fellow of the School of Political Science, Criminology & Sociology at the University of Melbourne, and a former Australian ambassador to Burma and (ii) Mr U Win Khet, a distinguished Burmese writer, co-founder of the National League for Democracy, and one of Aung San Suu Kyi's closest colleagues. Catering for this event was provided by the Free Burma cafe in Springvale.

Copies of the publication will soon be available for free download from SERMRC's website www.sermrc.org.au.

Article provided courtesy of Bill Collopy SERMRC



Technology Corner

In this edition of the Settlement News we would like to introduce a new section- purely for the technology buffs among us- or those who need a little extra guidance when it comes to technology and how it can aid the not for profit sector.

To begin with we would like to profile a fairly new technology which has become a buzz word in the NFP technology space. This is cloud computing. In simple terms, this concept involves organisations running their applications and communications remotely, via a second party, which they connect to over the internet. Similar to Gmail, hotmail, Facebook, Twitter and LinkedIn. This means that all the admin and organisation that goes with running IT software is outsourced, and generally accessible from anywhere. At the recent *Connecting Up* conference, Holly Ross from Nonprofit Technology Network presented on the benefits of cloud computing and how it can be tailored to the sector. If you would like to read more about this you can find the link on the SCOA website [here](#). On this page you will also find a link to *appichar* The Technology Partner for the NFP Sector.

Website update

FORUMS!

JOB ADVERTISING!

If you have not had a chance to check it out yet, exciting things are happening over at the SCOA website!

Launching the re-developed site earlier this year, new functionality is constantly being added to aid our members in accessing information and staying in touch with the settlement sector.

Earlier in June a new forum section was quietly added to the members' only section of the website. This is a dedicated space for members to raise topics of concern or interest. To discuss policy issues, and to stay connected with their peers across the country. We hope that this space will become the proverbial 'water cooler' for the settlement sector as more people join the conversation.

Another really exciting new feature is the job vacancy section. With the dawning of the 2011/2012 financial year, you may be looking to recruit new staff in your office. Advertising fees can be expensive- so why not advertise on our website for free and have access to the couple of hundred of individuals who visit our website every day. As a member you have access to this free functionality.

To become a member and gain access to this members only section of the site please email Laura Anderson at mso@scoa.org.au or complete the member application form at www.scoa.org.au.

Note from Member Services Officer

MEMBERSHIP DRIVE!

The beginning of a new financial year is a perfect time to be thinking about what is coming up for the next 12months. At SCOA we wish to continue to provide support to settlement agencies within their ongoing settlement programs, and the best way to do this is through strong advocacy and representation. In order to gain perspective on what is happening in the sector across the country, we need to be able to be in touch with as many agencies as possible. SCOA Membership is a great way for organisations working within

the settlement sector to have their voices heard. From now until the end of August we are looking to speak to as many of you about membership. Full financial membership of SCOA benefits organisations by not only providing up to date and relevant news and communications on what is occurring in the settlement sector, but will give you the right to vote at SCOA General meetings, and access to the services mentioned above on our newly redeveloped website. As an introductory incentive to joining up for the 2011/2012 period, organisations who successfully apply for full membership will be entitled to a free trial period in which they will receive full access to members benefits. This trial period has been extended to the end of August.

If you would like to receive more information about the benefits of membership, please contact me at mso@scoa.org.au

Laura Anderson

Member Services Officer





****Check out the latest videos on Immi TV – The Department of Immigration’s You Tube Channel - Released in time for Refugee Week. The theme is based around refugees’ active contributions to Australian society.****

Overview of Family Reunion Under the Humanitarian Program - Guide for Migration Agents and Volunteers

The Refugee and Immigration Legal Service, with contributions from Immigration Advice and Rights Centre, MRC of South Australia, Office of Migration Agents Registration Authority Advisory Board, Refugee Advice and Casework Service and Salvos Legal have published a guide for those working/volunteering to assist people in applying to bring family members to Australia through the offshore Humanitarian Program. In this guide, firstly is a breakdown of VISAs available for Humanitarian Entrants to Australia, followed by a guided explanation of how agents can best assist in the process of family reunification under the Humanitarian Program.

The guide is available at any of the following sites:

- <http://caseforrefugees.org.au/publications/family-reunion-guide/>
- <http://www.mrcsa.com.au/resources>
- <http://www.rails.org.au/education/>



Do you have a story you would like to share?

Do you have an event coming up you would like to advertise?

Do you have any successes/best practise you would like to share?

Email Laura at mso@scoa.org.au or call (02) 8065 5225 for these to be added to our website or the next edition of Settlement News.

Australia Multicultural Council – soon to be announced

SCOA awaits with interest the forthcoming announcement of the members appointed to be on the Australia Multicultural Council. Given our keen interest in multiculturalism SCOA is looking forward to working with the AMC on deepening Australia’s understanding of and commitment to multiculturalism.



Eileen Pittaway addresses UNSW 1

Annual Refugee Week Conference – UNSW 14th-17th June 2011

It was great to meet so many members in person at the UNSW Refugee Conference. The conference was a stimulating mix of presentations from the sector, academics and refugees. Minister Bowen launched the Hugo report and Senator Lundy spoke at the opening plenary session. Dr Jeff Crisp from UNHCR in Geneva spoke about the need for the refugee sector to follow the three ‘A’s in all that we do – analysis, advocacy, and action. Many recommendations from the Conference have already been taken to Geneva, as quite a number of delegates were heading to major international meetings in Geneva the following week.

The Academics and Practitioners stream, held the day before the full conference started, included two sessions which SCOA moderated, on ‘Service Delivery Challenges, Innovations and Responses’, and ‘Practitioner Service Delivery Reflections’. These panel presentations highlighted the innovative work being done in Australia and overseas to help refugees resettle. A recurring theme was the need for service delivery to be oriented with refugee needs at the centre, acknowledging the central capacity and agency refugees demonstrate as they find solutions to the challenges they face in their journeys. Some presentations highlighted forthcoming research on conceptions of ‘settlement’, ‘home’ and ‘safety’ which promise to be interesting and informative for the sector, as it will give greater clarity to the settlement process as experienced by refugees.

The Conference Report will be an informative resource for the sector, as the Conference covered a wide range of topics, with great depth and rigour.

got a
minute?



Take our
Survey!

We would love to hear your feedback!

SCOA is running a survey on YOUR thoughts. What are the issues your organisation is facing right now? What do you think about this newsletter? Do you have any examples of best practise you would like to share?

It only takes 5 minutes, but your input is vital to SCOA providing strong advocacy for the Settlement Sector.

You can visit Survey Monkey [here](#) to complete the June Survey.

Thank you.

Joint Standing Committee on Migration Inquiry into Multiculturalism

SCOA was invited to present in person to the Joint Standing Committee, so on Friday 18th June Ricci Bartels, Deputy Chair, and Sky de Jersey, EO, spoke to SCOA's submission.

Giving evidence directly to the parliamentarians on the committee provided a welcome opportunity to provide additional information, with greater depth, on multiculturalism as it is being experienced by SCOA members. We argued that SCOA members are at the forefront of multiculturalism as it is lived in Australia, and that our agency members are experiencing the positive impacts of multiculturalism as they deliver services across the country. Our members are also witnessing the challenges facing the concept of multiculturalism and racial tolerance in their work.

We advocated that a commitment to multiculturalism is fundamental to fulfilment of human rights, and that the whole of government approach to service delivery needs to be grounded in cultural intelligence, to foster and support services that are sensitive to the needs of people from all cultural groups or diversity of needs.

The members listened carefully and asked relevant questions related to SCOA's submission and our knowledge of settlement. Multiculturalism is currently a contested term, and one which we need to support in our work with communities, wherever they may come from.

Summary of latest Settlement Policy Network Meeting May 2011 - *Settlement and Mobility: Exploring Models of Support and Challenges Faced by Recently Arrived Refugees Who Move to Secondary Settlement Locations...*

The last teleconference for the Settlement Policy Network hosted jointly by SCOA and RCOA was held on Wednesday 1st June 2011. Participants varied from government representatives to service providers and raised several issues and observations based on the questions presented prior to the teleconference around secondary settlement in Australia. The following headings are what the feedback is grouped under:

- **Background and definitions**
- **Data**
- **Current trends**
- **Push/pull factors**
- **Challenges for individuals/communities**
- **Challenges for service providers**
- **What works well**
- **Program responses**
- **Recommendations**

Outcomes from this teleconference will be utilised to frame future policy submissions from both ROCA and SCOA as well as opening up the conversation in the broader settlement community. Issues on funding flexibility, availability of services in regional locations, and long term planning for secondary movement to regional locations were some of the major points that were discussed.

The full report is available to view at www.scoa.org.au under literature. Included in the final report are many resources and further reading material that was tabled during the teleconference.



Summary of SCOA Strategic Plan consultations

Many thanks to you all for your input during the consultations conducted in May on the Strategic Plan. The plan is now finalised, and can be found here. [link]. We have also produced a report on the consultation process, which can be found here. [link]. The Strategic Plan was well received by the sector. The consultations helped refine the language used in the plan, and clarify what measurements will be used in assessing SCOA's success in implementing the plan.

The additional consultation questions also prompted lively engagement from the members. Most members found the recent SGP process challenging, in terms of the deadline for applications and the application process itself. Many commented on the difficulty in developing project budgets so far ahead of implementation, and the restrictive interpretation in implementing project budgets.

Members have differing experiences in relation to family law across the country, however a consistent comment was the need to promote cultural sensitivity in the legal system, and the challenges experienced by refugees in engaging with the (very culturally different) Australian legal system.

What's Happening?

- CALD Cultural Arts & Crafts Program 2011- MRC Southern Tasmania, Moonah Arts Centre and Glenorchy City Council til 30th June 2011
www.mrchobart.org.au
- Social Entrepreneurs Celebrating Diverse Communities 29th June 2011
www.celebratingdiversity.eventbrite.com
- International Unity in Diversity Conference- Townsville 18th-19th August 2011
www.unityindiversityconference.com
- 2011 FECCA Conference – *Advancing Multiculturalism* 17th-18th November 2011
<http://www.plevin.com.au/fecca2011/>
- MHS 21st Annual Conference, Adelaide Convention centre 6-9th September 2011
www.themhs.org
- “7 Steps to a Successful not-for-profit Organisation” hosted by Westpac around the country from 4-8th July 2011 click [here](#) to for more information or to register
- “Mental Health and Wellbeing for Immigrant and Refugee Women” seminar hosted by MCWH Professional Training on 24th November 2011 for more information click [here](#)

Storm Flood Earthquake Cyclone Lightning Heatwave

Pictorial action guides are being developed for culturally and linguistically diverse communities to help them understand the risks associated with natural hazards that may occur in Australia. They aim to help individuals and communities build an understanding of what could happen and how best to be prepared to minimise any adverse effects. Emergency phone numbers are provided on each guide.

The guides will be available on the Emergency Management in Australia website, www.ema.gov.au. For further information, email communities@ag.gov.au.



Economic, Social and Civic Contributions of Refugees - the Hugo Report

Members will have seen SCOA's media release [\[link\]](#) on the Hugo Report. The report was launched at the UNSW Refugee Conference on Friday 17th June by Minister Bowen. While it will take a while for us all to digest the full breadth of the report, reading the executive summary alone leaves no doubt that refugees make a valuable, distinctive and diverse contribution to Australia, as members are well aware.

The sector has been calling for some time for more research, and this report certainly answers that call. The Hugo report is a major contribution to the ongoing research about refugees and settlement in Australia. The research answers conclusively any concerns that refugees are a drain, pointing instead to drive and determination refugees demonstrate as they build new lives for themselves and their children as they settle in Australia. Professor Hugo put it well, commenting at the launch on the high levels of businesses started by refugees – 'those with get up and go, get up and go'.

The research also highlights where support is needed in the early years of settlement, particularly in relation to refugees securing employment that matches their skills and qualifications, and highlights the barriers experienced by refugees due to discrimination.



Above: Professor Hugo presents to the Refugee Conference at UNSW on 17th June 2011

How to find the report:

The full version of this report can be located at

<http://www.immi.gov.au/media/publications/publication05.htm>

Overview of SACS pay equity case

In March 2010 a group representing the social and community centre lodged an application for equal remuneration order with Fair Work Australia. The application has the purpose of trying to align rates of pay for employees working for not-for-profit organisations with their colleagues carrying out comparable duties in government agencies, and also with those in comparable jobs in other sectors and industries.

In May 2011, FWA handed down a decision on this case stating that employees covered by the Social, Community, Home Care and Disability Services Industry Award 2010 *"We have concluded that for employees in the SACS industry there is not equal remuneration for men and women workers for work of equal or comparable value by comparison with workers in state and local government employment. We consider gender has been important in creating the gap between pay in the SACS industry and pay in comparable state and local government employment."*

Fair Work Australia then invited organisation to create submissions *"on the extent to which wages in the SACS industry are lower than they would otherwise be because of gender considerations. Submissions should also address how the amount should be calculated and what it should be."* The date for submissions closes on 30th June 2011.

The issue the social and community sector is facing now is around how the wage increases could affect viability and effectiveness of services. The flow on effect of higher wages carries into not only attracting but retaining quality staff in agencies with tight budgets as it is, as well as funding allocations.

ACOSS is actively campaigning and informing the sector on the progress of this case. For more information you can visit [Http://www.acoss.org.au](http://www.acoss.org.au)



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