



Settlement Council of Australia

Annual Report 2012-2013

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The Settlement Council of Australia (SCOA)

The Settlement Council of Australia (SCOA) is the peak body representing over 80 settlement agencies across Australia. SCOA members include agencies with 3,500 staff, and 6,500 volunteers undertaking a wide range of settlement programs. SCOA works with our members to support settlement service delivery, to promote community harmony, social cohesion and strengthen multiculturalism.

SCOA operates under a strategic plan which identifies the key priorities as:

- Ensure effective consultation and engagement
- Represent the settlement sector
- Pursue an evidence base
- Provide leadership
- Improve governance

SCOA's goal is to help ensure the best possible settlement outcomes.

SCOA's vision is an equitable, respectful and inclusive Australia where effective settlement outcomes provide every opportunity to humanitarian entrants and migrants to fully participate in society and realise their full potential.

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CHAIRPERSON'S REPORT



Cedric Manen
Chairperson

Governance

I am pleased to present to you this year's annual report for the Settlement Council of Australia. It has been a year of ongoing positive outcomes for SCOA, including our growing and active membership and the increasing number of partnerships and collaborations we have built with a diversity of government and non-government stakeholders. The Settlement Council is committed to ensuring the maximum ownership of settlement and integration of new arrivals through the development of partnerships between settlement and other organisations such as those responsible for employment, housing and regional development.

SCOA's membership extends to over 80 settlement organisations across all states of Australia who themselves represent thousands of members and client groups. A total fifteen consultations were conducted with the membership across Australia, including seven face-to-face consultations with the settlement sector and additional meetings with government and non-government stakeholders. This enabled us to share with these agencies policy development, service delivery priorities and coordination at a national level, and for each state. We were also able to discuss and have sector input into the draft Settlement Framework. For more information on the SCOA National Consultations please see the report on the SCOA website (www.scoa.org.au).

Our annual membership satisfaction survey indicated the great degree of support for SCOA's focus and activities in representing the settlement sector. This was a valuable process, which we use to refine and improve national settlement service standards, partnership arrangements and policy

development advice to government. SCOA is continually exploring new ways to connect with our members and the broader settlement sector, particularly focussing on new opportunities presented by technology.

National Policy and Service Development

Through SCOA submissions and participation in key committees and forums, we have input into government policy agendas on;

- Employment participation and sustainability
- Affordable housing
- The need for a whole of government approach to settlement pathways that better achieve integration of new communities with mainstream society
- English language support for newly arrived migrants and refugees and the flexibility of this particularly for rural seasonal workers
- Settlement sector funding which enables organisations to plan over a longer period of time
- Family and domestic violence issues and initiatives to combat family violence
- Family reunion

SCOA made formal submissions to the Department of Immigration and Citizenship and to other government departments and bodies, including on the;

- Integrated Service Delivery Framework
- Community Sponsorship Program Pilot
- Humanitarian Program
- Draft Settlement Framework
- Department of Education, Employment and Workplace Relations (DEEWR) Employment Discussion Paper

- *Crimes Legislation Amendment (Slavery, Slavery-like conditions and people trafficking) Bill 2012; Queensland Multicultural Recognition Bill 2012*
- Federal budget 2013-14

We particularly appreciated the support received in the last year from the then Minister for Settlement and Multicultural Affairs, Senator Kate Lundy and the Department of Immigration and Citizenship.

Representation

SCOA's invitation to join the SBS Community Advisory Committee this year has provided a forum through which the settlement sector can showcase and market Australia's positive settlement agenda which has achieved harmonious cultural diversity as well as economic benefits for all Australians. Through the growing relationship with SBS SCOA was pleased to be able to assist with the distribution of 175 digital radios to settlement agencies across the country as part of SBS' launch of new languages and digital programming.

SCOA was represented on a wide range of committees and forums including:

- Australian Partnership of Religious Organisations which represents national interfaith bodies working towards cultural and religious harmony and cohesion
- Multicultural Youth Advocacy Network (MYAN) Strategic Stakeholder Advisory Group
- National Youth Settlement Training Unit Project
- Refugee Youth Practitioners Forum
- Centrelink National Multicultural Advisory Group (NMAG)
- Australian Council of Social Services (ACOSS)

SCOA continues to hold regular meetings with peak agencies such as the Refugee Council of Australia (RCOA), the Federation of Ethnic Communities Councils of Australia (FECCA) and the Migration Council of Australia (MCA) to identify common policy priorities and joint initiatives to enhance outcomes for service providers and their respective cohorts.

Research and evidence base

SCOA is focussed on progressing the two major recommendations from the Second National Settlement Conference - employment participation and sector capacity building. We are pleased that the two main conference recommendations have over the past 12 months generated positive and active sector responses and considerable government policy development.

Leadership

As well as considerable input into government service review and development, SCOA's thrust has been to focus on developing strategies for identifying, gathering and sharing service excellence and other good practice in the settlement sector. This will form our future training and promotion of the considerable outcomes achieved in settlement service standards by the sector over the past 13 years since the introduction of the Humanitarian Settlement Services in 2000 by the then Minister the Honourable Phillip Ruddock.

SCOA hosted a series of CEO Think Tanks on topics of relevance to the sector including on social media and the Equal Remuneration Order. The organisation also contributed to discussion at the international level through the Chair's participation at the United Nations Annual Tripartite Consultation on Resettlement. The consultation is an important opportunity to connect our work in resettlement in Australia with other international efforts. Australia can be justifiably proud of our resettlement programs.

Acknowledgements

I wish to acknowledge all SCOA members, the Executive Committee, staff, interns and volunteers for their leadership and active contributions to SCOA during the past year.

Although this annual report documents SCOA activities for 2012 / 2013, given the coming election, I would like to acknowledge SCOA's readiness and commitment to work with the government and ministers of the day to ensure that the many achievements

that have been made over the past two decades in Australian settlement will continue to progress continuous service improvement, development and outcomes for the client groups and for Australia's social, cultural and economic development.

We look forward to working with all our stakeholders to further strengthen the valuable work our sector performs on a daily basis.

Signed,



Cedric Manen
SCOA Chair

EXECUTIVE OFFICER'S REPORT



Sky de Jersey
Executive Officer

I would like to present the report on SCOA operations for the past year. We were pleased to gain funding from the Department of Immigration and Citizen (DIAC) for a further two years to subsidise our organisation. Our report to DIAC summarises the outcomes for SCOA. These outcomes include sector engagement and representation, partnership with government to develop the Settlement Framework and other key related policies.

Sector consultation and engagement

Consultation was fostered this year through a series of state visits to meet member agencies in their home states as well as to meet with most state government based multicultural agencies, where we discussed both state and national settlement matters. The Settlement Policy Network, which SCOA co-hosts with the Refugee Council of Australia, continues to provide a valuable forum for the Settlement Council to gain up to date input from its

members as well as from allied sector organisations. Input gained during the year included on:

- Asylum seekers in the community: The impact and implications for settlement services
- Unaccompanied humanitarian minors: Exploring gaps, challenges and models of care across Australia
- Humanitarian family reunion: Challenges and opportunities
- Domestic violence and settlement

SCOA also hosted a range of consultations with the settlement sector to gain member input for submissions and discussion papers to government. The most significant of these initiatives were on:

- Proposed amendments to the *Crimes Legislation (Slavery, Slavery-like conditions and people trafficking) Bill 2012*
- Private Community Sponsorship Program Pilot
- Settlement Grants Program changes
- Integrated Service Delivery Framework
- Linking settlement services to mainstream services such as employment and housing
- Membership on the Steering Committee of the joint project with MYAN and other partners to develop a training package for workers dealing with youth from refugee backgrounds.

Representation

Representation during 2012-13 included a range of activities such as preparing formal submissions to government, participating in the "Stand Up" Conference on Eliminating all Forms

of Violence Against Women from CALD Backgrounds, and the Centrelink National Multicultural Advisory Group. SCOA staff also participated in local interagency forums in NSW where SCOA is based, providing staff opportunities to connect local and national initiatives on the importance of a human rights framework in program concept and design and developing culturally sensitive approaches which address challenges for access to mainstream services due to language and cultural barriers.

Research

SCOA's intern program continues to provide meaningful opportunities for interns to gain detailed experience in the settlement sector and contribute to the work of SCOA. Interns not only contribute to the team through engaging with the work of SCOA but also directly support and add value to our work through evidence based research. SCOA's links to academic institutions are strengthened through our intern program.

SCOA's work to strengthen research and engagement with our members and the settlement sector has focussed largely on the Policy Practice Forum this year. The Policy Practice Forum was re-structured to include greater participation by academics and include focussed discussion on key research issues. The result has been a forum which provides a learning space for the settlement sector to discuss practical research questions and share information on research activities in their areas. Subjects which have been covered in Policy Practice Forum meetings through 2012-13 include establishing and mobilising research partnerships and research development.

Communication and collaboration

A major outcome for SCOA was the development and expansion of a clearing house on settlement research, training and current information, not the least being marketing good practice and outcomes in metropolitan and regional settlement across Australia. SCOA produced and disseminated bi-monthly newsletters focusing on topics including:

- Building service capacity in the settlement sector
- Settlement Grants Program
- '2012 highlights' with stories, successes and challenges from our members
- Local Government and settlement
- Highlighted our members' achievements
- Domestic violence

The Settlement News has become a major source of information between organisations within the settlement sector and with the sector and government and other non-government agencies. Teleconferences, regular emails and media releases complimented information disseminated through the SCOA newsletters and posted on its website.

The SCOA's website is regularly updated with member information, research, submissions and reports. Ensuring it remains relevant has been a focus for SCOA staff throughout the year. It remains a significant portal through which one can gain an understanding of SCOA membership, the settlement sector, current research, case studies and policy discussions happening across the country. It is regularly updated with SCOA publications including minutes of consultations, submissions, discussion papers and reports.

Management

SCOA farewelled Laura Anderson, and welcomed her replacement, Kathleen (Kat) O'Neill as the new Membership Services Officer (MSO). The change in staff provided SCOA with the opportunity to review its strategic plan and to strengthen the MSO role and responsibilities within its workplan resulting also in an increase in the MSO's hours of work.

As for previous years, SCOA operations have had to rely heavily on volunteer effort, through student placements, volunteer contributions of both the Executive and other members. We acknowledge the assistance of Jamil Ahmad, Lauren Pevy, Samantha Burgio and Wynn Le who have worked at SCOA as placement students during this period.

SCOA management has, and is committed to, working closely with the Executive to remain resource efficient, highly flexible and relevant to the membership and to government agencies as well as to other partners that are critical to the integration of new arrivals in Australia.

Signed,



Sky de Jersey
SCOA Executive Officer



SCOA Meeting with Scott Morrison



CatholicCare Melbourne's Refugee and Settlement Program staff and volunteers celebrate International Women's Day



Migration Awards, Diversitat's Michael Martinez and Julia Gillard March 2013



Metropolitan Migrant Resource Centre WA



SCOA Meeting with Senator Lundy, Canberra.

TREASURER'S & AUDITORS' REPORTS



I am pleased to present to you SCOA's financial statements for the financial year ended 30 June 2013. The financial statements as presented have been audited by DFK Laurence Varnay, our appointed auditors. A copy of their report is included in this annual report.

Total income for the year was \$185,530 a decrease of \$154,405 over the previous year. DIAC and members continue to be our major source of funds. We are extremely thankful for their continued support.

After meeting office and staff costs of \$200,156 (2012: \$267,528 which included external Conference Expenses of \$77,630), SCOA achieved a loss of \$14,426. (2012: \$72,408 profit).

Net equity (that is the surplus on hand after providing for future expenses is \$99,206 (2012: \$111,630) which in conjunction with budgeted funding is sufficient for the continuation of SCOA's current activities.

I would like to thank my fellow executive members for their significant 'in kind' support of SCOA.

**Prepared by Martyn Green,
SCOA Finance Officer, on behalf of
Dewani Bakkum, SCOA Treasurer.**



Settlement Council of Australia Incorporated

ABN 27 983 821 157

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Income and Expenditure Statement

For the Year Ended 30 June 2013

	2013 \$	2012 \$
Income		
Government grant income	141,607	140,000
Conference income	-	162,627
Memberships	37,100	33,308
Interest received	2,323	-
Other income	4,500	4,000
	<u>185,530</u>	<u>339,935</u>
Expenditure		
Accounting and audit fees	2,300	2,551
Bank charges	244	166
Conference & Seminars	1,064	2,026
Consultancy	2,750	1,364
Depreciation	1,591	2,167
Donations	181	-
Equipment written off	27	1,316
Insurance	4,414	4,402
IT expenses	2,978	1,256
Marketing and advertising	2,735	-
Meeting expenses	2,312	2,194
Membership and registrations	1,496	645
Printing, postage and stationery	3,581	2,984
Rent, rates and taxes	16,538	17,009
Repairs and maintenance	300	90
SCOA Conference Expenses	1,062	77,631
Staff amenities	71	139
Sundry expenses	1,148	590
Telephone and fax	3,838	3,761
Training	1,117	-
Travel	16,130	18,566
Wages and salaries	134,279	128,670
	<u>200,156</u>	<u>267,527</u>
Net current year (loss) / surplus	(14,626)	72,408
Retained surplus at the beginning of the financial year	104,969	32,561
Retained surplus at the end of the financial year	<u>90,343</u>	<u>104,969</u>

The accompanying notes form part of these financial statements.

Settlement Council of Australia Incorporated

ABN 27 983 821 157

Assets and liabilities statement

As At 30 June 2013

	Note	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	112,084	189,807
Trade and other receivables	3	1,817	38,515
TOTAL CURRENT ASSETS		113,901	228,322
NON-CURRENT ASSETS			
Plant and equipment	4	1,589	3,180
TOTAL NON-CURRENT ASSETS		1,589	3,180
TOTAL ASSETS		115,490	231,502
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	5	10,378	110,450
Employee benefits	6	8,106	9,421
TOTAL CURRENT LIABILITIES		18,484	119,871
TOTAL LIABILITIES		18,484	119,871
NET ASSETS		97,006	111,631
MEMBERS' FUNDS			
Membership contribution		6,662	6,662
Retained profits		90,344	104,969
TOTAL MEMBERS' EQUITY		97,006	111,631

The accompanying notes form part of these financial statements.

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies

(a) Basis of preparation

This financial report is a special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (VIC) 1981. The committee has determined that the not-for-profit Association is not a reporting entity.

The financial report has been prepared on an accrual basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(b) Property, Plant and Equipment

Property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all property, plant and equipment is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The estimated useful lives used for each class of depreciable asset are shown below:

Fixed asset class	Useful life
Office Equipment	5 years
Computer Equipment	3 years

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

When an assets is disposed, the gain or loss is calculated by comparing proceeds received with its carrying amount and is taken to profit or loss.

(c) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less.

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(d) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting year. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cashflows.

(e) Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the Association during the reporting period which remain unpaid. The balance is recognised as a current liability with the amount normally paid within 30 days of recognition of the liability.

(f) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Grant revenue

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

Interest revenue

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

All revenue is stated net of the amount of goods and services tax (GST).

(g) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Notes to the Financial Statements

For the Year Ended 30 June 2013

	2013 \$	2012 \$
2 Cash and Cash Equivalents		
Cash at bank and in hand	32,084	189,807
Short-term bank deposits	80,000	-
	<u>112,084</u>	<u>189,807</u>
3 Trade and Other Receivables		
CURRENT		
Trade receivables	1,767	38,418
Other receivables	50	97
Total current trade and other receivables	<u>1,817</u>	<u>38,515</u>
4 Property, plant and equipment		
PLANT AND EQUIPMENT		
Office equipment		
At cost	9,678	9,678
Accumulated depreciation	(8,089)	(6,498)
Total office equipment	<u>1,589</u>	<u>3,180</u>
Total property, plant and equipment	<u>1,589</u>	<u>3,180</u>
5 Trade and other payables		
CURRENT		
Unsecured liabilities		
Trade payables	486	88,958
Grant received in advance	-	4,500
Membership received in advance	50	1,000
GST payable	2,030	8,200
Accrued expenses	2,200	1,900
PAYG Tax Payable	5,612	5,892
	<u>10,378</u>	<u>110,450</u>
6 Employee Benefits		
CURRENT		
Employee entitlements - Annual Leave	<u>8,106</u>	<u>9,421</u>
7 Company Details		

The registered office of the company is:

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Notes to the Financial Statements

For the Year Ended 30 June 2013

- 7 **Company Details continued**
Settlement Council of Australia Incorporated
Suite 333, 410 Elizabeth Street
Surry Hills NSW 2010

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Statement by Members of the Committee

In the opinion of the Committee

1. the accompanying financial report as set out on pages 1 to 7, being a special purpose financial statement, is drawn up so as to present fairly the state of affairs of the Association as at 30 June 2013 and the results of the Association for the year ended on that date;
2. the accounts of the Association have been properly prepared and are in accordance with the books of account of the Association.
3. there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:



Chair person



Treasurer

Dated 23/10/2013

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Independent Audit Report to the members of Settlement Council of Australia Incorporated

Report on the Financial Report

We have audited the accompanying financial report being a special purpose financial report, of Settlement Council of Australia Incorporated, which comprises the assets and liabilities statement as at 30 June 2013, the income and expenditure statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the officers' assertion statement.

Committees' Responsibility for the Financial Report

The officers of Settlement Council of Australia Incorporated are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Act (VIC) 1981 and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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Settlement Council of Australia Incorporated

ABN 27 983 821 157

Independent Audit Report to the members of Settlement Council of Australia Incorporated

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Settlement Council of Australia Incorporated as at 30 June 2013, and its financial performance for the year then ended in accordance with Australian Accounting Standards and Associations Incorporation Act (VIC) 1981.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Settlement Council of Australia Incorporated to meet the requirements to the Associations Incorporation Act (VIC) 1981. As a result, the financial report may not be suitable for another purpose.

DFK Laurence Varnay
Chartered Accountants

A handwritten signature in black ink, appearing to read 'Colin Grady', is written over a horizontal line.

Colin Grady
Partner

Level 12, 222 Pitt Street Sydney NSW 2000

22 October 2013

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PEOPLE OF SCOA



Chair (Tasmania)

Cedric Manen

CEO, Migrant Resource Centre (Southern Tasmania) Inc

Cedric has been the Chief Executive Officer of the Migrant Resource Centre (Southern Tasmania) Inc since April 2007, working with refugees and migrants in the areas of settlement, aged care, employment, youth and community development. Cedric has 27 years of corporate development experience and has lived, travelled and worked in over 43 countries spanning five continents. Cedric has completed post graduate studies at London Business School, undergraduate studies at Newcastle University, NSW and Sydney University of Technology, NSW.

Cedric has been on the SCOA Executive Committee for the past five years during which he held the position of Treasurer for two years before being elected as the Chairperson in 2010. From 2008-2011 Cedric held the position of Chairperson of the Mental Health Council of Tasmania, the state peak body representing the mental health sector.

Cedric was awarded the 2010 Tasmanian Public and Community Sector Manager of the Year Award at the Tasmanian Business Leader Awards in recognition of his significant community sector management achievements.

Cedric is one of nine Australians on the SBS Community Advisory Committee.



Deputy Chair (SA)

Eugenia Tsoulis

CEO, MRC South Australia

Eugenia is currently the Chief Executive Officer of the Migrant Resource Centre of South Australia (MRCSA) which is responsible for the delivery of state wide on-arrival and general humanitarian settlement and community development and engagement services.

Her previous roles include mental health practitioner, senior student counsellor, multicultural curriculum development consultant for the three South Australian universities, co-writer of the SA University Nursing Award, National Director for the Arts for a Multicultural Australia Bicentennial Project and convenor of the first national conference Towards Cultural Democracy in the Arts. As Director of the Migrant Workers Centre her research included: Migrant Workers and the Vehicle Building Industry, Migrant Women, Training and Employment, Managing Cultural Diversity in the Workplace, Migrant Women and Participation in South Australia and I Don't Dream in English- Migrant Artists and Community Arts.

Eugenia was co-founder of the Settlement Council of Australia (SCOA) and is the current Deputy Chair. She is a member of the Australian Partners of Religious Organisations (APRO), SA Settlement Planning Committee and other national and state committees.

She has a Bachelor of Education and Master of Arts from the University of South Australia and Flinders University. She was awarded the order of Australia in 1994 for services to multiculturalism and the arts and the ZONTA Woman of the Year Award in 2007.



Treasurer (VIC)

Dewani Bakkum

CEO, Migrant & Refugee Settlement Services of the ACT

Dewani migrated to Sydney, Australia from Fiji in 1982, and moved to Canberra in 1995. Dewani joined the Fiji Australia Association (FAA) in 1998, where she served as Secretary, Vice-President, and President.

Dewani has been a member of the ACT Chief Minister's Advisory Committee to the Office of Fair Trading for five years. She is also a past board member of the Migrant Resource Centre of Canberra and Queanbeyan, where she served in the roles of Secretary, Deputy Chair, and Chair of the board.

Dewani was awarded the FECCA Multicultural Award and the ACT International Women's Award for Multiculturalism in 2008.

Currently, Dewani is employed as the CEO for the Migrant and Refugee Settlement Services of the ACT (formerly the Migrant Resource Centre), and serves on the board of the Settlement Council of Australia.



Secretary (WA)

Michael O'Hara

Director, Metropolitan Migrant Resource Centre WA

Michael is the Director of the Metropolitan Migrant Resource Centre Inc. Western Australia and has held this position since 2006. Michael was a member of Multicultural Advisory Group to the Minister for Citizenship and Multicultural Interests until 2012. He currently holds the Secretary position with SCOA.

Michael has previously worked with Anglicare WA, Marriage Guidance NSW, Family Court and Adventure West. He is the author of fiction titles, *The Blue Feather*, 1997; *The Island*, 1996; *The Millstone*, 1999.

Michael's qualifications include a bachelor of Social Work and Graduate Certificate in Professional Writing. Michael is also an Associate Fellow of the Australian Institute of Management (AFAIM).



Deputy Secretary (NSW)

Violet Roumeliotis

CEO, Settlement Services International

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

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

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

Violet has extensive experience in representing community interests on government committees and boards such as the NSW Police Commissioners Advisory Council and is a past trustee of the NSW Financial Trust Fund.

Violet is currently CEO of Settlement Services International.



Member for NSW

Ricci Bartels

Manager Fairfield Migrant Resource Centre

Ricci has an Associate Diploma in Social Welfare. She has a particular interest in improving access for refugees and immigrants to settlement and mainstream services. Over the past 30 years Ricci has worked with refugee and migrant communities in Fairfield, Liverpool and Blacktown. Over this period she has worked as a case worker, a community development practitioner, TAFE teacher (Community Welfare), and service manager.

Ricci serves on a number of boards and professional bodies including: Sydney Grow Employment Council, Families NSW Project Management Group, Department of Community Services Ethnic Advisory Group, Settlement Services International and Refugee Australia foundation.

Ricci has written numerous seminar/conference papers on housing, employment, and access and equity. Most recently she published a paper called "A Reflection of Thirty Years in the Field" in the publication, *Voices from the Coalface: Practitioner Perspectives on the Challenges of Community-based Work*. John R. Owen and Freidoon Khavarpour (eds).



Member for Victoria

Michael Martiez

CEO, Diversitat, Geelong Ethnic Communities Council

Michael Martinez is the CEO of Diversitat (appointed 2005). Diversitat represents 42 ethnic communities in the Greater Geelong Region and he has over 34 years of history in advocating and delivering services to migrant communities including refugees. Michael's organisation manages a broad range of programs: refugee settlement including IHSS, SGP and AMEP, with an extensive range of additional programs such as employment services, education and training, community enterprises, Radio and TV, Pako Festa and events, Aged care, Youth programs and more. Diversitat is a regional provider with full and part time staff of over 150, 140 sessional trainers and 600 volunteers operating across seven sites.

Diversitat has recently won a Migration Council of Australia award, the Northern Community Hub was named the nation's best example of settlement innovation.

Michael has worked in the community sector since 1985 and has been with Diversitat since 1994.



Member for Victoria

Rosemary Kelada

CEO, Spectrum Migrant Resource Centre

Rosemary is the CEO of Spectrum Migrant Resource Centre. Rosemary was formerly Finance and Corporate Services Manager and has held many positions at Spectrum over a period of 18 years, working with migrants, refugees, aged care, employment and youth development in community sector.

Rosemary is passionate about ensuring Spectrum continues to make a difference in the lives of migrants and refugees and dedicates boundless energy in achieving this with her Board, Executive Management Team and dedicated staff. During her 26 years of professional working life, she has held various roles in both the community and private sector, one of which was selling real estate, which she found immensely satisfying, because it gave her the opportunity to meet many interesting people from different backgrounds. She has a Master of Business (Accounting) and is a registered Migration Agent.



Member for Queensland

Annette Ruzicka

Manager – Refugee Youth Program, Multicultural Development Association

Annette is the Manager of the Refugee Youth Program at the Multicultural Development Association in Brisbane, Queensland. She has many years of experience working in the human service sector and has a number of qualifications including a Bachelor of Adult Education and Training, Bachelor of Social Work, Master in Social Work, Certificate in Nursing and she is currently undertaking post graduate studies in Buddhist Psychotherapy and Counselling.

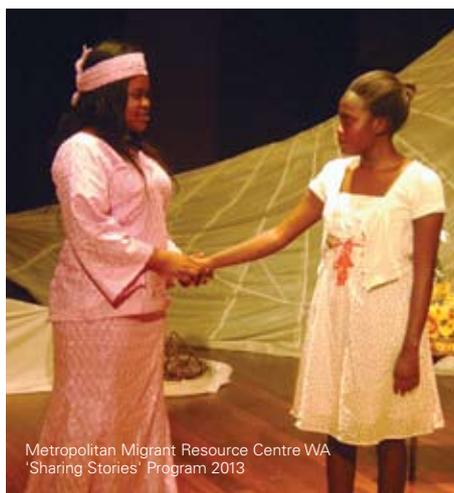
Annette has experience working in the area of child protection with the Queensland Department of Communities as the Director for the Transitional Placements Unit managing therapeutic audits for children and young people placed in Out of Home Care arrangements and Manager for a number of Child Safety Service Centres in South East Queensland.

Annette also has significant experience in the health field working as a nurse in a hospital emergency department, working as a community mental health social worker, a bilingual/bicultural mental health consultant with Queensland Health and has been a TAFE and university lecturer. She is also a member of the ASSW and an active member of the ASSW Ethics Pool.

Annette is a registered Marriage Celebrant under the Commonwealth Government of Australia specialising in cross cultural civil marriages. She is also JP qualified. Annette speaks three languages and has been living in Australia for 40 years since migrating from Sri Lanka.



Communicare in Perth opened its Humanitarian Settlement Services accommodation lodge in Gosnells, August 2013



Metropolitan Migrant Resource Centre WA 'Sharing Stories' Program 2013



Member for NT

Edward Solo

African Community Council of Northern Territory

Edward is a member of the African Communities Council of Northern Territory. Edward is a Liberian born Australian who arrived in Australia in 2001 as a humanitarian entrant. He has since then committed to both voluntary and paid work spanning more than 10 years' experience in community mobilisation, engagement, consultation, empowerment, development, capacity building, leadership and delivery of diverse community focused projects and the highest quality client services.

Edward is adept in dealing with complex cases and creating opportunities and platforms to break down barriers, reduce attritions, connect and properly situate the disadvantaged individuals and families from the new and emerging diverse refugee and migrant communities, Indigenous and non-Indigenous Australian communities to best fit within and greatly benefit from the overarching social, economic and political equity, access, inclusion and participation agenda of the Australia government for guaranteed fulfilled lives within mainstream Australian society.



Executive Officer

Sky de Jersey

Sky spent 5 years working with recently arrived refugees for the St Vincent de Paul Society, first managing direct settlement services, and then coordinating all migrant and refugee activities for the St Vincent de Paul Society in NSW. This role included membership on the Refugee Council Board, a position Sky retained while shifting sectors, spending time working in international development and intellectual disability. Spending 9 years as a teenager in Africa shaped Sky's engagement with the world, leading her to study anthropology and philosophy, culminating in a Masters in Applied Anthropology and Development Studies at Macquarie University.

Sky completed the Benevolent Society Sydney Leadership program in 2008.



Membership Services Officer

Kat O'Neill

Kat graduated with a Master of Social Science from the University of New South Wales. During her studies she fostered a passion for settlement issues and gained insight into the settlement sector undertaking research for a state Member of Parliament and volunteering for an after school program tutoring refugee children.

Kat has a Bachelor of Science and began her career in the U.S. working on environmental and social justice issues. She has experience working for state and federal government agencies and not-for-profits including a community health centre and community gardens. She moved to Sydney in 2005 and completed a Master of Urban and Regional Planning from the University of Sydney. She has worked as a planner for local and state government and a private consultancy in a range of roles including strategic and social planning. She joined the Settlement Council of Australia in January 2013.



Catholic Care Melbourne staff and community leaders meet with Dandenong Magistrate's Court



Metropolitan Migrant Resource Centre WA 2013

Interns

SCOA would like to acknowledge the significant contribution of interns to our work, and thank our interns for their support and hard work.

During 2012-13 SCOA has hosted as interns:

- Jamil Ahmad
- Lauren Pevy
- Samantha Burgio
- Wynn Le

SCOA MEMBER ORGANISATIONS

Access Services Inc.	Islamic Women's Association of Queensland Inc.	Multicultural Youth Link SA
African Community Council of NT	Life Without Barriers	Multicultural Services Centre of WA
African Communities Council of South Australia	Limestone Coast Migrant Resource Centre	Multicultural Youth Advocacy Network
AMES (Victoria)	Liverpool Migrant Resource Centre	Multicultural Youth South Australia Inc.
Anglicare NT	Lutheran Community Care	Multilink Community Services Inc.
Anglicare SA Inc.	Macarthur Diversity Services Inc.	Murray Valley Sanctuary Refugee Group Inc.
Assyrian Australia Association	Melaleuca Refugee Centre	Murraylands Multicultural Network
Anglicare Sydney	Mercy Family Services	Muslim Women's Association of SA Inc.
Auburn Diversity Services	Metro Migrant Resource Centre	Navitas
Australian Muslim Women's Centre	Metropolitan Migrant Resource Centre	New Hope Migrant Refugee Centre
Ballarat Community Health	Middle Eastern Communities Council of SA	Northern Area Migrant Resource Centre
Brotherhood of St Laurence	Migrant and Refugee Settlement Services of ACT	Northern Settlement Services
Catholic Care	Migrant Information Centre (East Melbourne)	Salvation Army - African Settlement and Integration Services
Centacare South Australia	Migrant Resource Centre Northern Tasmania	Settlement Services International
Centacare South West NSW	Migrant Resource Centre NW Region	Southern Migrant and Refugee Centre
Centacare Tasmania	Migrant Resource Centre of South Australia	Spectrum Migrant Resource Centre
Centacare Toowoomba	Migrant Resource Centre Southern Tasmania	Springvale Community Aid and Advice Bureau
Centre for Refugee Research	Migrant Settlement Services (Centacare Cairns)	St George Migrant Resource Centre
Communicare	Mount Druitt Ethnic Communities Agency	St Vincent de Paul Society (QLD)
Community MRC	Multicultural Community Services of Central Australia	St Vincent de Paul Society (NSW)
Diversitat -Geelong ECC	Multicultural Council of the NT	Sydney Multicultural Community Services
Edmund Rice Centre	Multicultural Council of Wagga Wagga	SydWest Multicultural Services Inc.
Ethnic Communities Council of Qld	Multicultural Development Association	TAFE SA
Fairfield Migrant Resource Centre	Multicultural Families Organisation Inc.	The Australian Asian Association of WA Inc.
Fremantle Multicultural Centre		Townsville Multicultural Support Group
Gippsland Multicultural Services		Welcome to Australia
Horn of Africa Relief and Development Agency (HARDA)		Woden Community Services Inc.
Illawarra Multicultural Services		
Ishar Multicultural Women's Health Centre		



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