

Settlement  
Council  
of Australia

SC  
COA

ANNUAL REPORT 2016-17



[www.scoa.org.au](http://www.scoa.org.au)



# TABLE OF CONTENTS



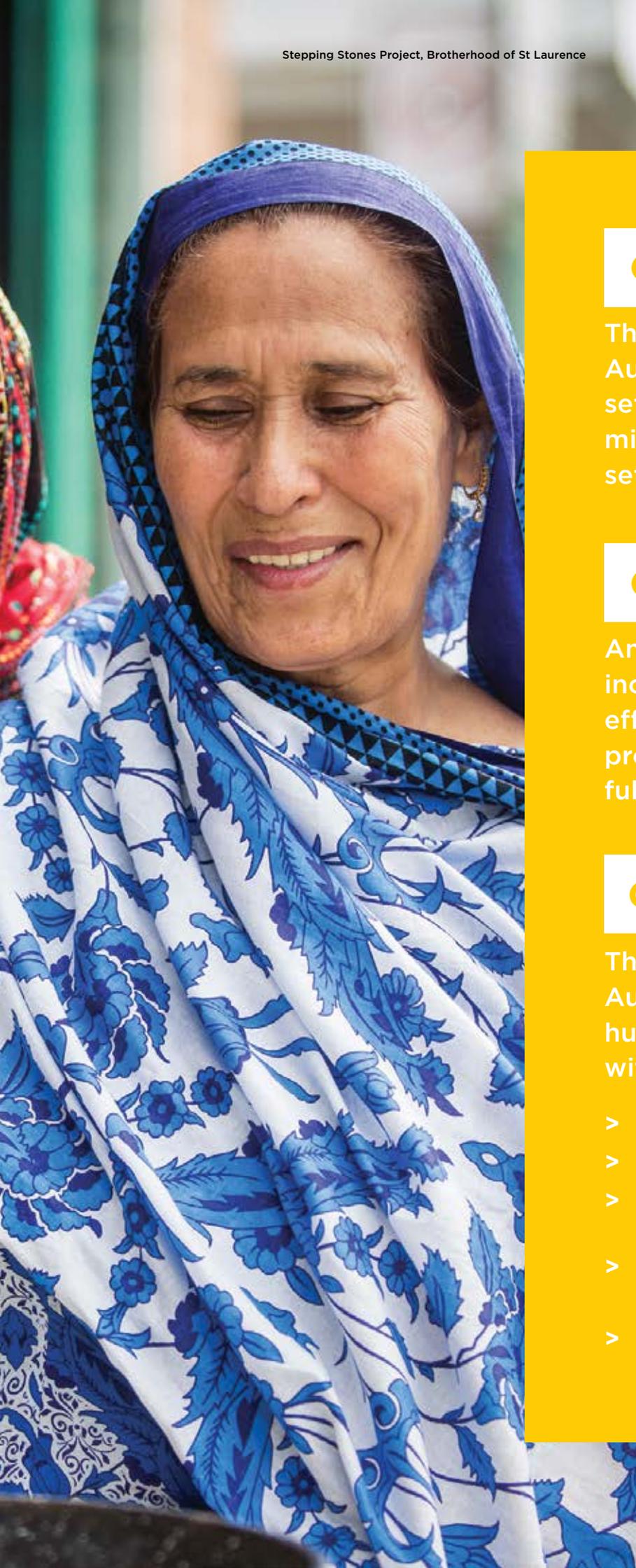
<b>4</b>	<b>ABOUT SCOA</b>
<b>6</b>	<b>OUR STRATEGIC GOALS</b>
<b>8</b>	<b>CHAIR'S REPORT</b>
<b>10</b>	<b>CEO'S REPORT</b>
<b>12</b>	<b>ACHIEVEMENTS AND ACTIVITIES</b>
<b>14</b>	<b>HIGHLIGHTS OF 2016-17</b>
<b>16</b>	<b>SPECIAL FOCUS</b>
<b>18</b>	<b>PEOPLE OF SCOA</b>
<b>22</b>	<b>TREASURER'S AND AUDITOR'S REPORT</b>
<b>26</b>	<b>SCOA MEMBERS</b>

# ABOUT SCOA

The Settlement Council of Australia (SCoA) is the national peak body for settlement. We represent a wide range of agencies across Australia that provide services to people of refugee and migrant backgrounds.

SCoA works with our members to support settlement service delivery, to promote community harmony, social cohesion and strengthen multiculturalism. We provide a credible and informed source of knowledge and advice on migrant and refugee settlement issues, settlement planning, service delivery and related policy and program matters. SCoA undertakes lobbying and advocacy activities to influence a range of government departments for more effective settlement policy and services.





## OUR GOAL

The Settlement Council of Australia promotes effective settlement outcomes for migrants and refugees settling in Australia.

## OUR VISION

An equitable, respectful and inclusive Australia where effective settlement outcomes provide every opportunity to fully participate in society.

## OUR VALUES

The Settlement Council of Australia works within a human rights framework, with a particular focus on:

- > multicultural democracy
- > social justice
- > economic and civic participation
- > social inclusion and social capital
- > access and equity



# OUR STRATEGIC

# GOALS

## 2017 -2020

### GOAL 1: LEADERSHIP

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**SCoA provides strong leadership and promotes effective settlement outcomes by:**

- identifying and interpreting trends, issues and opportunities both in Australia and internationally;
- harnessing and applying the expertise of the sector to proactively develop and promote opportunities and innovative initiatives and solutions;
- documenting and promoting the social and economic contributions of migrants and refugees settling in Australia;
- building an evidence base that positively influences and advances the experiences of migrants and refugees.

### GOAL 2: REPRESENTATION

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**SCoA is an influential representative body for our members, by:**

- advocating from a sound evidence base to government, the media and other stakeholders;
- leading and participating in forums, networks and conferences in Australia and internationally.

### GOAL 3: CAPACITY

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**SCoA builds capacity in the settlement sector and broader Australian community by:**

- encouraging and strengthening collaboration and partnerships;
- promoting best practice including through the National Settlement Services Outcomes Standards;
- showcasing and sharing evidence-based best practice in settlement;
- driving service delivery improvements by identifying and responding to gaps and barriers.

# CHAIR'S REPORT



**Welcome to our 2016-17 Annual Report, a celebration of what has been an engaging, busy and rewarding year for the Settlement Council of Australia (SCoA).**

Throughout the year, SCoA continued to represent service agencies across the nation in their work supporting people of refugee and migrant backgrounds to settle in Australia. This year our work has been characterized across three core areas: Leadership, Representation and Capacity.

Globally, the refugee crisis continues to grow, posing unprecedented challenges to the global community. Australia maintains its strong role in providing a safe and secure resettlement pathway for migrants arriving through our Humanitarian Program and in supporting those migrants following their arrival.

SCoA welcomes the annual increase in numbers of the Humanitarian Program for the year ahead. SCoA and its members stand ready, willing and able to support all new arrivals, and believe Australia has capacity to outperform other resettlement nations in this regard, as evidenced by the successful resettlement, over the past two programme years, of 12,000 Syrian and Iraqi refugees additional to our formal quota.

SCoA submits that the demonstrated capacity and expertise of its membership is integral to Australia's ability to manage increased humanitarian numbers and we look forward to working with government, our members and other stakeholders including the UNHCR to ensure Australia maintains its role as a global leader in refugee resettlement.

Throughout this year SCoA's work has aimed to highlight the positive influences that people from refugee backgrounds and migrants make to Australia's multicultural heritage and how settlement agencies assist to nurture their positive social, civic, political and economic contributions. We have shared our member's stories widely through our interactions with Government, at interagency meetings and other key forums, in our e-newsletter, on social media and in our submissions.

## **Key achievements by SCoA in the last financial year include:**

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### **National Settlement Services Outcomes Standards (NSSOS) Workshops:**

SCoA has travelled Australia in 2016/17 with specially designed workshops exploring the NSSOS. The workshops, facilitated by trusted consultants, looked at the implementation of the NSSOS in the procedures, practices and strategic planning of our members. We have been inspired to see them incorporated into the work of our members and are confident they are contributing to the sector in this regard. We thank all members and stakeholders who participated and especially those organisations that hosted us in their city or region. The standards are publically available at: <http://www.SCoA.org.au/resources>

### **Nationwide Employment Innovation Forums:**

Simultaneously to its NSSOS workshops, SCoA held a series of Employment Innovation Forums across Australia. The Employment Forums brought together a broad range of sectors involved in employment to discuss innovative initiatives already in existence in an effort to drive the continual improvement of employment outcomes for new arrivals. We strongly believe that through cross-sector collaboration we will achieve greater outcomes. SCoA looks forward to continuing the work around improving settlement outcomes for new arrivals into the future.

### **UNHCR NGO Consultations and Annual Tripartite Consultations on Resettlement (ATCR) in Geneva:**

I was honoured to again represent SCoA in June of this year at the ATCR and annual UNHCR NGO Consultations held in Geneva. The ATCR aims to forge collaborative approaches to global resettlement. This year's NGO consultations focused on the development of the Comprehensive Refugee Response Framework with almost 600 NGO representatives from 87 countries around the world. These consultations are a major and unique event that provides an important forum for debate on global and regional themes and an opportunity to explore fresh collaboration on advocacy and operational issues. Attending the consultations enables a greater and more detailed understanding of the global resettlement context in which Australia's resettlement policies and programs operate and give us a unique opportunity to share with the world the dynamic and unparalleled settlement services we offer.

### **National Migrant and Refugee Women's Alliance**

Finally, I welcome the creation of an Australian National Migrant and Refugee Women's Alliance, and was delighted to be involved on behalf of SCoA with the inaugural meeting of the Alliance's council. I look forward to representing our sector on this important initiative and, like many of our members, will watch with interest the development of what will no doubt become an influential voice for migrant and refugee women in Australia.

I thank the SCoA Executive Committee and all of our members for another exciting and productive year, and look forward to the year ahead.



Dewani Bakkum  
**Chairperson, Settlement Council of Australia**



# CEO

# REPORT

It has been my honour to be promoted to the role of CEO in 2016-17; a year in which SCoA continued to solidify its influence as a unified voice for the settlement sector.

Our team in Canberra has settled in well, and our office now feels well established. This is not just code for “we found a good local coffee shop”, but rather we have used our presence in Canberra to build on our relationships with key stakeholders, both in government and in the NGO sector and also to provide a base for our members to use when they are visiting Canberra.

2016-17 saw considerable work undertaken to formalise updates to SCoA’s governance policy and strategic direction, which has meant that we are now better equipped than ever to deliver meaningful leadership, representation and capacity building for our members.

As our members would be well aware, a number of significant events unfolded on the political arena in the past year, including the launch of the Joint Parliamentary Inquiry into Migrant Settlement Outcomes, as well as parliamentary inquiries into Strengthening Multiculturalism and the future of the Racial Discrimination Act. These inquiries took place against a backdrop of growing political debate on issues of multiculturalism and settlement and the announcement of a number of changes to Australian migration and citizenship law by the Federal Government.

SCoA has been active across each of these developments, updating our members, engaging in member consultations and providing input on behalf of the sector via submissions and appearances at parliamentary committees. There remains some uncertainty about the outcomes of some of these developments, including the likely findings of the Inquiry into Migrant Settlement Outcomes and the fate of the proposed citizenship changes. SCoA will continue to maintain an active watch and will update our members as matters progress.

In the meantime, we welcomed the report and recommendations of the Inquiry into Strengthening Multiculturalism and also the decision by government not to pursue changes to section 18C of the Racial Discrimination Act.



We will continue to represent the sector to oppose changes to Australian citizenship which, we believe, could significantly impact migrants' settlement prospects and are therefore contradictory to our successful and cohesive multicultural nation.

We will also take every opportunity available to share with the community the enormous benefits of maintaining a welcoming society, pursuing a strong humanitarian program, and supporting Australia's newest arrivals as they build their new lives here.

In the midst of these policy developments, SCoA has pursued a strong and active agenda of capacity development for our members, highlighting innovation and fostering collaboration.

Over the past year, SCoA has met with a large majority of our members, as well as other players in the settlement space, to share with them the National Settlement Services Outcomes Standards (NSSOS). Through specially designed workshops, we have provided our members with tools for reflecting on their practices and incorporating the NSSOS into their work. The feedback and results have been extremely promising.

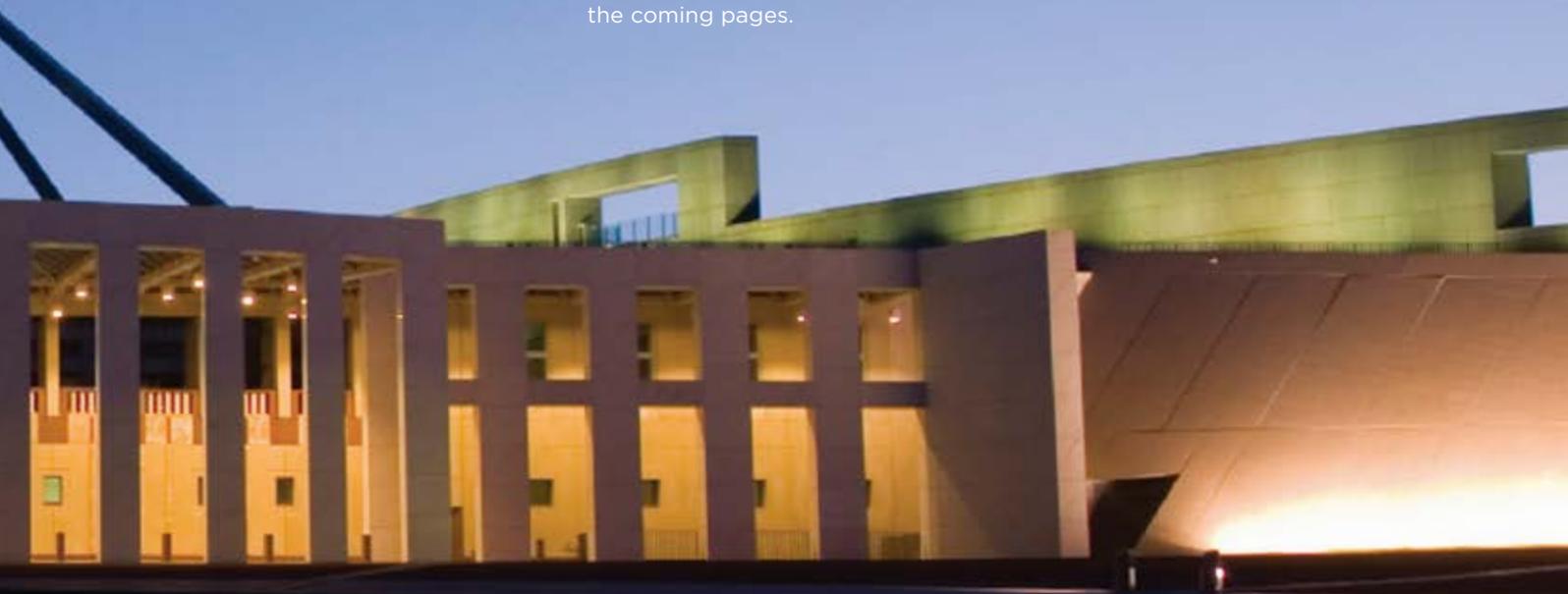
One of the main roles of SCoA is to help bring the sector together and foster greater collaboration. This spirit of working together was on display at forums held throughout the year which investigated employment outcomes for migrants and refugees. These forums explored the foundations for achieving sustainable economic engagement and highlighted the many innovative practices being employed across the country.

Many of our other activities and achievements are detailed over the coming pages.

To finish, I would like to say that it is a privilege to represent the settlement sector and to pursue my own personal passion of fostering an Australian society which is equitable, respectful and inclusive. It is with a great optimism and a sense of pride that I look forward to 2017-18 and ensuring that SCoA continues to meet the needs of our members across Australia and maintains an unwavering commitment to achieving effective settlement outcomes for migrants and refugees settling in Australia.



**SCoA CEO**  
*Nick Tebbey*



# SCOA ACHIEVEMENTS & ACTIVITIES - 2016-17



## SUBMISSIONS AND POLICY UPDATES

Title	Type	Month
Federal Budget 2016-17 - Additional investment for the settlement sector	Media release	July 2016
Issues Paper: Refugee Family Reunion	Issues paper	August 2016
SCoA Submission to Human Services Identifying Sectors for Reform Inquiry	Submission	August 2016
Refugee Family Reunion	Newsletter	August 2016
Social and economic contribution of refugees to Australia is a success story	Media release	August 2016
SCoA Submission to Senate on Migration Amendment (Family Violence and Other Measures) Bill 2016	Submission	September 2016
Response to New Temporary Parent Visa	Policy alert	September 2016
Response to Government announcement of permanent commitment to increase the intake of refugees to 18,750 per year from mid-2018	Policy alert	September 2016
Response to New York Declaration for Refugees and Migrants	Policy alert	September 2016
Settlement Council of Australia responds to the Productivity Commission's 2016 Inquiry Report: Migrant Intake into Australia	Policy alert	September 2016
SCoA Regional Settlement Policy Paper	Policy paper	October 2016
Regional Settlement in Australia	Newsletter	October 2016
Response to government's announcement of a lifetime ban for asylum seekers	Policy alert	November 2016
SCoA Annual Report 2015 - 2016	Report	November 2016
Triennial and International Conference of the Settlement Council of Australia Report	Report	November 2016
Multiculturalism Alive and Well in Australia	Briefing paper	December 2016
SCoA Submission to Human Rights Committee Inquiry into Free Speech	Submission	December 2016
Inquiry into Migrant Settlement Outcomes SCoA Key Messages	Policy alert	December 2016
Multiculturalism alive and well in Australia	Newsletter	December 2016
Inquiry into Migrant Settlement Outcomes	Submission	January 2017
Settlement Grants Briefing Paper	Policy update	February 2017
Settlement Grants Program	Newsletter	February 2017
SCoA Policy Update on Citizenship	Policy update	April 2017
Snapshot of Recent Developments in Migration and Settlement	Newsletter	April 2017
SCoA Submission to the 2017-18 Humanitarian Programme	Submission	May 2017
2017-18 Budget Update Settlement Council of Australia	Policy alert	May 2017
SCoA Submission - Inquiry into Strengthening Multiculturalism	Submission	June 2017
SCoA Submission - Strengthening the Test for Australian Citizenship	Submission	June 2017
Background Paper on Employment	Policy Update	June 2017
Innovative Employment Initiatives	Newsletter	June 2017

## CONSULTATIONS AND REPRESENTATION

- Temporary Parent Visa Member Consultation with DIBP
- Consultation with members on Citizenship Changes 2017
- Ongoing Member consultations
- SCoA Chairperson and Deputy Chairperson participated in UNHCR NGO Consultations and Annual Tripartite Consultations on Resettlement and Meeting in Geneva and preparatory planning meetings in Auckland
- Meetings with the UNHCR Regional Representation in Canberra
- Meeting with UN Rapporteur on Human Rights of Migrants in Canberra
- Participating in, and facilitating session as part of UNHCR Canberra's NGO Consultations
- Roundtable on Multiculturalism (DSS) - assisting in the development of Australia's 2017 Multicultural Statement
- Multiculturalism in Sport roundtable
- National Multicultural Advisory Group (DHS)
- Community Services Advisory Group (DSS)
- Roundtable on skills recognition
- Australian Refugee Health Practice Guide Project Advisory Group
- Welcoming Cities symposium and support for the Standard for Welcoming Cities
- Australian Border Force Industry Summit
- National Multicultural Women's Conference
- Presentation at the Migration Institute of Australia National Conference
- Presentation at the Migration Institute of Australia Regional Migration Conference
- Mentoring recent arrivals at Refugee Talent speed networking event in Canberra
- Presenting to Legal Aid ACT on Australia's settlement program
- Presenting at DSS' Building a New Life in Australia internal workshop



## SPECIAL EVENTS

### Settlement DV-alert Training

In 2016 Lifeline Australia partnered with the Settlement Council of Australia to develop a Settlement Stream of the training which is specifically designed for working with newly arrived humanitarian entrants. The workshops were delivered across Australia between January and June 2017 and received great feedback from participants.

The Settlement Stream of DV-alert was developed by Myriad International Consulting Services following extensive consultation with the settlement sector.



Karen Choir, MRC Southern Tasmania

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### **Constance on the Edge screening**

The Settlement Council of Australia and the Migrant and Refugee Settlement Services (MARSS) held a special preview screening of the Australian documentary, *Constance on the Edge*, followed by a Q&A.

Filmed over 10 years, *Constance on the Edge* is an unflinchingly honest portrayal of one refugee family's resettlement story in Australia.

The audience found the film insightful and helped them on their journey to understand the complexities of settlement in Australia.

### **Settlement Policy Network (SPN) meetings**

The Refugee Council of Australia (RCOA) and SCoA held a number of national Settlement Policy Network (SPN) meetings. The SPN provides an opportunity for RCOA and SCoA members to hear from guest speakers with expertise in particular areas of settlement policy, raise issues of concern, share ideas for ways forward and participate in planning joint advocacy on settlement issues.

- Webinar on Engaging with Government: Opportunities for Advocacy
- Recent and ongoing developments in legislation and policy which impact the settlement sector



## NATIONAL SETTLEMENT SERVICES OUTCOMES STANDARDS (NSSOS) WORKSHOPS

Following the official launch of the National Settlement Services Outcomes Standards (NSSOS) in 2016, SCoA has travelled the country with a series of workshops which provided settlement workers with tools and a framework from which to reflect on their practice.

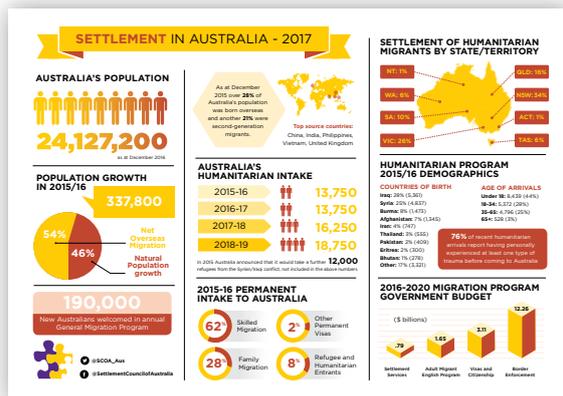
In almost 20 locations across the country, settlement workers came together to collaborate, discuss and reflect on the elements that, when combined, deliver effective settlement outcomes for newly arrived individuals, families and communities.

The NSSOS are a set of best practice benchmark standards for services providers working to successfully settle people of refugee backgrounds in Australia. They were developed in partnership with the settlement sector and the Australian Government and are informed by a significant consultation and research process undertaken over a number of years. We are grateful to DSS for its support and encouragement in the development of these standards.

They aim to ensure provision of consistent, best practice, people-centred and outcomes focused settlement services in nine priority areas:

- Education and Training
- Employment
- Health and Well-being
- Housing
- Language Services
- Transport
- Civic Participation
- Family and Social Support
- Justice

A highlight of the workshops was the development and distribution of a Self-Assessment Tool, which our members can use as a measure for constant self-evaluation and improvement where relevant.





## EMPLOYMENT INNOVATION FORUMS

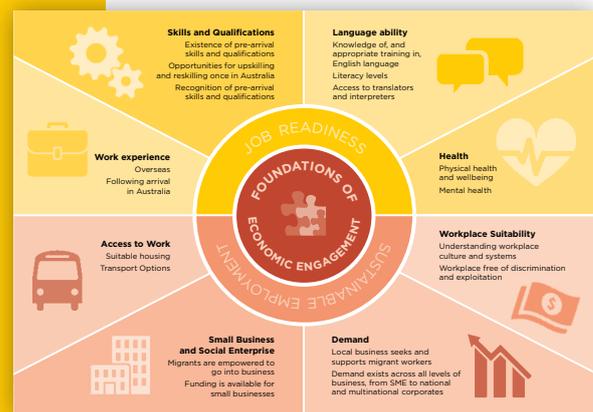
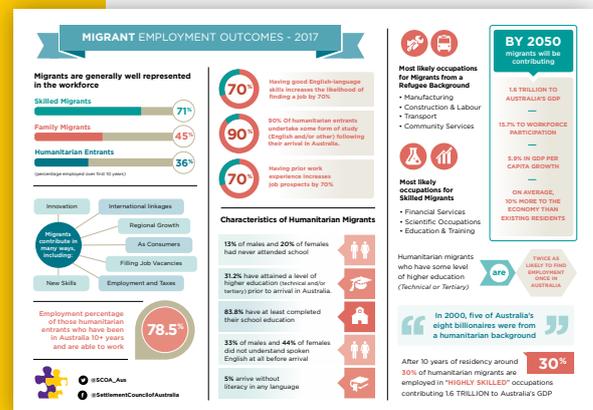
Engaging with the labour market is pivotal to successful settlement and remains a high priority for government, as well as a key driver for migrants themselves, who view their labour market integration as vital to their “successful settlement”.

With this background, SCoA has recently completed a series of Forums across Australia which explored the foundations of economic engagement and the hard work of the settlement sector in assisting migrants from a refugee background in their economic pursuits.

The Employment Forums brought together a broad range of sectors involved in employment to discuss some of the many innovative initiatives in an effort to drive the continual improvement of employment outcomes for new arrivals.

The results were inspiring. SCoA is proud to represent a sector that is dynamic, innovative and sophisticated in the delivery of its services and we were impressed by the many and varied programs and initiatives which specifically, and successfully, address one or more of the foundations of economic engagement.

Of course this is not news to many in the sector. Indeed, Australia’s approach to the provision of settlement services has been identified by the Productivity Commission as playing a crucial role in empowering migrants to seek employment outcomes that are suitable and provide a solid foundation for establishing life in Australia.



# PEOPLE OF SCoA



CHAIR  
*ACT Representative*  
**Dewani Bakkum**  
CEO, Migrant & Refugee  
Settlement Services  
of the ACT

Dewani is the Chair of the Settlement Council of Australia and the Chief Executive Officer of the Migrant and Refugee Settlement Services of the ACT Inc. She has been involved in the community and charitable sectors for the past 30 years in Australia and in Fiji, and has an extensive background in developing and delivering services for disadvantaged and vulnerable communities, with a strong focus on breaking down cultural and linguistic barriers to facilitate settlement and community participation. Migrating to Australia from Fiji in 1982, Dewani has a strong understanding of the migrant experience and a passion for helping migrants, refugees and humanitarian entrants to participate in their new communities and to become proud and engaged members of a diverse Australian society. Dewani is passionate about her Fijian heritage, serving as past President, Vice President and Secretary of the Fiji Australia Association of the ACT.

Dewani has qualifications in Community Services and Development, Business Management and Accounting, and has used her skills to provide strong strategic direction, leadership and problem solving capabilities to MARSS as the CEO, and also as a previous Secretary, Deputy Chair and Chair of the MARSS Board of Management. She has been a member of the ACT Chief Minister's Advisory Committee to the Office of Fair Trading, and is on the Board of the National Migrant and Refugee Women's Alliance, the Canberra Multicultural Advisory Committee and the Advisory Committee for Welcoming Cities. Dewani was awarded the FECCA Multicultural Award and the ACT International Women's Award for Multiculturalism in 2008

Dewani is enthusiastic about empowering new and emerging communities to thrive in Canberra, by helping migrants, refugees and humanitarian entrants to settle through practical assistance and innovative community development programs. She enjoys using her skills, knowledge and experiences to mentor community sector workers and to provide leadership and strategic direction on Australian settlement services.



*NSW State Representative*  
**Melissa Monteiro**  
Executive Director,  
Community Migrant  
Resource Centre

Melissa Monteiro is the CEO of the Community Migrant Resource Centre. Melissa joined the CMRC in early 2000 and has over twenty five years' experience in the community sector. Melissa holds a Masters and Bachelors in Social Work. She has extensive experience in the community sector providing a vast understanding of settlement and strategic advice.

Melissa is a member of the National Settlement Services Advisory Council, Multicultural NSW Regional Advisory Council and executive member of the Settlement Council of Australia. Melissa was recently appointed to the Anti- Discrimination Board of NSW.

For the past 16 years, she has managed the Community Migrant Resource Centre, a not for profit community organization based in Parramatta providing settlement services to Refugees and Humanitarian entrants. Melissa is currently involved in empowering refugee and migrant communities in settling in Australia and has mentored many nonprofit organizations and individuals. She is passionate about migrant and refugee women, humanitarian resettlement and social justice issues.



SECRETARY  
*SA State Representative*  
**Eugenia Tsoulis OAM**  
Chief Executive Officer,  
Australian Migrant  
Resource Centre

Eugenia has 40 years of work experience across a number of sectors focusing on multicultural policy research and review, leadership management, including in mental health, education, the arts, and employment and training. As Director of the Migrant Workers Centre, her work furthered Migrant Woman's Employment, Training and Participation, and Managing Cultural Diversity in the Workplace.

Over the past 20 years, Eugenia has overseen the expanding work of the AMRC, ensuring its critical leadership position in South Australia's social, cultural and economic development. She was awarded the Medal of the Order of Australia for Services to Multiculturalism in 1994, the ZONTA Woman of the Year Award (2007) and the Governors Multicultural Award, Individual Achiever of the Year (2012). Eugenia was a founding member of the Settlement Council of Australia and has contributed to a considerable number of State and Commonwealth Boards, and Advisory Committees.



**TREASURER**  
*NT Representative*  
**Joe De Luca**  
 CEO Multicultural  
 Council of NT

Joe is currently the Chief Executive Officer of the Multicultural Council of the NT Inc. As a Certified Practising Accountant (FCPA) Joe has worked in both the NT Government and Commonwealth Government in a range of senior management positions for over 35 years in the NT. Whilst with the Commonwealth, Joe devoted some seven years with the then Aboriginal and Torres Strait Islander Commission focussing on quality assurance, project management, audit supervision and Ministerial reporting.

Subsequent periods were devoted to helping establish and monitor Aboriginal Community Controlled health services throughout the NT as well as project management of Indigenous health programs. Joe also spent four years with program delivery of federally funded Indigenous Art, Broadcasting, Language, Culture and Sports programs. When with the NT Government, Joe was involved with internal and external audit delivery and was with the Office of the Auditor-General for eight years.

Joe is passionate about promoting, preserving and maintaining cultural identity, language and heritage, having been a community radio broadcaster and an in-house trainer for over 25 years. Joe is also a strong advocate for the Ethnic Community and promotes Territory issues on a national level at both the Federation of Ethnic Council of Australia (FECCA) and the National Ethnic Multicultural Broadcasters' Council (NEMBC). Joe is currently the Treasurer of the NEMBC and the Registrar of the NT Justices' of the Peace Association. Joe is also on the Board of several NT community organisations as well as the Community Media Training Organisation based in Sydney and the Settlement Council of Australia based in Canberra.



*VIC State Representative*  
**Denise Goldfinch**  
 General Manager Service  
 & Strategy, South East  
 Community Links

Denise has been working in senior management roles across the community sector for the past 12 years. She is the General Manager Service & Strategy for South East Community Links.

With backgrounds in community development and marketing, Denise's passion for supporting community members to reach their full and equitable potential has been a driving force throughout her career. Whether working with migrants and refugees, homeless young

people, families in care crisis or people with disabilities Denise thrives on developing and delivering services that make a real difference in the lives of individuals, families and communities.

Denise has developed, delivered and managed a wide range of innovative community services and community education programs across the north, west and south east of Melbourne. She has also developed and delivered cultural competency programs across government, private and community sectors around Australia to strengthen the capacity of mainstream organisations to understand and meet the needs of culturally diverse communities.

A former Chair and Director of women's health, human rights, drug and alcohol, education and cultural diversity organisations, Denise is a Victorian Representative on the SCoA Executive. She is also a current Director of South East Local Learning & Employment Network.



*NSW State Representative*  
**Lulu Tantos**  
 CEO, Northern Settlement  
 Services Ltd

Born, bred and educated in Newcastle Lulu's interest in Multicultural Affairs stems from her parents' migration to Australia in the late 1950's and the lack of services available to newly arrived migrants.

Lulu has been actively involved with the settlement of migrants and refugees into the Hunter and rural/regional areas of NSW for over 20 years, where she held the position of Assistant CEO with Northern Settlement Services Ltd (NSS) (formerly Migrant resource Centre of Newcastle and Hunter Region) from 1994 until December 2010 and Acting CEO during 2011. Since January 2012 she has taken on the role of CEO of the organisation, administering projects and coordinating the activities of over 45 staff, across the Hunter, Central Coast and New England regions of NSW.

An advocate for marginalised groups and the promotion of access and equity and social justice, Lulu is constantly lobbying by actively participating in relevant forums and responding to government policy on refugee/humanitarian issues.

Lulu is also heavily involved with her own Greek Community serving as Secretary on the Board of Management of the Greek Community of Newcastle and has in the past served on a number of other local committees including the CRC Regional Advisory Committee, MRC Management Committee, Federation Grants Committee, Homecare, Enriching Newcastle's Diversity Lord Mayoral Working Group and recently the Humanitarian Settlement Service Local Area Coordination Committee, TAFE NSW Hunter Institute Advisory Council, Police Multicultural Consultative Committee and as a NSW regional representative on the Settlement Council of Australia (SCoA) executive.

# PEOPLE OF SCoA



*QLD State Representative*

**Gail Ker OAM**  
CEO Access  
Community Services

Over the past 20 years, Gail's vast industry experience and expertise in the Australian multicultural, humanitarian and community sectors has seen her change countless lives for the better.

A nationally lauded and award winning visionary, Gail is the CEO of Access Community Services Ltd where, with humility, compassion and a tireless work ethic, she leads her nearly 300 staff in pursuit of their organisational vision; to create social, cultural and economic experiences and opportunities that transform the lives of individuals and communities globally.

Renowned for her expertise in innovative service solutions for newly arrived migrants and humanitarian entrants, Gail is a recognised thought leader in needs-based community planning, innovative business models, social cohesion, strategic partnerships, employment pathways, funding opportunities and strategic direction. Under her tutelage and leadership, Access has grown from a one room youth employment service in Logan City into one of Australia's leading organisations in the provision of settlement, employment, training, youth support, housing and social enterprise services for migrants, refugees and Australian born clients with an annual over turn over in excess of twenty million dollars.

Informed and working at the cutting edge of policy and sector engagement, Gail's knowledge is actively sought by politicians, industry leaders and research bodies alike, both nationally and internationally. From 2007 to 2014 she attended the UNHCR's annual consultations with NGO's in Geneva. She has several prestigious board appointments and her standing has been recognised with numerous honours and awards.



*TAS State Representative*

**Alison O'Neill**  
Chief Executive Officer,  
Migrant Resource Centre  
(Southern Tasmania)

Alison is the CEO of the Migrant Resource Centre (Southern Tasmania) Inc. (MRC). She leads a specialised team that since 1979 have worked with refugees and migrants in the areas of settlement, aged care, employment, youth and a broad range of community development programs. The MRC also includes the statewide Humanitarian Settlement Program and the Phoenix Centre, the Tasmanian agency for the Forum of Australian Services for Survivors of Torture and Trauma.

Alison's experience includes over 20 years within the NFP sector, predominantly corporate, finance and organisation leadership roles. She is an experienced change manager who embraces challenges and constantly strives for improvement. Lateral and strategic thinking she is a graduate of the Australian Institute of Company Directors course, a current Director and an advocate of good governance, integrity and transparency. Alison sits on a number of advisory groups and committees that inform, guide and influence outcomes for the multicultural communities in Tasmania.



*VIC State Representative*

**Mirta Gonzalez**  
General Manager -  
Settlement and Asylum  
Seeker Program,  
AMES Australia

Mirta is AMES Australia's General Manager Settlement and Asylum Seeker Programs including service delivery across Victoria, South Australia and Tasmania. Mirta's experience in policy development, planning and delivery of human services and programs spans the NGO, government and community sectors.

Her international experience includes diplomatic postings in North and South America as well as Asia, where she represented the Australian Government's visas and immigration portfolio. Prior to joining the public service, Mirta worked extensively in health and women's services agencies in Victoria, contributing to the enhancement of programs and services to CALD communities.



*WA State Representative*  
**Melissa Perry**  
Chief Executive Officer,  
Communicare

Melissa has a Bachelor of Social Work and a career that spans 20 years in executive and senior management positions in the community and employment services sector. She joined Communicare in September 2014 as Chief Executive Officer.

Prior to joining Communicare, Melissa was State Director WA for Mission Australia where she developed a strong reputation and demonstrated capacity to strategically win new business in a highly competitive market doubling revenue from \$15m to \$29 m within two years and significantly raising the profile of the organisation.

She has also previously held the position of Executive Manager with Centrecare during which time she was Executive to the WA Ministerial Council for Suicide Prevention responsible for implementing the Governments Suicide Prevention Strategy across the State of WA.

Melissa is an active advocate for the needs of individuals, families and communities. Her depth of experience in social services enables her to be influential in lobbying for reform and increasing awareness with the intent to drive change and achieve long-term sustainable outcomes.

Her passion extends beyond Communicare as she is also a member of various committees and boards including the WA CEO Community Sector Roundtable, Funding and Contracting Working Group for the WA Partnerships Forum, Family Court of WA Reference Group and most recently appointed as the WA Director on the Board of Jobs Australia.

# STAFF



CEO (from April 2017)  
and Senior Policy Officer  
(from August 2016)  
**Nick Tebbey**



CEO (until April 2017)  
**Simon Gordon**



Settlement Sector  
Development Officer  
**Aniela Pepe**



Senior Policy Officer  
(until September 2016)  
**Kat O'Neill**

Accountant  
**Martyn Green**

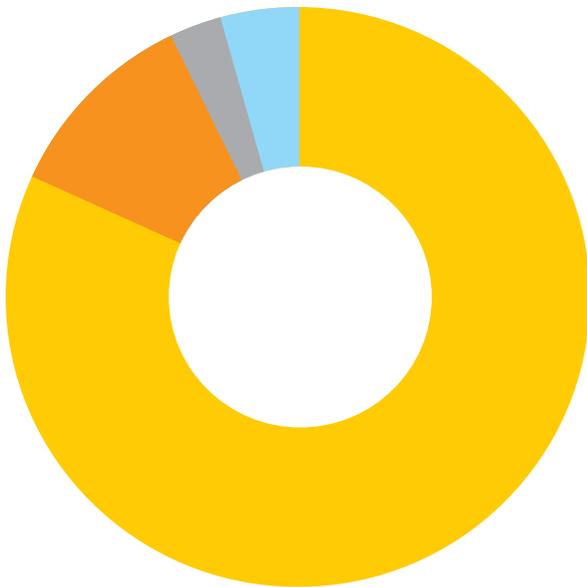
# TREASURER'S AND AUDITOR'S REPORT

I am pleased to present to you my report for the financial year ended 30 June 2017. The financial statements as presented have been audited by DFK Laurence Varnay, our appointed auditors. A copy of the report signed by Partner Colin Grady is included in the Annual Report.

## Income

Total income for the year was \$536,244, an increase of \$215,560 over the previous year. This increase is attributable to a further government grant that SCoA gratefully received in order to facilitate the national roll-out of the NSSOS. The Department of Social Services and our members continue to be our major source of funds. We are extremely thankful for their continued support.

## Source of SCoA Income: 2016-17



- Government Grant Income
- Member Subscriptions
- Training Fees
- Other income

## Expenditure

Total expenditure for 2015-16 was \$511,875, resulting in an operating surplus of \$24,369. We were delighted by this result, and pleased to be able to re-invest the surplus amount towards providing greater services to our members in the years ahead.

## Net Assets

Net assets as at 30 June 2016 were \$96,486 which demonstrates a healthy financial position for the continuation of SCoA's future activities.

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

## Joe De Luca

SCoA Treasurer

## Settlement Council of Australia Incorporated

ABN 27 983 821 157

### Financial Statements

For the Year Ended 30 June, 2017

### Settlement Council of Australia Incorporated

ABN 27 983 821 157

### Income and Expenditure Statement

For the Year Ended 30 June, 2017

Note	2017 \$	2016 \$
<b>Income</b>		
Government grant income	486,297	250,960
Member subscriptions	43,099	44,048
Interest received	3,034	1,782
Training fee	2,750	18,186
Other income	1,064	5,708
	<b>536,244</b>	<b>320,684</b>
<b>Expenditure</b>		
Depreciation expense	1,887	4,259
Employee benefits expense	286,122	133,268
Restructuring costs	-	3,610
Other expenses	223,866	204,356
	<b>511,875</b>	<b>345,493</b>
	<b>24,369</b>	<b>(24,809)</b>
	<b>Surplus/(deficit) for the year</b>	

The accompanying notes form part of these financial statements.

2017/09/13 10:45 AM

1

Settlement Council of Australia Incorporated

ABN 27 983 821 157

Assets and liabilities statement  
As At 30 June, 2017

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	188,800	178,783
Trade and other receivables		-	4,382
Prepayments		2,582	3,015
<b>TOTAL CURRENT ASSETS</b>		<b>191,382</b>	<b>186,180</b>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	6	-	-
<b>TOTAL NON-CURRENT ASSETS</b>		<b>-</b>	<b>-</b>
<b>TOTAL ASSETS</b>		<b>191,382</b>	<b>186,180</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	21,822	18,904
Employee benefits	10	4,653	7,021
Grants received in advance	9	68,421	88,137
<b>TOTAL CURRENT LIABILITIES</b>		<b>94,896</b>	<b>114,062</b>
<b>TOTAL LIABILITIES</b>		<b>94,896</b>	<b>114,062</b>
<b>NET ASSETS</b>		<b>96,486</b>	<b>72,118</b>
<b>MEMBERS' FUNDS</b>			
General Fund		6,662	6,662
Retained surplus		89,824	65,455
<b>TOTAL MEMBERS' FUND</b>		<b>96,486</b>	<b>72,117</b>

The accompanying notes form part of these financial statements.

2017/09/13 10:45 AM

2

Settlement Council of Australia Incorporated ABN 27 983 821 157

Statement of Changes in Equity  
For the Year Ended 30 June, 2017

	2017	2016	
	Retained Surplus \$	General Fund \$	Total \$
<b>Balance at 1 July 2016</b>	65,455	6,662	72,117
Profit for the year	24,369	-	24,369
<b>Balance at 30 June 2017</b>	<b>89,824</b>	<b>6,662</b>	<b>96,486</b>
<b>Balance at 1 July 2015</b>	90,263	6,662	96,925
Loss for the year	(24,808)	-	(24,808)
<b>Balance at 30 June 2016</b>	<b>65,455</b>	<b>6,662</b>	<b>72,117</b>

Statement of Cash Flows  
For the Year Ended 30 June, 2017

	Note	2017 \$	2016 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		8,196	19,512
Payments to suppliers and employees		(528,722)	(260,181)
Member contributions received		43,099	44,048
Interest received		3,034	1,782
Receipt from grants		486,297	250,960
Net cash provided by/(used in) operating activities	13	11,904	56,121
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of property, plant and equipment		(1,887)	(4,259)
Net cash used by investing activities		(1,887)	(4,259)
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Net increase/(decrease) in cash and cash equivalents held		10,017	51,862
Cash and cash equivalents at beginning of year		178,783	126,921
Cash and cash equivalents at end of financial year	5	188,800	178,783

The accompanying notes form part of these financial statements.

2017/09/13 10:45 AM

3

Settlement Council of Australia Incorporated

ABN 27 983 821 157

Notes to the Financial Statements  
For the Year Ended 30 June, 2017

The financial statements cover Settlement Council of Australia Incorporated as an individual entity. Settlement Council of Australia Incorporated is a not-for-profit Association incorporated in Victoria under the *Associations Incorporation Reform Act 2012* (the Act).

The principal activities of the Association for the year ended 30 June, 2017 were providing a credible and informed source of knowledge and advice on migrant and refugee settlement issues, settlement planning, service delivery and related policy and program matters. The principal activities also include undertaking lobbying and advocacy activities to influence a range of government departments for more effective settlement policy and services.

The functional and presentation currency of Settlement Council of Australia Incorporated is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

2 Summary of Significant Accounting Policies

(a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(c) 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 Association 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.

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

2017/09/13 10:45 AM

4

Settlement Council of Australia Incorporated

ABN 27 983 821 157

Notes to the Financial Statements  
For the Year Ended 30 June, 2017

2 Summary of Significant Accounting Policies

(c) Revenue and other income

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 is recognised using the effective interest method.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Subscriptions

Revenue from the provision of membership subscriptions is recognised on a straight line basis over the financial year.

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

(d) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

2017/09/13 10:45 AM

5

## Notes to the Financial Statements

### For the Year Ended 30 June, 2017

#### 2 Summary of Significant Accounting Policies

##### (e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Costs include purchase price, other directly attributable costs and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

##### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

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.

As at 1 July 2016, the office was relocated to Canberra, from Sydney. The assets of the Sydney office were scrapped and not taken to the new office.

##### (f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

##### (g) 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 period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period 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 satisfy vesting requirements.

#### 3 Critical Accounting Estimates and Judgments

The directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

2017/09/13 10:45 AM

6

## Notes to the Financial Statements

### For the Year Ended 30 June, 2017

#### 3 Critical Accounting Estimates and Judgments

The significant estimates and judgements made have been described below.

##### Key estimates - revenue recognition - long term contracts

The Association undertakes long term contracts which span a number of reporting periods. Recognition of revenue in relation to these contracts involves estimation of future costs of completing the contract and the expected outcome of the contract. The assumptions are based on the information available to management at the reporting date, however future changes or additional information may mean the expected revenue recognition pattern has to be amended.

##### Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

#### 4 Result for the Year

The following significant expense items are relevant in explaining the financial performance:

	2017	2016
	\$	\$
Accounting and audit fees	2,500	3,292
Conference costs	-	38,042
Consulting and contractor fees	93,094	62,975
Premises - Contractual amounts	25,158	18,454
Travel expenses	43,275	32,991

#### 5 Cash and Cash Equivalents

Cash at bank and in hand	35,889	22,458
Short-term deposits	152,911	156,325
	<u>188,800</u>	<u>178,783</u>

#### 6 Property, plant and equipment

##### PLANT AND EQUIPMENT

Office equipment		
At cost	15,983	14,096
Accumulated depreciation	(15,983)	(14,096)
Total office equipment	-	-

2017/09/13 10:45 AM

7

## Notes to the Financial Statements

### For the Year Ended 30 June, 2017

#### 6 Property, plant and equipment

##### (a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Plant and Equipment	
	\$	
Balance at the beginning of year		-
Additions		1,887
Depreciation expense		(1,887)
<b>Balance at the end of the year</b>		<u>-</u>

#### 7 Other Assets

	2017	2016
	\$	\$
CURRENT		
Prepayments	2,582	3,015

#### 8 Trade and Other Payables

Current		
Trade payables	22,492	14,109
GST payable	(670)	4,795
	<u>21,822</u>	<u>18,904</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying amounts are considered to be a reasonable approximation of fair value.

#### 9 Other Financial Liabilities

CURRENT		
Income in advance - Government grants	68,421	88,137

#### 10 Employee Benefits

Current liabilities		
Provision for employee benefits	4,653	7,021
	<u>4,653</u>	<u>7,021</u>

2017/09/13 10:45 AM

8

## Notes to the Financial Statements

### For the Year Ended 30 June, 2017

#### 11 Operating Leasing Commitments

	2017	2016
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	23,805	23,000
- between one year and five years	23,805	23,000
	<u>47,610</u>	<u>46,000</u>

An operating lease has been taken out for the company's premises in the ACT. Lease payments are increased on an annual basis to reflect market rentals.

#### 12 Contingencies

In the opinion of the Committee of Management, the Association did not have any contingencies at 30 June, 2017 (30 June 2016: None).

#### 13 Cash Flow Information

Reconciliation of net income to net cash provided by operating activities:		
Profit for the year	24,369	(24,808)
Non-cash flows in profit:		
- depreciation	1,887	4,259
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	4,382	(4,381)
- (increase)/decrease in other assets	434	9,308
- increase/(decrease) in trade and other payables	2,918	317
- increase/(decrease) in deferred tax liability	(19,717)	82,933
- increase/(decrease) in employee benefits	(2,369)	(11,507)
Cashflows from operations	<u>11,904</u>	<u>56,121</u>

#### 14 Events after the end of the Reporting Period

The financial report was authorised for issue on 30 August 2017 by the Committee of Management.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

#### 15 Statutory Information

The registered office of and principal place of business of the company is:

Settlement Council of Australia Incorporated  
Suite 3a  
32 Thesiger Court

2017/09/13 10:45 AM

9

Settlement Council of Australia Incorporated  
ABN 27 983 821 157

### Notes to the Financial Statements For the Year Ended 30 June, 2017

15 Statutory Information  
Deakin ACT 2600

Settlement Council of Australia Incorporated  
ABN 27 983 821 157

### Certificate by Members of Committee Annual statements give true and fair view of financial performance and position of Incorporated association

We, Dewani Bakkum and Melissa Monteiro, being members of the Committee of the Settlement Council of Australia Incorporated, certify that -  
The statements attached to this certificate give a true and fair view of the financial performance and position of Settlement Council of Australia Incorporated during and at the end of the financial year of the association ending on 30 June 2017.

Dated 13 September 2017

Dewani Bakkum (Committee Member)

Melissa Monteiro (Committee Member)

2017/09/13 10:45 AM

10



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 Audit of the Financial Report

##### Opinion

We have audited the accompanying financial report, being a special purpose financial report of Settlement Council of Australia Incorporated (the Association), which comprises the statement of financial position as at 30 June, 2017, the income and expenditure statement, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and management's assertion statement.

In our opinion, the accompanying financial report of the Association for the year ended 30 June, 2017 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012.

##### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

##### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared to assist the Association in to meet the reporting requirements of the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the Association and should not be distributed to or used by parties other than the Association. Our opinion is not modified in respect of this matter.

##### Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012, and for such internal control as management determines is necessary to enable the preparation of the financial report to be free from material misstatement, whether due to fraud or error.

*We make it happen!*

**DFK** International is a publicly accountable independent accounting firm and business adviser.  
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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

In preparing the financial report, management is responsible for assessing the the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

#### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

DFK Laurence Varnay

Colin Grady  
Partner

Sydney  
Dated this 5th day of October 2017

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# SCoA

# MEMBERS

Access Community Services Ltd  
Advance Diversity Services  
African Communities Council of SA  
AMES Australia  
Anglicare North Coast  
Anglicare NT  
Anglicare SA  
Assyrian Australian Association  
Auburn Diversity Services  
Australian Migrant Resource Centre  
Australian Red Cross  
Australian Refugee Association  
Ballarat Community Health  
Brotherhood of St Laurence  
CatholicCare  
CatholicCare Social Services (Toowoomba)  
CatholicCare Tasmania  
Centacare Cairns  
Centacare South West NSW  
Charles Darwin University  
Chinese Australian Services Society Ltd  
City of Port Adelaide Enfield  
Communicare  
Community MRC  
Core Community Services Ltd  
Diversitat - Geelong ECC  
Edmund Rice Centre  
Ethnic Communities Council of Qld  
Freemantle Multicultural Centre  
Hervey Bay Neighbourhood Centre Inc  
Horn of Africa Relief and Development Agency  
Illawarra Multicultural Services  
Ishar Multicultural Women's Health Centre  
Islamic Women's Association of Queensland Inc  
Life without Barriers  
Limestone Coast Migrant Resource Centre  
Liverpool Migrant Resource Centre  
Loddon Campaspe Multicultural Services  
Lutheran Community Care  
Macarthur Diversity Services Initiative Inc  
MDA Ltd  
Melaleuca Refugee Centre  
Melbourne Polytechnic  
Metro Assist  
Metropolitan Migrant Resource Centre  
Middle Eastern Communities Council of SA  
Migrant and Refugee Settlement Services of ACT  
Migrant Resource Centre North West Region Inc  
Migrant Resource Centre Northern Tas  
Migrant Resource Centre Southern Tasmania  
Mount Druitt Ethnic Communities Agency  
Multicultural Community Services of Central Australia  
Multicultural Communities Council of South Australia  
Multicultural Council of the NT  
Multicultural Council of Wagga Wagga  
Multicultural Families Organisation Inc  
Multicultural Youth Advocacy Network  
Multicultural Youth Affairs Network NSW  
Multicultural Youth Link SA  
Multicultural Youth South Australia Inc  
Multilink Community Services Inc  
Murray Valley Sanctuary Refugee Group Inc  
Murraylands Multicultural Network  
Navitas English  
New Hope Foundation Inc  
Northern Area Migrant Resource Centre  
Northern Settlement Services  
Settlement Services International  
South East Community Links  
Southern Migrant and Refugee Centre  
Spectrum Migrant Resource Centre  
St Vincent de Paul Society (NSW)  
Survivors of Torture & Trauma Assistance & Rehabilitation Service  
Sydney Multicultural Community Services  
SydWest Multicultural Services Inc  
TAFE Qld English Language & Literacy Services  
TAFE SA  
Townsville Multicultural Support Group  
Welcome to Australia Ltd



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Settlement Council  
of Australia



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