

Settlement
Council
of Australia

SC
OA

2018-2019

Annual Report







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About SCoA

The Settlement Council of Australia (SCoA) is the national peak body for settlement, representing over 100 settlement and allied agencies across Australia providing direct services to people of refugee and migrant background. SCoA's goal is to help ensure the best possible settlement outcomes for migrants and refugees settling in Australia.

SCoA operates as a network of settlement service providers and aims to bring settlement service providers together at a national level to create a cohesive voice to improve collaborative strategic planning processes.

SCoA also offers information and advice on settlement policy, planning, and service delivery. We celebrate the incredible work of members across the country in delivering high quality and innovative services that respond to the needs of their clients and communities.

Our Goal

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

Our Vision

Our vision is for 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

SCoA Strategic Goals

2017-2020

1

Leadership

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.

2

Representation

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.





3

Capacity

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

Dewani Bakkum
Chairperson

It is my pleasure to provide this report to the SCoA membership in my final year as Chair. It has been another busy and productive year, carrying out our role working with settlement service providers, as well as advocating for and representing their interests.

I would like to begin by taking this opportunity to share some of my highlights as Chair of SCoA for the last five years.

I am proud to have worked with my board, our members and our team in the office to publish the National Settlement Services Outcomes Standards ("NSSOS") in 2016. For me these nine standards represent the key objective of SCoA – to enable members to benchmark their service delivery against key practical considerations that contribute to successful settlement. Rather than attempting to impose new regulatory burdens on agencies operating in the settlement services sector, these standards reflect best practice and highlight the considerable work and commitment invested by SCoA members to ensure the best possible outcomes for recently arrived migrants.

Another highlight for me was the first international SCoA conference held in Melbourne in May 2016. This conference brought together delegates and participants from a range of countries to provide Australian service providers with different insights and

perspectives on settlement service delivery, as well as allowing Australian providers to share our best practice.

Finally, over the last few years the SCoA Board has been working hard to implement the wide ranging recommendations from the SCoA organisational review conducted by independent consultants in 2014. As a result of this review we have relocated our office from Sydney to Canberra, to enable closer engagement with the Federal Government and other national peak bodies. We have also updated the organisation's guidance documents, to provide clearer strategic purpose and governance processes.

This year SCoA conducted joint research projects with Volunteering Australia, the Refugee Council of Australia, the National Ethnic Disability Alliance, and the Federated Ethnic Communities Council of Australia, with reports that were well received and promoted. SCoA also partnered with the Australian Digital Health Agency to help settlement services' clients understand My Health Record, and the Agency to understand and address the barriers faced by clients.

Following the Government's redesign of the Humanitarian Settlement Program, SCoA conducted research among our members to gather feedback on how the changes are

working in practice. This report was presented to Government earlier this year.

Within the past financial year, we have also published eight policy papers on the following topics: English Language Services in Australia, Civic Participation for new Australians, Loneliness in Australia, Barriers and Exclusions: the Support Needs of Newly Arrived Refugees with a Disability, Access to Justice, Recognising Overseas Skills and Qualifications and Volunteering and Settlement in Australia.

With increased membership in 2018-19, SCoA has continued to represent the diverse settlement sector and promote collaboration. Members have actively contributed to SCoA's activities, including through participation in research activities and providing case studies for the many submissions to government and parliamentary inquiries and consultations.

As in previous years, I have had the opportunity to represent SCoA at a number of national and international conferences and consultations.

I attended the Australian Migrant Resource Centre's Youth Symposium in October 2018. This opportunity provided young people from migrant and refugee backgrounds with a voice, and solutions for their future training and employment aspirations, with the theme of "Leading for Our Future".

I attended the Department of Home Affairs on 31st October 2018. This involved interactive discussion of how industry and government can work together efficiently, and in an interconnected manner, to maximise Australia's growth and security.

At the beginning of November 2018, I attended the Metropolis Conference in Sydney. It explored important topics relating to migration,

diversity and international matters surrounding these topics. I attended the ACT Multicultural Summit to discuss how the development of multicultural life in Canberra can be enhanced and encouraged in a cohesive manner.

The Refugee Alternatives 2019 conference was hosted by the Refugee Council of Australia and the Migration and Refugee Research Network, and featured panels on the theme Reforming Australia's Refugee Policy.

I attended the Annual Tripartite Consultations on Resettlement (ATCR) and annual UNHCR NGO Consultations in Geneva in June 2019. The successful resettlement of migrants, refugees and displaced persons is a priority across the world and the conference reiterated the importance of the work we do locally and nationally. This representation continues to contribute to good settlement practices globally by modelling and promoting the Settlement Standards and Australia's innovative and unique settlement programs.

I would like to thank the National Office team who have supported me in my role over the last 5 years. A particular thank you to Nick Tebbey and Andrew Cummings who implemented many of the achievements I have spoken of above.

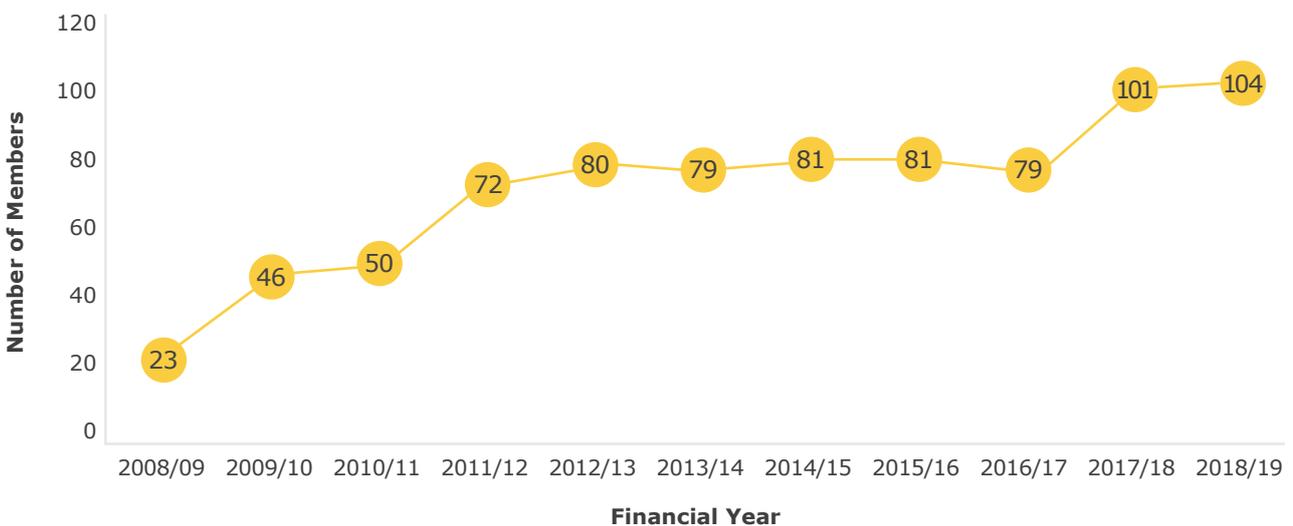
I would also like to thank board members Michael Martinez and Lulu Tantos who departed the Board this year, for their service and contributions to SCoA and the settlement sector.

And finally I would like to thank the SCoA Board, all our members, the Department of Home Affairs and the Department of Social Services for their support and engagement during my terms as Chair. It has been my honour to represent the settlement sector and I look forward to continuing to work with you all.

SCoA Membership

Established in 2003 as the National Council of Migrant Resource and Settlement Agencies and incorporated as SCoA in 2008, we currently represent over 100 settlement agencies across Australia. Together, these agencies provide direct services to people of refugee and migrant background and help them with the difficult challenges associated with starting a new life in a new country.

Our members are the reason we exist and we are grateful for their ongoing support and significant contribution to the sector and to the broader Australian community.

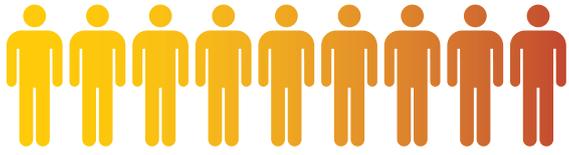


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SETTLEMENT IN AUSTRALIA - 2018

AUSTRALIA'S POPULATION

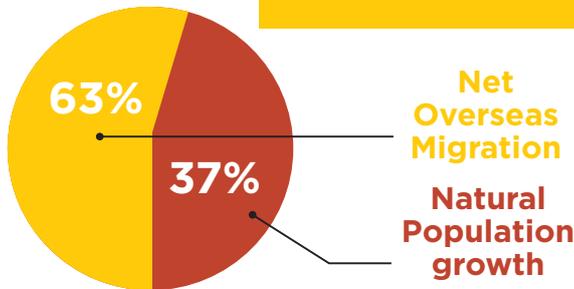


24,625,681

as at December 2017

POPULATION GROWTH IN 2016/17

388,100



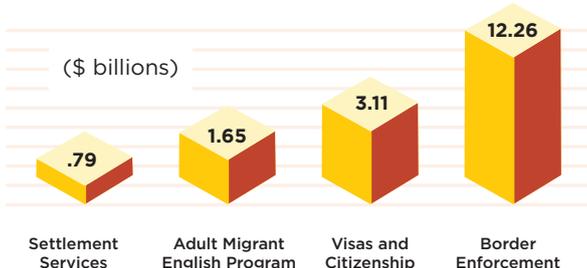
185,000

New Australians welcomed in annual General Migration Program in 2016/17

SETTLEMENT OF HUMANITARIAN MIGRANTS BY STATE/TERRITORY



2016-2020 MIGRATION PROGRAM GOVERNMENT BUDGET

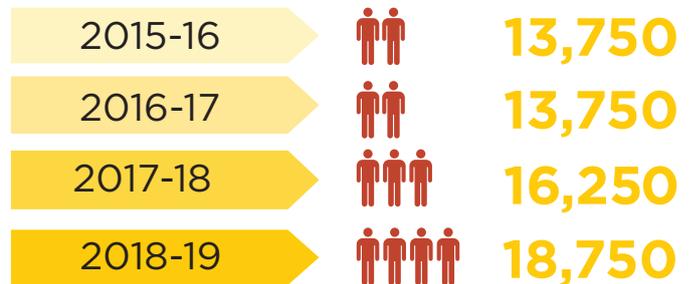


As at August 2016 over **28%** of Australia's population was born overseas and another **21%** were second-generation migrants.



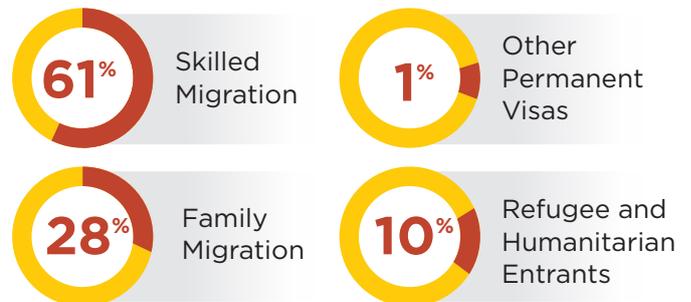
Top source countries:
India, China, Philippines, UK, Pakistan

AUSTRALIA'S HUMANITARIAN INTAKE



In 2015 Australia announced that it would take a further **12,000** refugees from the Syrian/Iraqi conflict, not included in the above numbers

2016-17 PERMANENT INTAKE TO AUSTRALIA



HUMANITARIAN PROGRAM 2017 DEMOGRAPHICS

COUNTRIES OF BIRTH

Iraq: 5,528 (33%)
Syria: 3,711 (22%)
Afghanistan: 1,405 (8%)
Burma: 928 (6%)
Iran: 554 (3%)
Thailand: 412 (2%)
Pakistan: 409 (2%)
Eritrea: 360 (2%)
Congo: 333 (2%)
Other: 3,117 (20%)

AGE OF ARRIVALS

Under 18: 6,103 (36%)
18-34: 4,875 (29%)
35-64: 4,945 (30%)
65+: 834 (5%)

76% of recent humanitarian arrivals report having personally experienced at least one type of trauma before coming to Australia

National Settlement Services Outcome

Standards (Settlement Standards)

The National Settlement Services Outcomes Standards have been developed in partnership with Government and represent an approach designed to work across all programs, agencies and levels of Government. They are also a useful tool for discussion with mainstream and other services about the outcomes that settlement support aims to achieve.

The National Settlement Services Outcomes Standards have been informed by best practice approaches being delivered in the work of settlement services across Australia and an international literature review.

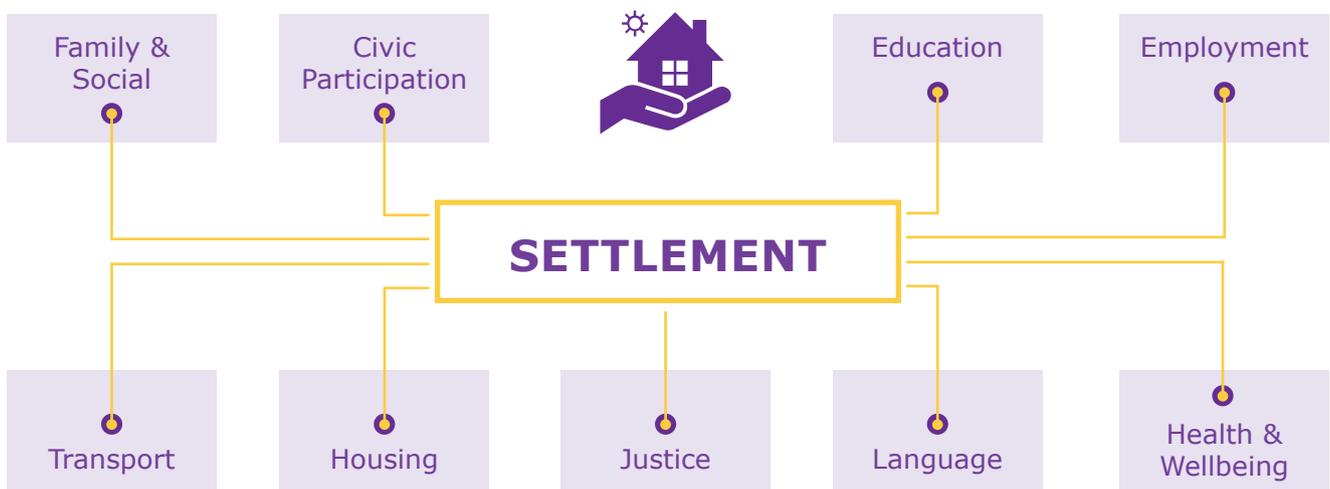
During this reporting period, in consultation with Department of Home Affairs and responses from SCoA members, SCoA is working on developing a NSSOS benchmarking tool. The benchmarking tool will be developed to assist settlement service providers in Australia to better understand and implement the NSSOS standards but also on how to run an organisation to support refugee and migrant communities in Australia. Further information

on the development of this tool will be reported in the next annual report.

The Settlement Standards reflect the nine priority areas set out in the National Settlement Framework.

The rationale and benefits of the Settlement Standards include:

- ◆ to make sure consistent and high quality settlement services are provided across Australia
- ◆ to strengthen service delivery, client outcomes and impact
- ◆ to encourage and stimulate continuous improvement, innovation and best practice
- ◆ to provide a tool for organisations to use in periodic reviews of their service delivery
- ◆ to provide an impetus for capacity building within agencies and across the wider settlement sector by linking standards to training programs



Newsletters

SCoA distributes bi-monthly **newsletters** to promote events and activities across the sector. It is an opportunity to showcase our member's incredible contribution to economic and social inclusion. Newsletters also include important **sector updates including government updates.**

- ◆ Health (June 2019)
- ◆ Recognising overseas skills and qualifications (April 2019)
- ◆ Justice (February 2019)
- ◆ Corporate Governance for the Sector (December 2018)
- ◆ Civic Participation (October 2018)
- ◆ English Language (August 2018)





Policy Papers

SCoA's policy focus has been on the nine priority areas set out in the **Settlement Standards** and in responding to current issues affecting the settlement sector.

SCoA produced research papers and submissions, often collaborating with other organisations including,

- ◆ Volunteering Australia - Volunteering and Settlement in Australia (May 2019)
- ◆ Recognising Overseas Skills and Qualifications – May 2019
- ◆ Access to Justice Report – March 2019
- ◆ Refugee Council of Australia, National Ethnic Disability Alliance and Federation of Ethnic Communities' Council of Australia - Barriers and Exclusions: the Support Needs of Newly Arrived Refugees with a Disability- (February 2019)
- ◆ Civic Participation for new Australians – October 2018
- ◆ Loneliness in Australia – October 2018

My Health Record

SCoA worked with the Australian Digital Health Agency to help support settlement service providers and their clients to understand My Health Record.

This work started with information towards the end of the period where Medicare card holders could opt out of My Health Record, with information about the rights and mechanics of opting out. This work continued, with a collaboration between SCoA and the Digital Health Agency to develop resources specifically for the settlement sector to help our members to better understand My Health Record and what it means for newly arrived communities. SCoA and the Digital Health Agency hosted a joint webinar to consult with members about their clients' needs.

Updates and Media Releases

SCoA is committed to sharing the latest information and news on settlement through SCoA's website, media releases, newsletters and social media platforms.

Some of this information includes:

- ◆ World Refugee Week 2019
- ◆ Update on My Health Record (May 2019)
- ◆ Inquiry into 2019-2020 Migration Program (January 2019)
- ◆ Member Update: Humanitarian Settlement Program and the Settlement Engagement and Transition Support grants. (January 2019)
- ◆ Inquiry into Refugee Settlement Outcomes (December 2018)
- ◆ Universal Declaration on Human Rights (December 2018)
- ◆ Senate Inquiry into New Residents Waiting Period (November 2018)
- ◆ SCoA calls for JobActive Reforms (November 2018)
- ◆ Racism. It Stops with Me Campaign (September 2018)
- ◆ Fostering Integration Grants (September 2018)
- ◆ Employment Services Review (July 2018)

Barriers and Exclusions:

The support needs of newly arrived refugees with a disability

SCoA is proud to have collaborated with the Refugee Council of Australia (RCOA), the National Ethnic Disability Alliance (NEDA), and the Federation of Ethnic Communities' Councils of Australia (FECCA) on this report about the significant obstacles that refugees with disabilities face in Australia and how they can be better supported.

Consultations were undertaken with refugees with disability and service providers that identified hurdles for newly arrived refugees with disabilities including: access to timely assessment and support, provision of essential equipment and aids, lack of accessible and appropriate housing, inadequate support within the National Disability Insurance Scheme (NDIS), lack of culturally appropriate disability services, and lack of translating and interpreting services within disability services and the NDIS.

Government inquiries and consultations

SCoA aims to provide insightful, well-informed and practical contributions to government inquiries at both the departmental and legislative levels. SCoA, therefore engaged directly through the provision of written submissions, and appearing before inquiries to ensure the settlement sector is well represented on decisions of impact. To this end, we participated in various forums including:

- ◆ Settlement Peaks Networking Meeting – Department of Social Services (April 2019)
- ◆ Community Services Advisory Group – Department of Social Services (April 2019)
- ◆ National Multicultural Advisory Group – Department of Human Services (March 2019)
- ◆ Consultation with Minister Coleman on Australia’s Humanitarian Program (March 2019)
- ◆ Social Compass Review into the Adult Migrant English Program (AMEP) and New Business Model (NBM) (March 2019)
- ◆ Department of Home Affairs roundtable on 2019-2020 Migration Program (January 2019)
- ◆ Consultation into the implementation plans for the combined national BBV and STI strategies (January 2019)
- ◆ Meeting with DSS Senior Officials regarding HSP and SETS (December 2018)
- ◆ Meeting with Assistant Minister Landry (December 2018)
- ◆ Inquiry into Refugee Settlement Outcomes (January 2019)
- ◆ Refugee Settlement Outcomes review roundtable (December 2018)
- ◆ Meeting with Race Discrimination Commissioner (November 2018)
- ◆ Appearance before Senate Inquiry into JobActive (November 2018)
- ◆ Department of Home Affairs Industry Summit (October 2018)
- ◆ Senate inquiry into JobActive (September 2018)
- ◆ National Multicultural Advisory Group DHS (August 2018)
- ◆ Future of Employment Services (August 2018)
- ◆ Department of Home Affairs – CSP discussion (August 2018)
- ◆ Community Services Advisory Group DSS (July 2018)
- ◆ Settlement Consultation in Broadmeadows (hosted by Maria Vamvakinou MP) (July 2018)
- ◆ Employment Services Review Expert Panel Canberra Roundtable (July 2018)
- ◆ ABS (July 2018)
- ◆ DEX (July 2018)
- ◆ Research collaboration roundtable with Department of Social Services, Department of Jobs and Small Business and University of Sydney (July 2018)





Embrace Multicultural Mental Health

SCoA has been proud to support the work of Embrace Multicultural Mental Health.

This initiative is led by Mental Health Australia, in partnership with FECCA and NEDA and gives a national focus to mental health issues faced by CALD communities in Australia.

SCoA worked with other stakeholders on the development of the project, emphasising the importance for settlement services' clients, and especially humanitarian entrants and their families, to be able to access culturally appropriate and high quality mental health services.

Member Consultations

SCoA maintains a truly representative voice for the sector by regularly consulting with members. The consultations help to identify common challenges and achievements across the sector and provides good practice case studies and evidence to further settlement improvement and development.

- ◆ SCoA member meetings (June 2019)
- ◆ Survey into Community English Language Classes (joint survey with FECCA, April 2019)
- ◆ Settlement Sector Consultation – Tasmania (March 2019)
- ◆ Corporate Governance Survey (February 2019)
- ◆ Volunteering and Settlement (joint survey with Volunteering Australia, November 2018)
- ◆ Metropolis conference, "Settlement Sector Conversation" and SCoA's Annual General Meeting (November 2018)
- ◆ Community Support Program (CSP) Survey (September to October 2018)
- ◆ Humanitarian Settlement Program Online Survey (September 2018)
- ◆ Employment Services Review (July 2018)

Forum Presentation and Participation

SCoA CEO, Board members and staff takes these opportunities to promote Australia's multicultural success story, and to assist the improvement of settlement outcomes including the activities below which are also presented on the [website](#).

- ◆ Refugee Week June 2019 (presentations at DSS and UNHCR coordinated event)
- ◆ My Health Record Refugee Forum at the Australian Digital Health Agency (June 2019)
- ◆ ACOSS Post-election Advocacy Strategy Dialogue (June 2019)
- ◆ ACOSS Budget Briefing (April 2019)
- ◆ Meeting of the Council on the Economic Participation for Refugees and the launch of Seven Steps to SUCCESS Report, Cities and Settlement Initiative (April 2019)
- ◆ 15th National Rural Health Conference, Hobart (March 2019)
- ◆ Harmony Alliance Council (March 2019)
- ◆ Welcoming Cities Advisory Committee (March 2019)
- ◆ 2nd Stakeholder group meeting – National Multicultural Mental Health Project (March 2019)
- ◆ Australian Digital Health Agency: My Health Record Community Education Consultation Workshop (February 2019)
- ◆ Refugee Alternatives Conference, Adelaide (February 2019)
- ◆ Economic Security4Women (eS4W) Roundtable – (12 February 2019)
- ◆ Settlement Services International's 2018 AGM and Regional Settlement Forum (December 2018)
- ◆ Scanlon Foundation – Launch of Mapping Social Cohesion report 2018 (December 2018)
- ◆ ACT Human Rights Community Forum (December 2018)
- ◆ Australian Human Rights Commission Refugee Sector Stakeholder Consultation (November 2018)
- ◆ Australian 3C Forum (November 2018)
- ◆ ACT Multicultural Summit (November 2018)
- ◆ Migration Institute of Australia (October 2018)
- ◆ Federation of Equatorial Communities Associations of Australia (October 2018)
- ◆ AMRC Youth Symposium (October 2018)
- ◆ Mental Health stakeholder reference group (October 2018)
- ◆ Senior Officials on Settlement Outcomes Group (SOSOG) (September 2018)
- ◆ Intergovernmental Council on Refugee Economic Engagement (September 2018)
- ◆ ACT Government Multicultural Roundtables (September 2018)



- ◆ Harmony Alliance roundtable on 4th Action Plan (August 2018)
- ◆ Regional Australia Institute roundtable on Rural Migration Initiative (August 2018)
- ◆ Migration Policy Dialogue, ANU Centre for European Studies (August 2018)
- ◆ Regions of Welcome Conference (August 2018)
- ◆ Australian Institute of Family Studies Conference (July 2018)
- ◆ ACOSS Future of Employment Services (July 2018)

International

Australia's settlement services are recognised as some of the best in the world. SCoA represented the sector globally with active involvement in international events, and in exchanging information and ideas, including

- ◆ UNHCR's Annual Tripartite Consultations (**ATCR**) on Resettlement in Geneva
- ◆ Joint Australia/Canada settlement conversation at Metropolis 2018 (November 2018)

SCoA Board of Directors



Dewani Bakkum

Chairperson

ACT Representative
CEO, MARSS Australia Inc.

Dewani has served as the Chief Executive Officer of MARSS Australia Inc. for over a decade and has been the Chair of Settlement Council of Australia for the past five years. She has been involved in the community and charitable sectors for the past 20 years. She 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. 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. She enjoys using her skills, knowledge and experiences to mentor community sector workers and to provide leadership and strategic direction on Australian settlement services.

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 as a previous Secretary, Deputy Chair, and Chair of MARSS Board of Management. She was a member of the ACT Chief Minister's Advisory Committee to the Office of Fair Trading and is currently on the Board of the National Migrant and Refugee Women's Alliance, the ACT 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.



Melissa Monteiro

Deputy Chair

NSW Representative
Executive Director, Community Migrant Resources Centre

Melissa Monteiro is the CEO of Community Migrant Resource Centre. Melissa joined CMRC in 2000 and has over 25 years of experience in the community sector. Melissa has been employed in a number of not-for-profits. Melissa won the University of Western Sydney Community Services Award (2013) and has worked closely with community leaders in Western Sydney in creating greater social impact through stronger social sector and cross-sectorial collaboration.

Melissa has managed CMRC, 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 and has mentored many not-for-profit organizations and individuals. She is passionate about migrant and refugee women, humanitarian resettlement and social justice issues.

Melissa served on various local and national committees and is currently Deputy Chair of SCoA, Board Member of Western Sydney Community Forum and Director of the Lisa Harnum Foundation.



Eugenia Tsoulis OAM

Secretary

SA Representative

CEO, Australian Migrant Resource Centre (AMRC)

Eugenia has over 40 years of work experience focused on multicultural policy research and change management within a human rights framework. She has held leadership positions in the mental health, education, arts, and employment and training sectors. In the Education Department of South Australia she led transition education for vulnerable young people. As Director of the Migrant

Workers Centre, she furthered migrant women's employment, training and participation, and managed cultural diversity in the workplace. She was at the forefront of cultural development in the arts, being a member of the inaugural CALD Advisory Committee to the Australia Council for the Arts. At the same time she undertook research through the Department of Premier and Cabinet - Multicultural Affairs.

Over the past 20 years, Eugenia has overseen the expanding work of the AMRC in South Australia, supporting social, cultural and economic development and ensuring the AMRC's critical leadership position in Australia's settlement sector. Eugenia was a founding member of the Settlement Council of Australia and has contributed to a considerable number of research reports and allied publications and served on innumerable state and commonwealth boards and advisory committees. Eugenia was awarded the Medal of the Order of Australia for Services to Multiculturalism in the Arts in 1994, the 2007 ZONTA Woman of the Year Award and the 2012 Governor's Multicultural Award - Individual Achiever of the Year. She was named on the 2017 Women & #39;s Honour Roll and received from her peers the inaugural Harmony Alliance Award in 2017 for lifelong achievement in empowering and supporting migrant and refugee women.



Melissa Perry

Treasurer

WA Representative

CEO, 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.



Kwame Selormey

NT Representative
CEO, Melaleuca Refugee
Centre (MRC)

Kwame Selormey is the CEO of Melaleuca Refugee Centre, based in Darwin NT. He has over 20 years' leadership experience in the NGO sector in roles that span from humanitarian Services, designing services for children, youth, people with disabilities, people from diverse cultural backgrounds, people with severe and persistent mental illness and establishing services with various communities to strengthen belonging.

Kwame's strategic work has also involved engaging closely with various charitable organisations in Africa, as well as advising governments of social policy positions.

In his role as CEO of Melaleuca, he has contributed to the organisations response to the Federal Government agenda of Humanitarian Services reform and also to the inclusion of refugees and migrants within the NT in collaboration with a number of NGOs and government departments.



Lulu Tantos

NSW Representative
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. The issues they encountered have helped influence the person she is today.

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. In addition she is a highly experienced Migration Agent with a comprehensive knowledge of immigration law.



Gail Kerr

QLD Representative
CEO, Access Community Services

Over the past 20 years, Gail Ker OAM's vast industry experience and arguably unrivalled 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.



Alison O'Neill

TAS Representative
CEO, Migrant Resource Centre (Southern Tasmania)

The Chief Executive Officer of the Migrant Resource Centre Tasmania (MRC Tas) Alison leads a state-wide team servicing multicultural communities in the areas of settlement, aged care, employment, youth and a range of wellbeing and community development programs.

MRC Tas direct settlement services include the Humanitarian Settlement Program, Settlement Engagement and Transition Services as well as migration support and Tasmanian Government information and referral services.

MRC Tas incorporates the Phoenix Centre, the Tasmanian agency for the Forum of Australian Services for Survivors of Torture and Trauma.

MRC Tasmania is represented on a range of local, state and national advisory groups and hosts the Tasmanian Settlement Support Planning network which brings together a wide range of stakeholders to improve outcomes for humanitarian arrivals in the state.

Alison's experience includes over two decades within the NFP sector. She is a graduate of the AICD Company Directors course, and a current serving Director.



Mirta Gonzalez

VIC Representative

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.



Michael Martinez

VIC Representative

CEO, Diversitat

Michael started working with Diversitat in 1994 as an Employment Officer in the newly created Migrant Employment Program. He was appointed CEO in 2005.

He is a member on a number of committees and has been a member on boards including SCoA, Geelong Community Enterprise, Leisure Networks and more.

In December 2013, Michael was honoured with the Committee for Geelong's Annual Leadership Award. In the same year Diversitat was awarded the Migration Council Australia National Innovation Award for the Northern Community Hub. The Hub was named as a best practice example of settlement innovation.

Michael is passionate about bringing a regional voice to SCoA and to strongly advocate for the sector.

SCoA Staff



Nick Tebbey
CEO

(to February 2019)



Andrew Cummings
Interim CEO

(to May 2019)



Tammy Wolffs
CEO

(commenced May 2019)



Madeleine Cooper
**Policy and
Projects Officer**



Jamila Ahmadi
**Settlement Sector
Development Officer**



Ana Jansa Kralj
Policy Officer



Monica Bolodo-Taefi
**Member Services
Officer**

Accountant

Martyn Green

List of volunteers and interns

SCoA would like to acknowledge and thank our great team of interns and volunteers who have supported out work over the past 12 months, through research projects and administrative assistance.

We hope that our internship program also offers graduate and post-graduate students opportunities for personal and professional development and for lifelong connections with the settlement sector.

SCoA would also like to thank the organisations who have supported us in securing this great team of workers.

Interns

- ◆ Salonie Dua
(Australian National Internships Program)
- ◆ Sahana Sehgal
- ◆ David Fang
(Australian National Internships Program)
- ◆ Neha Prakash
- ◆ Anya Bonan *(ANU College of Law)*
- ◆ Kate Garrow
(Australian National Internships Program)
- ◆ Amores Simanjuntak
(Australian National Internships Program)

Volunteers

- ◆ Manjari Garikapaty
- ◆ Rutvi Umrigar
- ◆ Ana Jansa Kralj



Treasurer's Report

Melissa Perry
Treasurer

I am pleased to present the 2018-2019 financial year, including financial statements and a copy of the auditor's report, completed by DFK Laurence Varnay Audit Pty Ltd, and signed by Director, Colin Grady.

Income

Total income for 2018-19 was \$382,607. The major source of funding is through Commonwealth Government Grants (Department of Home Affairs) and SCoA is grateful for the Government's ongoing support. The other major source of funding was from members and we continue to strive to deliver on their continued trust and support.

Expenditure

Total expenditure for the financial year was \$357,102, resulting in an operating surplus of \$25,505. This exceeded the surplus of \$15,713 in the previous year and will be reinvested in future support and services to members.

Net Assets

SCoA's assets, too, have continued to grow modestly, with **total equity of \$137,704 in 2018-19,** compared to \$122,119 in the previous year. This enables confidence in SCoA's future capacity.

Financial Statements

Settlement Council of Australia Incorporated
 ABN 27 983 821 157
 Financial Statements
 For the Year Ended 30 June 2019

Settlement Council of Australia Incorporated
 ABN 27 983 821 157
Contents
 For the Year Ended 30 June 2019

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Settlement Council of Australia Incorporated
 ABN 27 983 821 157
Auditor's Independence Declaration under Section 60.40 of the Australian Charities And Not-For-Profits Commission Act 2012 To the Committee Members of Settlement Council of Australia Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2019, there have been:

- no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-For-Profits Commission Act 2012 in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

DPH Laurence Vahaly Audit Pty Ltd
 Colin Greig
 Director
 26 September 2019
 Sydney

Settlement Council of Australia Incorporated
 ABN 27 983 821 157

Statement of Profit or Loss and Other Comprehensive Income
 For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue	4	385,007	391,015
Other income	4	17,800	-
Employee benefits expense		(211,828)	(219,136)
Other expenses	5	(146,278)	(155,165)
Surplus before income taxes		26,606	15,713
Income tax expense	(3)	-	-
Surplus for the year		26,606	15,713
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		<u>26,606</u>	<u>15,713</u>

The accompanying notes form part of these financial statements.

2

Settlement Council of Australia Incorporated
 ABN 27 983 821 157

Statement of Financial Position
 As At 30 June 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	175,980	141,599
Trade and other receivables	7	1,840	2,111
Current tax receivable	8	1,951	4,315
Other assets	9	3,448	2,922
TOTAL CURRENT ASSETS		<u>183,177</u>	<u>149,027</u>
TOTAL ASSETS		<u>183,177</u>	<u>149,027</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	18,447	7,582
Employee benefits	12	8,889	10,197
Other financial liabilities	11	18,127	18,945
TOTAL CURRENT LIABILITIES		<u>45,473</u>	<u>36,828</u>
TOTAL LIABILITIES		<u>45,473</u>	<u>36,828</u>
NET ASSETS		<u>137,704</u>	<u>112,199</u>
EQUITY			
General Fund		8,862	5,662
Retained surplus		131,042	105,537
TOTAL EQUITY		<u>137,704</u>	<u>112,199</u>

The accompanying notes form part of these financial statements.

3

Statement of Changes in Equity
For the Year Ended 30 June 2019

2019	Retained Surplus	General Fund	Total
	\$	\$	\$
Balance at 1 July 2018	105,537	6,662	112,199
Surplus for the year	25,505	-	25,505
Balance at 30 June 2019	131,042	6,662	137,704

2018	Retained Surplus	General Fund	Total
	\$	\$	\$
Balance at 1 July 2017	85,624	6,662	96,486
Surplus for the year	15,713	-	15,713
Balance at 30 June 2018	105,537	6,662	112,199

The accompanying notes form part of these financial statements.

4

Statement of Cash Flows
For the Year Ended 30 June 2019

Note	2019	2018
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	16,871	(211)
Payments to suppliers and employees	(348,817)	(438,007)
Member contributions received	81,160	54,084
Interest received	2,063	2,111
Receipt from grants	301,864	334,822
Net cash provided by/(used in) operating activities	15 34,981	(47,201)
Net increase/(decrease) in cash and cash equivalents held	34,981	(47,201)
Cash and cash equivalents at beginning of year	141,688	188,800
Cash and cash equivalents at end of financial year	6 176,980	141,599

The accompanying notes form part of these financial statements.

5

Notes to the Financial Statements
For the Year Ended 30 June 2019

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 Association is also registered with the Australian Charities and not-for-profits Commission Act 2012 and domiciled in Australia.

The principal activities of the Association for the year ended 30 June 2019 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

The financial statements are general purpose financial statements prepared in order to satisfy the reporting requirements of the Australian Charities and not-for-profits Commission Act 2012, Australian Accounting Standards-Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB).

Australian Accounting Standards set out the accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accrual basis and are based on historical costs modified, where applicable, by the measurement of fair value of selected non-current assets, financial assets and financial liabilities.

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).

6

Notes to the Financial Statements
For the Year Ended 30 June 2019

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 payables 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.

(e) Property, plant and equipment

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

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Notes to the Financial Statements
For the Year Ended 30 June 2019

2 Summary of Significant Accounting Policies

(e) Property, plant and equipment

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.

(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.

(h) New and revised accounting standards implemented

The Association has implemented AASB 9: Financial Instruments, which has come into effect and is included in the results.

AASB 9: Financial Instruments has been applied using the retrospective method, with comparative amounts restated where appropriate.

AASB 16: Leases will be applied by the Association from its mandatory adoption date of 1 July 2019. The comparative amounts for the year prior to first adoption will not be restated, as the Association has chosen to apply AASB 16 retrospectively with cumulative effect.

3 Critical Accounting Estimates and Judgments

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

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Notes to the Financial Statements
For the Year Ended 30 June 2019

3 Critical Accounting Estimates and Judgments

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.

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 Revenue and Other Income

	2019	2018
	\$	\$
Sales revenue		
- Government grants	901,864	334,822
- Member subscriptions	61,160	54,084
Finance income		
- other interest received	2,008	2,109
	<u>396,007</u>	<u>391,015</u>
Other income		
- sundry income	17,800	-
Total Revenue	<u>392,807</u>	<u>391,015</u>

5 Result for the Year

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

Accounting and audit fees	3,941	2,750
Consulting and contractor fees	38,116	15,827
Premises - Contractual amounts	30,216	24,426
Staff travel and Board expenses	36,643	52,013

8 Cash and Cash Equivalents

Cash at bank and in hand	60,946	16,918
Short-term deposits	126,816	124,781
	<u>176,980</u>	<u>141,599</u>

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Notes to the Financial Statements
For the Year Ended 30 June 2019

7 Trade and Other Receivables

	2019	2018
	\$	\$
CURRENT		
Other receivables	1,840	211

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

8 Tax assets and liabilities

GST receivable	1,851	4,315
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9 Other Assets

CURRENT		
Prepayments	3,448	2,902

10 Trade and Other Payables

CURRENT		
Trade payables	18,870	7,682
Superannuation payable	77	-
	<u>18,447</u>	<u>7,682</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.

11 Other Financial Liabilities

CURRENT		
Income in advance - Government grants	-	14,467
Deferred income	18,127	4,482
Total	<u>18,127</u>	<u>18,949</u>

12 Employee Benefits

CURRENT LIABILITIES		
Provision for employee benefits	8,888	10,187

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Notes to the Financial Statements
For the Year Ended 30 June 2019

Movement in carrying amounts

	Employee benefits	Total
	\$	\$
Current		
Opening balance at 1 July 2018	10,187	10,187
Provisions used	(1,298)	(1,298)
Balance at 30 June 2019	<u>8,888</u>	<u>8,888</u>

13 Operating Leasing Commitments

	2019	2018
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	27,324	28,516
- between one year and five years	68,890	-
	<u>87,214</u>	<u>28,516</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.

14 Contingencies

In the opinion of the Committee of Management, the Association did not have any contingencies at 30 June 2019 (30 June 2018: None).

15 Cash Flow Information

Reconciliation of net income to net cash provided by operating activities:		
Surplus for the year	26,606	15,713
Non-cash flows in profit:		
Changes in assets and liabilities:		
- (increase) in trade and other receivables	(1,829)	(213)
- (increase) in other assets	(644)	(320)
- increase/(decrease) in trade and other payables	13,149	(18,455)
- (decrease) in deferred income	(822)	(49,471)
- (decrease)/(increase) in employee benefits	(1,298)	5,545
Cashflows from operations	<u>34,981</u>	<u>(47,201)</u>

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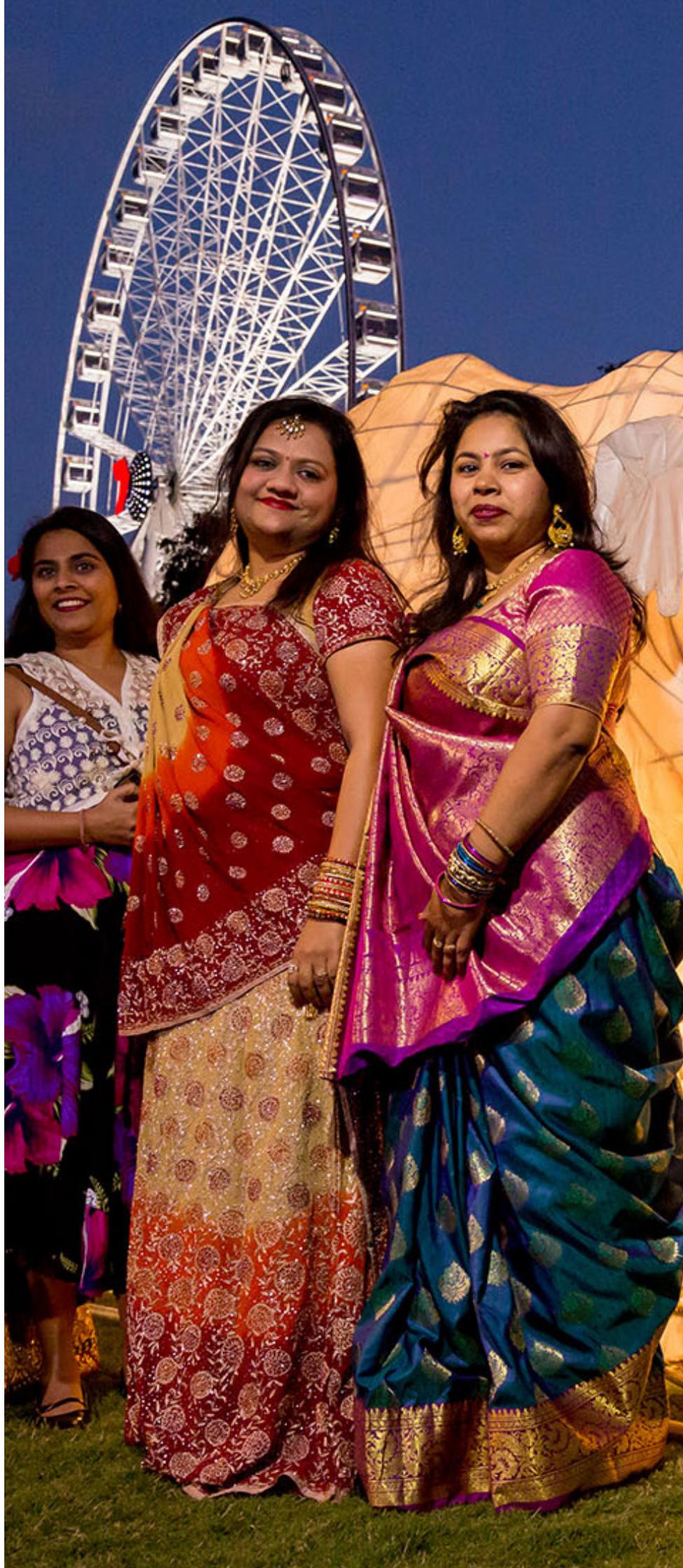


SCoA Members

- ◆ Access Community Services Ltd
- ◆ Advance Diversity Services
- ◆ African Communities Council of SA
- ◆ AMES Australia
- ◆ Anglicare NT
- ◆ Anglicare SA
- ◆ Association for Services to Torture and Trauma Survivors (ASeTTS)
- ◆ Assyrian Australian Association
- ◆ Auburn Diversity Services
- ◆ Australian Asian Association of WA Inc
- ◆ Australian Migrant Resource Centre
- ◆ Australian Muslim Women's Centre for Human Rights
- ◆ Australian Red Cross
- ◆ Australian Refugee Association
- ◆ Ballarat Community Health
- ◆ Ballarat Regional Multicultural Council Inc.
- ◆ Brotherhood of St Laurence
- ◆ Canberra Multicultural Community Forum
- ◆ CareerSeekers – New Australia Internship Program
- ◆ Catholic Care
- ◆ Catholic Immigration
- ◆ CatholicCare Social Services SWQLD
- ◆ CatholicCare Tasmania
- ◆ Centacare FNQ
- ◆ Centacare South West NSW
- ◆ Charles Darwin University (Adult Migrant English Program)
- ◆ Chinese Australian Services Society Ltd
- ◆ City of Port Adelaide Enfield
- ◆ Communicare
- ◆ Community Hubs Australia Inc
- ◆ Community Migrant Resource Centre
- ◆ Connecting Community Services (Dubbo Neighbourhood Centre)
- ◆ Core Community Services (formerly Fairfield MRC)
- ◆ Diaspora Action Australia
- ◆ Diversitat
- ◆ Edmund Rice Centre WA
- ◆ Ethnic Communities Council of Qld

- ◆ George Street Neighbourhood Centre
- ◆ Georges River Council
- ◆ Great Lakes Agency for Peace and Development International
- ◆ Hervey Bay Neighbourhood Centre Migrant Settlement Program
- ◆ Host International
- ◆ HumanCare Welfare
- ◆ Illawarra Multicultural Services
- ◆ Indo-Aust Bal Bharathi Vidyalaya-Hindi School Inc
- ◆ Ishar Multicultural Women's Health Centre
- ◆ Islamic Women's Association of Australia Inc. (Formerly: Islamic Women's Association of Queensland Inc)
- ◆ Jesuit Social Services
- ◆ Loddon Campaspe Multicultural Services
- ◆ Lutheran Community Care
- ◆ Macarthur Diversity Services Initiative Inc
- ◆ Max Solutions Pty Ltd
- ◆ MDA Ltd
- ◆ Melaleuca Refugee Centre
- ◆ Melbourne Polytechnic
- ◆ Mercy Community Services SEQ Ltd
- ◆ Metro Assist
- ◆ Metropolitan Migrant Resource Centre
- ◆ MiCare (previously New Hope Foundation Inc)
- ◆ Middle Eastern Communities Council of SA
- ◆ Migrant and Refugee Settlement Services of ACT
- ◆ Migrant Information Centre - Eastern Melbourne
- ◆ Migrant Resource Centre North West Region Inc
- ◆ Migrant Resource Centre Tasmania
- ◆ Montmorency Asylum Seekers Support Group
- ◆ Mount Druitt Ethnic Communities Agency
- ◆ Mount Gambier Migrant Resource Centre (AMRC, previously Limestone Coast Migrant Resource Centre)
- ◆ Multicultural Community Services of Central Australia
- ◆ Multicultural Futures (formerly Fremantle Multicultural Centre)
- ◆ Multicultural Communities Council of South Australia
- ◆ Multicultural Council of the NT
- ◆ Multicultural Council of Wagga Wagga
- ◆ Multicultural Families Organisation Inc
- ◆ Multicultural Youth Advocacy Network (Centre for Multicultural Youth)
- ◆ Multicultural Youth Link SA
- ◆ Multicultural Youth South Australia Inc
- ◆ Multilink Community Services Inc
- ◆ Murray Valley Sanctuary
- ◆ Refugee Group Inc
- ◆ Murrayland Multicultural Network
- ◆ MYAN NSW
- ◆ Navitas
- ◆ Northern Area Migrant Resource Centre
- ◆ Northern Settlement Services
- ◆ NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
- ◆ Our Race
- ◆ Rural Australians for Refugees
- ◆ Settlement Services International
- ◆ South East Community Links (formerly SCAAB)
- ◆ Southern Migrant and Refugee Centre
- ◆ Spectrum Migrant Resource Centre

- ◆ St Vincent de Paul Society NSW
- ◆ St Vincent de Paul Society QLD
- ◆ Survivors of Torture & Trauma Assistance & Rehabilitation Service
- ◆ Sydney Multicultural Community Services
- ◆ SydWest Multicultural Services Inc
- ◆ TAFE Qld English Language & Literacy Services
- ◆ TAFE SA
- ◆ The Humanitarian Group
- ◆ Townsville Multicultural Support Group Inc
- ◆ Welcome to Australia Ltd
- ◆ Western Sydney MRC (formerly) Liverpool Migrant Resource Centre
- ◆ WestJustice
- ◆ Wimmera Development Association
- ◆ Wyndham Community and Education Centre Inc, VIC



**SETTLEMENT COUNCIL
OF AUSTRALIA**

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