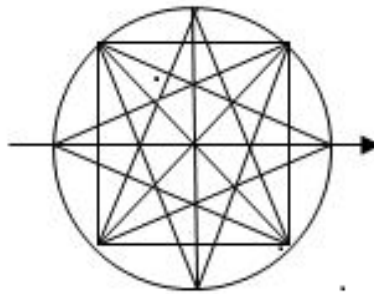


Chairs:

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MIGRANT SETTLEMENT COMMITTEE (Eastern Region)

Standing Committee of the Communities' Council on Ethnic Issues (Eastern Region) Inc.

Reg. No. A0017562S

Minutes

September 3, 2021

Zoom 9:30 am – 11:00 am

Chair: Ken Pang and Sam Navarria

1. **Welcome – Ken Pang** welcomed members and guests of the MSC.
2. **Acknowledgement of Country (Chris Cosgriff)**. I acknowledge the First Nation's people, and their contribution to this country, and their young people who are future leaders. At the MSC meeting we have communities from all around the world. I acknowledge their elders and encourage their up and coming leaders. We are experiencing interesting times with Covid - If you have not spoken to someone you know for some time, someone who may be on their own, send them a text or give them a call, to say we are still here and working together, and be safe.

3. Attendance

Present

Tina Andriotis	BH Institute
Dilnaz Billimoria	Whitehorse Interfaith Network and CCOEI
Iresha Buthgamuwa	ECLC, Community Development Coordinator
Chris Cosgriff	CCOEI, Mullum Indigenous Gathering Place Ambassador
Heather Cosgriff	CCOEI, Mullum Indigenous Gathering Place Ambassador
Mervat Dahdoule	MIC
Krishiani Dassanayake	CCOEI, Community member
Malcom Hill	Melbourne Polytechnic, AMEP VTS Engagement Officer
Helen Jurcevic OAM	Women's Friendship Group Manningham, President
Rakhi Khanna	Yarra Ranges Council, Community Support, Early Years
Suzi M	Community Liaison Officer, Department of Home Affairs
Sarah Martinelli	City of Whitehorse, Community Development Officer – Diversity, Community Development and Engagement
Sam Navarria	CCOEI, MSC
Saarah Ozeer	Bounce, CCOEI
Con Pagonis	CCOEI, ECCV Senior Volunteer
Ken Pang	CCOEI
Madeleine Parker	DET Senior Project Officer EAL
Carole Pondevie-Lay	Melbourne Polytechnic Community Liaison and Engagement Manager
Cynthia Shaw	CCOEI, MSC
Russ Townsend	ICT/Jeeves Multilingual Messaging
Sui Ting Tse	CCOEI President
Emma Wilkinson	Boroondara Council, Social Inclusion Projects and Policy Officer
Apologies	
Gita Clayton	CHBC/Winter Shelter and Sharing Hope
Katrine Gabb	Manningham Council, Community Development Officer, Access & Inclusion
Vicki Selimi	Services Australia Multicultural Services Officer

Clary Verbunt
Guest
 Brendan Wilson

Community Volunteer, Dutch Community, CCOEI
The Orange Door, Service System Navigator, Family Safety Victoria

4. **Minutes - MSC August 6 2021 meeting.** Moved Chris Cosgriff, seconded Dilnaz Billimoria.
5. **Business Arising** – incorporated in the meeting agenda.
6. **Special announcement:** Sui Ting Tse, President CCOEI, read the CCOEI statement supporting the Afghan community during this time, and referred MSC members to the statement on the CCOEI website, He encouraged everyone to join CCOEI in signing the petition to the Australian Government at <https://www.actionforafghanistan.com.au/>
7. **Correspondence** – Circulated by Ken Pang.
8. **MSC 2021 Calendar** (Sam Navarria) Calendar change – The employment forum will not take place on the 1st of October and MSC will return to its schedule. The focus in October will be digital literacy for CALD seniors and the Shared Housing Accommodation Response (SHAR).

MSC Calendar 2021

MSC meeting dates	Focus, organisation(s) and speaker(s)	Host organisation and chair	Forums/events convenors and working groups
04 Jan	No meeting		
05 Feb	Humanitarian Settlement Program (HSP) in Eastern Melbourne. • MIC – Settlement in the EMR, Trends and MIC Program highlights - Judy McDougall, Senior Project Officer • AMES – Impact of COVID 19 on the HSP and Australian refugee intake – Christina Shi, AMES HSP Team Leader	Migrant Information Centre (MIC). Chair: Jessica Bishop, MIC Manager.	
05 March	Indigenous cultural traditions and history: Mullum Mullum Indigenous Gathering Place (MMIGP): a cultural perspective through art and craft. Presenter: Aunty Irene Norman, Elder and Artist	MMIGP. Chair: Chris Cosgriff	Harmony Day event – CCOEI and MMIGP. Event postponed to a later month Covid-19 restrictions permitting. Convenor: Chris; working group: Heather, Cynthia, Gitta, Dan, Howard Tankie (Whitehorse Friends for Reconciliation), Tom (Maroondah Movement for Reconciliation) Thong Tawng (Foundation House)
02 April	No meeting (Easter)		
07 May	Education, training, employment pathways and community engagement: a collaborative approach. Melbourne Polytechnic and Melbourne AMEP providers: Carole Pondevie-Lay, Barbara Reeckman.	Melbourne Polytechnic. Chair: Carole Pondevie-Lay	
04 June	Mental Health, CALD youth and families – the impact of Covid-19 on families, recovery and support: Ruth Bignell, Foundation House, and Maria Loupetis, Refugee Health Nurse (RHN) program - shared presentation.	Chair: Ken Pang and Sam Navarria	
02 July	NO MEETING		
06 August	LGAs engaging CALD communities. Speakers: Welcoming Australia CEO Aleem Ali on <i>Welcoming Cities</i> , and <i>Victorian Local Government Association (VLGA)</i> Inclusion and Diversity Lead Deborah Wu.	Chair: Ken Pang and Sam Navarria	
03 Sept	<i>The Orange Door</i> – Victorian Government family safety and support services	Chair: Ken Pang, Sam Navarria Dilnaz Billimoria	

	Presenter: Brendan Wilson, <i>The Orange Door</i> Inner Eastern Melbourne, Service System Navigator, Family Safety Victoria,		
01 Oct	(a) Building Digital Literacy of CALD Seniors Clubs. Presenter: Tonina Gucciardo-Masci, Ageing Well Lead, Ethnic Communities' Council of Victoria (ECCV); (b) Shared Housing Accommodation Response (SHAR) to Covid-19: supporting international students during lockdown. Presenter: Alex Mills, Community Engagement Officer (SHAR) Link Health and Community	Chair: Ken Pang, Sam Navarra	
05 Nov	Bridging the digital divide: digital inclusion initiatives, programs and events, Good Things Foundation Australia Speaker: Liz Jones, Head of Collaborative Projects – Good Things Foundation Australia	Chair: Ken Pang, Sam Navarra	
03 Dec	Review of MSC Calendar 2021 and planning 2022. End of year celebration		

9. **“Cooee!” (Con Pagonis):** From edition 50 “Cooee!” will be published using the CCOEI account. Covid information in “Cooee!” will be at the start of the newsletter. Feedback on the artwork very positive. The artist is Natalie Cosmos. Children to contribute artwork to future editions.

10. Agency reports and information

10.1 Services Australia (Geoff de Young)

Customers who do not get an Income Support Payment. [COVID-19 Disaster Payment - Victoria if you don't get a Centrelink or DVA payment - Services Australia](#) This money is tax free and does not need to be included in a tax return. No residential rules or waiting periods. Eligibility is based on Visa having work rights. Many customers who had their payment stopped at the end of March 2021 will be eligible for this payment if their hours of work have been reduced.

Customers who do receive an Income Support Payment from Centrelink. [COVID-19 Disaster Payment - Victoria if you get a Centrelink or DVA payment - Services Australia](#) Extra support for people who have lost hours due to the lockdown. This money is tax free. Customers who receive Family Tax Benefit and received one of the above payments do not need to include this in their FTB annual estimate.

Service Centres are open, but have limited capacity due to COVID restrictions. If a customer attends who is in a crisis situation and has been turned away from one of our service centres email details of the customer and the service centre so we can assist and provide feedback to the Manager to stop this happening.

SEVIC.MULTICULTURAL.SERVICE.OFFICERS@servicesaustralia.gov.au has a weekly broadcast for staff at Community Agencies on Tuesdays from 2.00 to 3.00. The topics covered are driven by the attendees. If you would like to be part of the mailing list for this group email Rick Rick.Comfort@ServicesAustralia.gov.au

10.2 Migrant Information Centre – MIC - (Mervat Dahdoule)

- (i) MIC offices closed due to lockdown, but all programs accept referrals and support people remotely.
- (ii) Accepting referrals for family violence counselling service. No visa restrictions for this program. Referrals may be made via the form on the MIC website – www.miceastmelb.com.au
- (iii) Running mobile vaccination clinics targeting different language groups from Burma in partnership with EACH. Further information may be obtained from Marilyn Spratling at EACH, or Sawm at the MIC.
- (iv) Employment Program:
 - MIC has three Employment Mentors who can take referrals for employment support.
 - Eligibility: Australian Citizen, or Permanent Resident, or refugee on Humanitarian Visa or asylum seeker and unemployed, working less than 12 hours weekly, or at risk of long-term unemployment.
 - MIC also has a Community Employment Connector, Lian, who will be connecting with communities to help link them into employment and employment services.

For further information about any MIC program, please contact MIC on 9285 4888.

10.3 City of Whitehorse (Sarah Martinelli)

(i) Whitehorse is partnering with Indiancare to host a wellbeing event on 26/9 for the South Asian Australian community in recognition of huge trauma and loss. It was to take place at Box Hill Community Arts Centre, but now it is online. The event is being promoted with the support of community leaders. Hoping to reach a broad demographic across Whitehorse from international students to seniors.

(ii) Extra round of community grants in August. Some great applications from local CALD groups. Looking forward to supporting positive and productive community-led projects.

(iii) Supporting the state funded Vaccine Voices project. Working with Yuqian He (Cathy), Chinese Community Engagement Officer to get reliable vaccine information to Mandarin and Cantonese speaking residents online, and in person as soon as possible. Contact Cathy for more information, cathy@mcwh.com.au Cathy is keen to collaborate with councils, community groups etc. for the widest reach.

(iv) Whitehorse Interfaith Network hoping to host a 'tour of worship' on 22/10 as part of the [Whitehorse Seniors Festival](#) (planned visit to the Sri Vakrathunda Vinayagar Hindu Temple).

(v) The Council Plan and the MPHWP nearing completion. Consultation spanning 12 months (for these 2 plans plus the Community Vision project) has been really productive and will continue as the Diversity Action Plan is developed late 2021 / early 2022. It will commit to specific actions, projects and partnerships in relation to participation, access to information, inclusion, social cohesion, welcoming etc.

10.4 CCOEI (Ken Pang) Update on the Priority Response Phase 2 Multicultural Community. The project has four components, of which the Multicultural concert was successfully completed in July. Now focusing on the upcoming mental health workshop on the 13th of September, topic: *anxiety, depression and PTSD under the lens of Covid*. Promotion for the event is being launched today. This will be followed by the employment forum booked for the 11th of November and will take place at Swinburne University. Will keep you up to date. Finally the outreach program will happen after the restrictions ease.

10.5 Women's Friendship Group Manningham (Helen Jurcevic). Rotary has a glaucoma program in the Northern Territory and the Friendship group has volunteered to make and supply 439 hygiene kits. The women are sewing bags with individual motifs. 8 products, all donated, will be in the bags. We are about half way. Rotary is paying for the transportation to Tenant Creek and then to the Women's Shelter in Alice Springs. Two fold aim: keeping the Women's Friendship Group busy, and the children and their families benefit.

10.6 Melbourne AMEP (Carole Pondevie-Lay)

- (i) AMEP services all online, includes classes and volunteer tutor scheme activity. Great involvement of volunteers and students in conversation clubs weekly, which offer a one to one and social interaction. Parent and child conversation club weekly - children also get a lot out of it (songs rhymes and stories).
- (ii) Volunteer recruitment – refer interested people to MP.
- (iii) Held 32 interviews online with volunteers supporting students doing the workplace program. Students most grateful for volunteers taking the time to help them practice and receive feedback;
- (iv) Workshops for volunteers on how to engage learners to learn in a blended learning mode;
- (v) Promoting Covid messages to students across the network with health navigators and bicultural workers from Northern Health. Foundation House is interested in the Health Navigators model and approached MP to promote message for early start kinder. AMEP learners using the AMEP childcare service will be invited to a Zoom session to learn about early start kinder, eligibility and accessing it;.
- (vi) Supporting learners from Afghani background and the Afghani community and discussing with DHA and HSP providers plans to engage with new arrivals. AMEP services will be provided in due course.

10.7 Yarra Ranges Council (Rakhi Khanna)

- (i) Working with families and young children. National Child Protection Week next week: theme *every child in the community needs to have a fair go*. Free webinars for parents and children wellness and safety, topics such as child safety and respectful relationships.
- (ii) Art work initiative – children from various schools do group work on the topic of safe community in the Yarra Ranges. Gallery will be open until end of October for viewing. Coincides with Children's Week.

11. Meeting Focus: *The Orange Door*, Inner Eastern Melbourne, Brendan Wilson, Service System Navigator, Family Safety Victoria.

Note: Brendan Wilson's presentation has been circulated to members of the MSC. These notes cover some of the key points of the presentation and Q&A. In introducing the topic and Brendan, Dilnaz Billimoria noted that: not all disrespect leads to violence, but at the root of all violence is disrespect, and when we talk of family relationships and family safety, the pivot is respect, respect for each other and respect for others.

Overview

The role of Service System Navigator is part of the leadership team of *The Orange Door*. Key aspects of the role: how *The Orange Door* connects with the broader service system and with the community; to engage and to inform about what it does, how it can be accessible to community, other services and professionals who may want to refer, and how it can connect clients with other services, such as housing and legal support. Brendan welcomed input from the MSC on how to connect with multicultural and migrant communities.

The Victorian Royal Commission into family violence final report in 2016, Recommendation 37, proposed to 'introduce support and safety hubs, now known as *The Orange Door*, in each of the state's 17 DFFH areas to provide a more integrated and visible entry point to a range of important services for victim survivors, perpetrators and families' *The Orange Door* is the new name for support and safety hubs.

The Orange Door is the new integrated intake and assessment point for services that support victims of FV, men who use violence, and families with concerns for child wellbeing. In the past, referrals were directed to multiple agencies, now they all come to *The Orange Door*. The service aims to make the system easier to navigate for users, for the support they need if they are experiencing FV, if they are using violence or if they need support around child safety. Instead of people finding their way to services, *The Orange Door* provides the support to navigate to the appropriate service. This integrated approach is: a shift of responsibility from the victim to the system to keep perpetrators in view and accountable; a person centred approach; provision of and connection to evidence-informed practice and effective interventions; better integration of the broader service system. *The Orange Door* supports client choice to receive services when and where they feel comfortable.

State wide implementation of *The Orange Door*: in Inner Melbourne Orange Door (primary site in Box Hill) opening is imminent. *The Orange Door* for the Outer East is coming in 2022.

The Orange Door is an intake and assessment service, and can receive referrals from everywhere. It will screen referrals, identify needs, key issues and prioritise engagement based on need. Staff will engage with people who need support, work through their issues, and identify needs. It can provide a crisis response for people fleeing FV who need urgent accommodation. It has brokerage to assist with material aid, and connect people to services they need. *The Orange Door* can allocate and refer to services, for example case management for victims of violence, referring a man to behaviour change program, or integrated family services, or more broadly health and legal services.

The Orange Door is unique: it uses a partnership, integrated model. Staff come from a range of organisations, e.g. *The Orange Door* staff are from Family Safety Victoria, some from DFFH, Child Protection, and partner agencies: EDVOS (expertise with victims), Anglicare Victoria (Perpetrators), Uniting (child wellbeing), VACCA and Boorndawan William (how to connect and support aboriginal communities)

Family Safety Victoria Staff have a leadership, support and admin role. Child Protection staff; practitioners and team leaders; and five specialist practice leader roles look at integrated practice at how we all work together to provide a coordinated response to clients.

The Orange Door is part of the broader service system. As the intake point, it will work closely with a range of organisations who want to access FV services, and child protection. It will also refer people to legal, financial, health, and aboriginal services. It is accessible on the phone, online, email, physically, and at alternative access points and community based outpost locations, and via outreach workers between the hours of 9-5.

The Orange Door sites across the state use the same design, colour scheme, and furniture. *The Orange Door* uses best practice models, plans and information sharing. A key benefit is access to client information using one system across the state. It gathers information from courts, police, Child Protection records, etc. These systems will enable staff to make well informed decisions, assessments and provide support. Working with services, staff can share information. It will use culturally safe and inclusive practice that “supports every single Victorian - irrespective of their gender, sexuality, ethnicity, age, culture, religion or background”. Practitioners receive training in client centred service delivery, and will use interpreters.

On behalf of the MSC Dilnaz thanked Brendan for his presentation and noted the one stop shop approach of *The Orange Door* to ensure connections are worked out and streamlined. The system navigator role will make that journey more manageable. *The Orange Door* is a much needed service.

Q&A

Q. Are interpreters available? **A:** compiling a list of languages spoken by staff. Interpreters will be available through Language Loop and staff have been trained how to access and work with interpreters.

Q. Is there a plan to work with CALD organisations such as AMES, Foundation House, MIC? **A:** No plan to have new partner organisations. Keen to have close connections with organisations working with communities. There will be opportunities for staff to go to other services, and to have workers come in, e.g. regularly hosting workers from other organisations.

Q. How will it work if you have the same intake point for perpetrators and women? **A:** Many referrals from police FV reports come directly to *The Orange Door*. From the report staff may identify someone who has used violence, someone who is a victim of violence, there may be children. Staff will assess their needs, and may allocate that family to a single team. In that team a specialist would work with people using violence and engage the man. Specialists working with victims of family violence and children would engage them. The team would discuss a coordinated response, including safety considerations, e.g. the woman and children would come to the office on different days to the man, or would talk to him on the phone or meet away from the office. The office will have secure areas that require scanning for access, security guards, and other procedures.

Q. What is the turnaround time when someone is referred to you and you refer them to another agency **A:** Depends on needs. Some are quickly identified and referred within days. Other cases may need time to gather information. In general people would not be with *The Orange Door* for more than a few weeks because *The Orange Door* is for intake, assessment and connecting people with appropriate organisations and services.

Q. Promotion strategy? **A:** *The Orange Door* is a Victorian program. At the state wide level there will be strategies to push it out in social media once the service opens everywhere. Currently, system service navigators are doing presentations, various promotions are taking place; flyers, posters, newsletters, etc.

Q. Do you have the staff and the funding to handle the volume of referrals? **A:** Across all the different intakes we have an increasing staff to what currently exists, e.g. senior partners have staff to do their intake and may work at *The Orange Door*. *The Orange Door* will review its strategy to meet demand.

Q. Presenting to AMEP teachers and VTS volunteers after hours. **A:** Yes. For regions outside Inner East, best placed for presentations will be staff in those regions.

11. Next MSC Meeting Friday October 1

Focus: (i) Building Digital Literacy of CALD Seniors Clubs, *ECCV Digital Inclusion CALD U3A project*

Speaker: Tonina Gucciardo-Masci, Ageing Well Lead, ECCV.

(ii) Shared Housing Accommodation Response (SHAR) to Covid-19: supporting international students during lockdown.

Speaker: Alex Mills, Community Engagement Officer, SHAR, Link Health and Community

NOTE: To contact Ken Pang or Sam Navarria email chair.msc@gmail.com