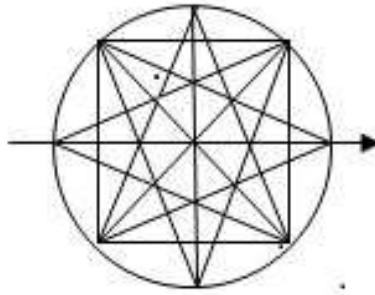


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MIGRANT SETTLEMENT COMMITTEE (Eastern Region)

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

Reg. No. A0017562S

Minutes – Friday 05 August 2022

Zoom meeting, 9:30 am – 11:00 am

Chairperson: Cynthia Shaw - CCOEI

Focus segment Host: Paul Croft Eastern Regional Libraries

1. **Acknowledgement of Country** – Chris Cosgriff (Mullum Mullum Indigenous Gathering Place).

2. **Attendance**

Present

Anissa Gracie	Manningham City Council
Bronwyn Arnold	Whitehorse Manningham Libraries, Branch Manager
Bwe Thay	Victorian Multicultural Commission and CCOEI
Chris & Heather Cosgriff	Mullum Mullum Indigenous Gathering Place and CCOEI
Cynthia Shaw	CCOEI Life Member and Committee of Management
Cindy Kung	Louise Multicultural Community Centre
Daniele Noel	CCOEI President
Dilnaz Billimoria	CCOEI Committee and Multi-faith volunteer
Emma Wilkinson	Boroondara City Council, Social Inclusion and Policy Project Officer
Gitta Clayton	Croydon Hills Community Care
Iresha Butthgamuwa	Eastern Community Legal Centre
Ishita Bains	VMCH
Krishani Dassanayake	CCOEI, Community member
Julie Vermay	CCOEI Secretary
Madeleine Parker	Dept. of Education & Training Victoria
Malcolm Hill	Melbourne Polytechnic, AMEP
Marguerite	Guest
Megan Cook, Kim & Rebecca	Services Australia
Mervat Dahdoule	MIC Eastern Melbourne
Nora Fernandes	Palliative Care Victoria
Paul Croft	Eastern Regional Libraries
Tamika O'Brien	Neami National
Vivien Marjono	Hume Libraries

Apologies

Sam Navarria	CCOEI Life Member – Previous MSC Chair
Liz Sidiropoulos	Victoria Police
Jennifer Schoof	Whitehorse, Community Strengthening Coordinator
Elena Charalambous	Knox City, Community Development Officer
Katrine Gabb	Manningham City Council

3. **Minutes of the previous meeting:**

Moved by Cynthia Shaw. Seconded by Chris Cosgriff

4. **Business arising:**

Incorporated into the Agenda when and as required

5. **Correspondence:** Correspondence regularly forwarded to MSC members.

6. **REPORTS:**

Megan Cook - Services Australia.

Megan introduced two MSO team members, Kim Kelly and Rebecca Lopez. Megan reported they are supporting eight thousand arrivals from Ukraine who are settling across Australia. There are some in Melbourne in the Carlton area who are currently applying for [449 Visas and then onto their 786 Visa](#). The new arrivals mostly speak English and have a good understanding of requirements especially those who have family in Australia. See attached to the email a copy of Megan's report.

Mervat Dahdoule – MIC Eastern Melbourne

Most projects are back to normal, face to face. Launching a new project Safer Communities Early Intervention Project. The project addresses anti-social behaviour by youth at risk. Please see attached to the email a copy of Mervat's report.

Iresha Buthgamuwa – Eastern Community Legal Centre (ECLC)

- ECLC provide free legal advice and information sessions and available to speak to groups.
- Amplifying Voices in the East project (in partnership with CCOEI and other organisations) is coming to an end. The video will be launched on the 24th August, 5-7pm at the Box Hill Town Hall, MSC members are welcome, please contact Iresha Buthgamuwa ireshab@eclc.org.au

Gitta Clayton – Croydon Hills Community Care

Continues to work with the Winter Shelter program and with the Karen community who attend the church where she works (CHCC)

- Karen Seniors Group - enjoy new skills, board games and trying different food and light exercise.
- Working with youth in Croydon Hills Community Care and use a community engagement approach.
- Employment of Karen young people by Croydon Hills Community Care is a focus.

Isheta Bains – VMCH Care and Support

Offer a range of carer support services for those caring for parents and others, including palliative care. They have limited funding and their services focus on health and wellbeing.

Cynthia Shaw – CCOEI & MSC

1. Report from Con Pagonis ECCV (Attached to email)
2. Report from Liz Sidiropoulos – Vic Police (Attached to email)

Meeting Focus Host: Paul Croft.

Libraries welcoming people from multicultural backgrounds, building their confidence and creating a sense of belonging as they progress on their settlement journeys.

1. **Digital Literacy and Services for multicultural patrons.** Eastern Regional Libraries: Paul Croft (Digital Literacy Team Leader) paul.croft@erl.vic.gov.au
 - New name will be "Your Library". The Digital Literacy Team helps the community to understand new technology. Offer e.learning, one-on-one sessions and also work with schools
 - Key project - collaboration with the Migrant Information Centre. Assistance by interpreters and social workers in workshops on *MyGov, Emails and Scams*.
 - Multilingual eBook Project. English presentations and one-to-one help, Chinese help at Knox.
 - Multilingual Story Time in the library – Chinese (Mandarin) - at Mooroolbark in Hindi and Hakka Chin.
 - The team welcomes feedback on the range of books available in other languages, either direct to Paul or through their website. They are also happy to partner with organisations on projects.
2. **Programs for CALD Patrons at Whitehorse Manningham Libraries.** Bronwyn Arnold (Social Inclusion/Branch Manager, Bronwyn.Arnold@WML.VIC.GOV.AU)

- Bronwyn is new to the position, replacing Jenny Mitchell.
- Programs include *Conversation Circles* and *Conversation Buddies* which promote informal chats and provide opportunity to meet people and practice English.
- Volunteers 'host' of meetings and participants receive help with job search. Currently 60 matched 'buddies' meet in various branches.
- They have a couple of multicultural book clubs, organise one off events such as a cookbook for Harmony Day. The knitting group needs participants.
- Bronwyn stated they try hard to employ people from multicultural backgrounds. Anissa Gracie (Manningham) suggested a video to help create more diversity in library staff. Anissa said she was happy to be part of that discussion.

3. Valuing cultural diversity in our libraries and creating a sense of belonging. Boroondara Council and Library: Emma Wilkinson (Social Inclusion Policy and Project Officer)
emma.wilkinson@boroondara.vic.gov.au

- Emma works in partnership with the Library team.
- 'Story time' sessions in libraries and community settings are led by bilingual staff.
- In November 2021, the free '*Valuing cultural diversity in our libraries*' discussion panel was held with Leanne Hall. Representatives from Australian South Asian Centre, Leo Baeck Centre for Progressive Judaism and Swinburne Student Islamic Society discussed the role of libraries in wellbeing and social inclusion in the community.
- The monthly Wurundjeri story-time sessions raise awareness about traditional owners and also stories from the *Dream time*.
- *Welcome Tours* planned for people new to Australia and international students. Community Champions are assisting.

Vivien Marjono - Hume Libraries

- Re staff from community languages – Vivien said that they haven't specifically targeted people who speak other languages but welcome it. Many of their staff can speak community languages such as Turkish, Arabic, Hindi etc.
- Also currently advertising for a bilingual Story Time person. Please check website for details.

Further comments and feedback:

- **Nora Fernandes** commented that more multicultural book clubs would be greatly appreciated. And employing bi-cultural workers would make libraries more inviting for people from multicultural backgrounds.
- **Gitta Clayton** asked if there are any books in Karen and whether the team could visit their seniors group. Paul said that there are some books in Burmese, not sure about ethnic languages of Myanmar but will look. He said he is happy to discuss engagement with the seniors group.
- **Dilnaz Billimoria** mentioned successful partnerships with libraries/councils organising events in libraries, putting out invitations. All it requires is "a roof over our heads" to organise inclusive events for the price of a cupcake and a cup of tea.
- **Bronwyn** invited those with ideas to share them.
- **Mervat** congratulated libraries for the fantastic work they are doing, Marguerite (MIC) is working closely with libraries to connect people from CALD backgrounds.

Cynthia congratulated and thanked Paul, Bronwyn and Emma for a great meeting. The information today has demonstrated the great value libraries bring to multicultural communities in the eastern region.

Next meeting: 02 September 2022

Meeting Focus: Proposed focus – Palliative Care (to be confirmed)

Chair: Nora Fernandes