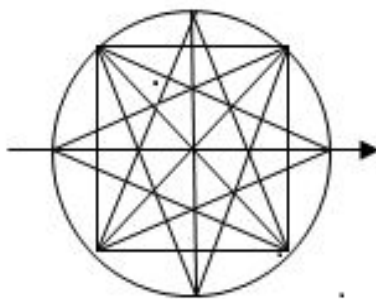


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**Email:** [chair.msc@ccoehi.org.au](mailto:chair.msc@ccoehi.org.au)**Website:** [www.ccoehi.org.au](http://www.ccoehi.org.au)**MIGRANT SETTLEMENT COMMITTEE**

MINUTES OF MEETING HELD ON

5 APRIL 2024 AT

KNOX COMMUNITY CENTER

511 BURWOOD HIGHWAY

WANTIRNA SOUTH 3152

9.30 AM TO 11 AM

Chairperson: Minwen Wu, COM of CCOEI

**The following were present:**

Daniele Noel: CCOEI - President

Pradeep Kanthan: CCOEI- Secretary

Jess Mathew: Department of Families, Fairness &amp; Housing

Alexander Avella: Monash Education

Anne Crisp: Volunteer

Bass Luke: Yarra Valley Water

Chris Riseley: Maroondah City Council

Dilnaz Billimoria: CCOEI

Devin Huefeng Aou

Helen Tran: MiCare

Husna Amani: MiCare

Ding Cai: Victoria Police

Sabastian Lai: Knox Interfaith Network

Shane McCluskey: Monash City Council

Iresha Buthgamuwa: ECLC

Krishani Dassanayake: CCOEI

Elina Marina Charlambous Petsis: Knox City Council

Francoise Le Gall: SSI

Geraldine Jeremiah: MIC

Goutham Gurreddy: Maroondah City Council

Havisha Devan: Melbourne Polytechnic

Heather Cosgriff: MMIGP

Jaime Edge: White Horse City Council

Lisette Pine: Knox City Council

Madeleine Parker: Department of Education

Minwen Wu: CAN, CCOEI

Tonina Gucciardo-Masci: Pall Care Victoria

**Proceedings:**

Minwen Wu, the Chair moderated the proceedings.

1. **The meeting commenced with the Acknowledgement of Country** by the President CCOEI.

**CCOEI President's Welcome**

2. President CCOEI: Daniele Noel welcomed all present. She thanked Knox City Council for hosting the event and specially Elena Charalambous, the Community Development Officer, and Lisette Pine of Knox City for organising the event. She acknowledged the work of Nora Fernandes who had worked as a volunteer and Chair of the Migrant Settlement Committee for about two years. CCOEI would miss her contributions.

**A brief presentation on Anzacs by Pradeep Kanthan**

3. The presentation titled 'Anzac Day: A shared but forgotten camaraderie' highlighted the participation of troops from Asia alongside the Anzacs. While the Anzac Day started the idea of inclusiveness and over the years many communities joined the commemoration, the participation of several smaller groups remains not well documented. The aim of the presentation was 'lest we forget' and how history repeats itself when the second world war drew youth to another war far away from their lands, a war really which was not theirs. The Day is remembered in India and China during the month of April each year.
4. A discussion followed with Dilnaz speaking about her grand uncle who went into the war as a drummer boy. Chris Cosgriff mentioned the participation of the Indigenous people. He also informed of a mint collection that is being released on the occasion this year. The Victorian Aboriginal Remembrance Service will be held on 31 May at 11 AM at the Shrine of Remembrance Melbourne.

## Introduction to Jess Mathew, the speaker of the Day by the Chair

5. Jess Mathew is a Senior Communications Adviser from the Department of Families, Fairness and Housing (DFFH). She previously was a Communications Adviser at the Victorian Multicultural Commission, Victorian Equal Opportunity, and Human Rights Commission and, also worked and volunteered in the community at Asylum Seeker Resource Centre in Footscray.

## Meeting Focus

### ***Better practice for multicultural communications***

6. Jess Mathew presented a suite of publicly available resources from DFFH to help improve communication with multicultural communities.
7. The following aspects were covered:
  - Better practice guide for multicultural communication
  - Plain language
  - Thinking about your audience
  - Community profiles
8. A better practice guide evolved after experience through COVID-19 pandemic, qualitative research, evaluations, consultation with stakeholders and subject matter experts. The purpose is to communicate in simple language such that it is understood easily but the target audience.
9. Tips for writing and use of swap words in plain language were seen as key to good communication. She suggested the use of [Hemmingway Editor](#), a free app to simplify language.
10. A 'New Communities Profile' has been created by DFFH that has [37 Communities profiles](#).
11. The presentation is available here: [Better Practice for Multicultural Communications](#)

## Q and A and discussion

12. A discussion ensued and some suggestions were presented, especially on terms that have negative connotation, addressing dialects and in translations. Plain language was especially important in disaster management.

## Community Development Officer: Knox

13. The President and Chair invited Elena Charalambous the Community Development Officer – Culturally Diverse Communities, to speak about initiatives at Knox City Council.

**There being no other business, the meeting was declared closed.**

## Save the Date

14. Next meeting will be on Friday 3 May 2024 from 9.30 to 11 AM.  
**Venue:** Boroondara Council. Meeting Room in Camberwell Office Building No1  
Please send your agenda points by 25 April 2024.  
Presenters in May: Rachael Soh, Ash Howlette and Eden Keyar. From Eastern Health.