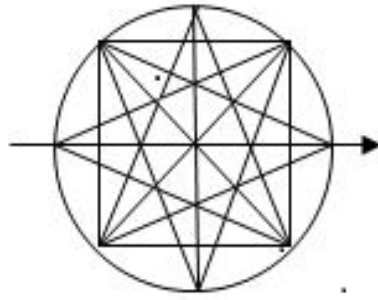


**Contact:**

Jess Ness: 0413 846 227

Secretary: 0430 009 723

P O Box 94  
Forest Hill VIC 3131**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

3 MAY 2024AT

BOROONDARA CITY

CAMBERWELL OFFICES

8 INGLESBY ROAD

CAMBERWELL VIC 3124

9.30 AM TO 11 AM

Chairperson: Dilnaz Billimoria, COM of CCOEI

**The following were present:**

Dilnaz Billimoria: CCOEI - Chair

Pradeep Kanthan: CCOEI – Secretary

Krishani Dassanayake: CCOEI

Minwen Wu: CCOEI

Melinda Brown: City of Boroondara

Aaron Qin:

Alexander Avella: Monash Education

Bazz Luke: Yarra Valley Water

Chris Cosgriff: MMIGP/CCOEI

Deepak Joshi: Humanist Project/CCOEI

Ding Cai: Victoria Police

Eva Kladou: PRONIA

Gary Cao:

Goutham Gurreddy: Victoria University/CCOEI

Havisha Ramdyal Dewan: Melbourne Polytechnic

Havisha Dewan: MELBOURNE POLYTECHNIC

Heather Cosgriff: MMIGP

Helen Poon: Services Australia

Jaime Edge: Whitehorse City Council

Jamie Tambogon:

Jo Ong: Primary Health Network

Kate Wijeyesinghe: Monash City

Kyriaki Menoudea: Services Australia

Lily Liu:

Radhesh Pandey: Justice Department/CCOEI

Sam Kawrma: NDIS

Shuangming Huang: Monash Education

Tara Morrell: Eastern Health

Vicky Li: CPSSN

Paige Redman: Health Ability

Jacquie Arulanandam: MIC

**Proceedings:**

Dilnaz Billimoria, the Chair moderated the proceedings.

1. **The meeting commenced with the Acknowledgement of Country by Chris Cosgriff of MMIGP.**

**Introduction by all Attendees**

2. The chair thanked Boroondara City Council for the venue and organising the meet and asked all present to introduce themselves.

**Introduction to the team from Eastern Health the presenters of the Day by the Chair** (who has herself been volunteering with Eastern Health for several years). She introduced:

**Rachel Soh** who is the Manager of Consumer Participation and Community Engagement at Eastern Health. A former nurse who moved to Melbourne 11 years ago to complete her studies in Public Health as an international student. Since then, she has settled here and worked in many community and health roles, with a focus on equity and inclusion, community engagement, and enabling the consumer voice.

**Ash Howlett** is the Manager of Patient Feedback at Eastern Health. He has worked in the public, private, and community health sectors in several roles; gaining experience in sleep and respiratory health, mental health, and healthcare ethics. Ash originally comes from Gippsland and is interested in gathering feedback from communities that have traditionally been underrepresented.

**Eden Keyar** is the Partnering in Healthcare Diversity Coordinator, working to improve the patient experience at Eastern Health. She has a background in public health working across diverse communities in both local and state government.

Eden has lived experience as a member of the CALD community and is keen to leverage this to enhance the health and wellbeing outcomes of vulnerable groups.

## Meeting Focus

The presentation had four parts, providing demographic statistics of the Eastern Region where Eastern Health operates in 60 different locations. The Eastern Health strategic plan was explained. Data on patient experience, shared stories, compliments, and complaints was presented. Please find a link to the presentation:

[Eastern Health Presentation](#)

## An introduction to Eastern Melbourne Primary Health Network (PHN)

The Chair then invited Jo Ong, the Engagement and Equity Manager of PHN to speak about the Primary Health Network, which is a Federal funded not for profit organisation, that works closely with Eastern Health and covers 12 LGAs in the Eastern Melbourne Region. Jo briefly explained the aims and goals of the PHN in addressing the needs of the community. Broadly they were:

- Identify & address health needs in our communities.
- Support and develop improved health care delivery in the primary care sector.
- Develop and implement improved care pathways and models of care.
- Commission health services to communities to close service gaps - we are not a service provider.

Announcements:

**Havisha Dewan** shared information about the Volunteer Tutor Scheme through stories to be held on Monday 20<sup>th</sup> May (11am to 1 pm) and 23<sup>rd</sup> May (12 pm to 1.30 pm) Events require registration. One can sign up to be a volunteer at <https://www.melbourneamep.com.au/volunteer/> or call **03 9269 8474**.

**Jacquie Arulanandam** of Migrant Information Center announced the search for Italian, Spanish and Chinese speakers to support social visits with older individuals. Also, the need for Diving mentors who will guide CALD drivers with cars provided by MIC. Please contact T: 9285 4888 | F: 9285 4882| M: 0466 879 659.

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

## Save the Date

Next meeting will be on Friday 7 Jun 2024 from 9.30 to 11 AM.

**Venue:** Whitehorse City Council (location TBA)

Please send your agenda points by 25 May 2024.

Focus: TBA