



Settlement News

Volume 3, No.2 May 2011

What's in this edition of Settlement News?

This edition focuses on our Strategic Plan and our re-developed website. We are keen to get your feedback on the Strategic Plan, and have drawn up a schedule of consultations across the country plus final teleconference Monday 30th May (see page 17).

Check out the information about SCOA's new Canberra office – a great resource for member's visiting the nation's capital (see page 3 for more details).

The SCOA website has undergone a major overhaul, so check out page 2 for more information on the new areas and functions the website now offers. The website re-development is quite exciting – we hope that you find the new members area useful.

We are pleased to announce that we have hired a Member's Services Officer, Laura Anderson, who will be providing support to members. See page 2 for more information and her contact details.

Message from Cedric Manen, SCoA Chair Settlement – the true benefits

Australia has a proud multicultural heritage and is greatly and regularly enriched by refugee and humanitarian entrants from around the world. Refugees and migrants contribute culturally and economically to Australia, filling important economic niches in job markets throughout urban and regional Australia. Migrants and refugees also contribute to Australia's population growth, a necessary contribution in a country where the natural replacement growth rates would see Australia's population decline over time.



Multiculturalism has for many years been a feature of government policy in Australia, supported by both major parties. It is important that bi-partisan support for multiculturalism continues, and that the diversity which enriches Australia is supported in concrete policies which aid settlement and thus allow the full contributions of migrants and refugees to be realised. Refugees and migrants want to join the work force, participate in their community and participate in life in Australia.

SCOA supports the recent comments from RCOA and FEECA calling for an end to biased portrayal of migrants and refugees in the media and from our political leaders. The recent comments by the Federal Opposition in regards to the Settlement of New Arrivals Report, painting a picture of a 'toxic social cocktail' do not do justice to the immense contributions that people of refugee backgrounds and humanitarian entrants make to Australia.

Focusing incorrectly on the welfare dependence of refugees and humanitarian entrants is misleading, as it reflects a narrow view of the settlement process for refugees and humanitarian entrants. The report provides an illustration of the tremendous work that the settlement sector in Australia does to help refugees and humanitarian entrants fulfil their wish of building a new life in Australia. SCoA will engage with the Department of Immigration and Citizenship to explore the implications of the report for the sector and how we can improve our service linkages in support of our client groups. SCoA calls for

constructive dialogue within the broader community on the issues of migration, refugees and diversity.

I am pleased to announce that SCoA's dialogue is progressing well through our State and Territory consultations, which are occurring nationally through the month of May. We appreciate those who have invested your time to give perspectives on SCoA's formative strategic plan and matters of importance for the sector. By early June we hope to distribute the final draft of SCoA's Strategic Plan and then begin the process of Constitutional reform to reflect SCoA's agreed objectives. We have a meeting with the Department of Immigration and Citizenship in late June where we will relay the matters you have raised with us. I hope that you enjoy this edition of the bulletin with a focus on some youth projects nationally and encourage you to continue sharing your stories and perspectives with us.

Cedric Manen (SCOA Chair)

Message from Sky de Jersey SCoA Executive Officer



It has been a very busy first few weeks in the job, but very rewarding too. It has been great to connect with you all to see what issues you are facing in your work and to see how the Settlement Council can support you. It is interesting to see the similarity in issues across the country – funding security and accommodation issues are high on the list. As I'm sure you will all agree these are two very large complex issues, with a distinct lack of 'quick fixes'.

SCOA has been in planning mode, focussing on finalising the Strategic Plan (see page 8-17 for the draft plan and consultation questions). It is great to be getting member and sector feedback on SCoA's plan for the next three years. The Strategic Plan provides a strong framework for future growth for SCoA and for the settlement sector as a whole. The Strategic Plan includes a section on definitions and language, which will, it is hoped, provide the impetus for a conversation within the sector about what 'settlement' means, and what agencies are involved in providing settlement support. I look forward to speaking with you all across the country at a Strategic Planning Consultation during May.

Multiculturalism has also been on SCoA's agenda, with SCoA completing a submission for Joint Parliamentary Inquiry into Multiculturalism and Migration.

SCOA 2011-12 Federal Budget update:

SCOA 2011-12 Federal Budget update:

All eyes this week have been on the Federal Budget and its implications for different areas of society. The Federal Budget does not contain any major changes for the settlement sector. Where changes have occurred is in the Migration and Humanitarian program entrant allocations. There are an additional 1,000 places in the Humanitarian Program, and the Skilled Stream within the Migration program has been increased to 125 850 places, with 16 000 places allocated to the Regional Sponsored Migration Scheme. The family intake within the Migration Program will increase to 58,600 places in 2011-12.

The increase in entrant numbers has flow on affects to certain areas of the budget related to settlement services such as AMEP, SGP, HSS and TIS which have increased, these increases not due to changes in service delivery structure or eligibility but rather due to higher client numbers. There are also some allocation changes for funding, such as the transfer of funding for short term torture and trauma counselling from Department of Immigration to the Department of Health and Ageing.

Members may also be interested in the "Federal Budget Cheat Sheet for Not For Profits" prepared by OurCommunity, which provides a broader community sector perspective on the recent Federal Budget. It can be found here:

<http://www.ourcommunity.com.au/files/ocmatters/OCMattersEdition4-11.pdf>

Update – SCoA

Member's Services Officer – Laura Anderson:

SCOA is delighted to welcome Laura to the team. Laura's focus will be providing support to all our SCoA members, through keeping our re-developed website up to date, and by being a first point of contact to support the membership.

Laura will be working at the SCoA Sydney office on Tuesdays, Thursdays & Fridays. She can be contacted by ringing the office on 02 8065 5225 or at mso@scoa.org.au

I'm sure you'll all get to know Laura over the next few months and appreciate having her on board.

Website:

SCOA's website has undergone a complete overhaul. We have thought deeply about what additional support we can provide to our members through our website, and hope that you'll agree the new website is user-friendly and helpful.

We have new areas such as a 'jobs' page, where members can list employment opportunities, and re-organised some of the existing headings for resources and opportunities.

Members will need to sign up for a log in to full access the new website. Once a log-in has been set up (a very simple process) members will be able to update their service information, upload resources, reports and new job opportunities. Over time we hope that the website will be a useful portal for members to share information, the general public to find out about settlement services in their area and the sector to have a web space for ongoing sector development.

Canberra office:

Do you visit Canberra and need an office base while you are there? SCOA has just leased an office space in Canberra, which is available for members to use while they are visiting Canberra. It is located in the:

Theo Notaras Multicultural Centre,
Level 2 North Building
Office of Multicultural Aboriginal & Torres Strait
Islander Affairs
180 London Circuit
Canberra.
To book space please call the SCOA Sydney office on 02 8065 5225.

We are hopeful that members will find it really useful to have a base of operations when visiting Canberra.

SCOA will be also holding consultations and membership forums from our Canberra base in the near future.

Settlement Policy Network Meeting April 2011 - Life after immigration detention: Exploring the settlement experience and challenges faces by ex- detainees

Members of the Settlement Council and the Refugee Council gathered by teleconference to explore issues faced by ex-detainees.

RCOA and SCOA have been hearing different feedback from agencies around the country about the

settlement experiences and challenges faced by protection visa holders who have spent time in immigration detention. Some settlement agencies that have been providing support to clients from Christmas Island over the past two years¹ have commented that former detainees are moving very quickly into employment – perhaps due to financial imperatives related to the cost of their journey here – but there have also been concerns raised that this client group is favouring work over learning English, and that many are struggling with trauma-related issues linked to time spent in detention.

Another notable trend is that people are spending longer periods of time in Australian immigration detention before receiving their protection visas.

For more information on the Settlement Policy network see page 18 and please go here: <http://www.refugeecouncil.org.au/settlement/spn.php>

Update – DIAC

There are always many calls for information and submissions and so forth for the sector. To help with forward planning here are a few issues SCOA will be seeking input from our members in in the next few months for DIAC:

° **Complex Case Support Evaluation** – an email went out to members on this evaluation on 21st April. By the time this newsletter goes out the window for initial input will have closed, but if you have any additional issues to raise please contact Sky at the SCOA Sydney office.

° **Extension of free TIS services to Real Estate Agents** – it is likely that the pilot provision of TIS to Real Estate Agents will be continued. DIAC may seek service provider's views on potential locations and suitable real estate agents to participate in the expanded pilot. Please promote access and uptake of this service in your networks, it is of real benefit to clients with limited English skills as they navigate the complex process of obtaining accommodation.

° **Survey of refugee community links** – DIAC is planning to conduct a more in-depth survey investigating the contribution of links in the settlement outcomes of refugee entrants. We will forward it to members shortly.

° **Regional Settlement Strategy** – DIAC is developing a sustainable regional humanitarian settlement

¹ Since 2009, onshore protection visa holders have been eligible to receive IHSS/HSS

strategy. When the draft is made available from DIAC, we will be seeking members' input.

° **Settlement Framework** – DIAC is developing a publication on the Settlement Framework. The publication will set out the Australian Government's expectations for the delivery of settlement services and the importance it attaches to client's needs and seamless interaction with Government agencies. When it is drafted will be forwarded to members for comment.

Reports and research:

DIAC have just released the Settlement Outcomes of New Arrivals Report.

The detailed report provides an analysis of how migrant and refugees overcome the challenges that are faced as people settle in Australia. It also examines how people settle over time, although it is not an in depth longitudinal study.

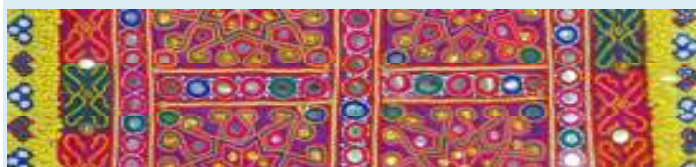
<http://www.immi.gov.au/media/publications/research/pdf/settlement-outcomes-new-arrivals.pdf>

Submissions/campaigns

SCOA Submission to the Joint Parliamentary Inquiry into Multiculturalism and Migration

SCOA recently prepared a submission to this inquiry, a copy of which is available on the SCOA website.

The Submission highlighted the urgent need to deepen social inclusion in Australia, to create an environment in which migrants and refugees can fully participate in all aspects of life in Australia. The rapidly changing nature of settlement, globalization and economic challenges means that fostering community harmony is more important than ever. It is widely acknowledged that diversity brings a plethora of benefits to Australia, and it is important that public discourse on multiculturalism reflects this.



Good news – great work with youth across the country: Case Study Midnight Basketball in Auburn, NSW:

The Midnight Basket Ball (MBB) program has been running for the last 3 years as a joint program with support from Auburn Council, Auburn Youth Centre,

Lidcombe Basket Ball Centre, and The Hills Holroyd MRC. The program has been working with young people between the ages of 14-17 years of age.

The MBB program was originally established based on the model of the program that is run overseas. The program is run on a Friday night, where young people attend an information workshop or receive academic coaching support and then play basketball together. MBB was originally designed to be a crime prevention program but has many additional flow on benefits. Allowing young people to participate in a sporting program allows them to develop more social skills, break down cultural stereo types, and integrate youth into a unique community.



Leah Hopfe from Auburn Youth Centre has been working on the program since its inception. She has seen the young people who participated in the program to grow and develop into wonderful members of the Auburn community, develop into successful young people in their cultural community as well. The changes that she has seen have included; members of the community approaching the young people without stereotypes and not viewing them as a threat, seeing the young people have a drive to become the best at basketball, also for young people to realise the potential that they have in sport, at school and in a variety of fields.

Overall, the program is a great model and has been an advantage for the young people in the Auburn area. Leah thinks that running the program is an advantage for the young people of the area and will continue to benefit the young people as long as there is funding for the program to happen.

Case study: Youth in Geelong learn about cars - You Turn, the brakes are off!

Diversitat commences its new program You Turn as of Monday 9 May this year. You Turn Geelong, previously Handbrake Turn Geelong was acquired by Diversitat as its demonstrated commitment to the Geelong community after the closure by Concern Australia on March 4, 2011.

The program is targeted at disadvantaged young people, those at risk, from culturally diverse backgrounds and those not attending or disconnected from the mainstream school environment. The program is based around automotive and related trades and provides accredited education in Foundation Learning, Victorian Certificate of Applied Learning (VCAL) and Certificate 1 in Automotive.



You Turn has been redeveloped in an enhanced model for students that require intensive learning support and assistance. The continuation of this program will ensure that students are given access to quality employment, pathways to further learning, return to mainstream education, school retention and further

tertiary learning. This will be achieved by the deployment of qualified staff members that will provide support to those students identified through intake as at risk and educationally disadvantaged.

The program will link students to all of Diversitat's networks and will be assisted by trained mentors through Diversitat's Mentor Training Program and business partnerships within the local community. You Turn will also embrace cultural diversity and link well other local community and school providers and will become an integral part of Diversitat's Youth Services.

For more information contact Diversitat Youth Services on 03 5223 3223 or You Turn direct on 03 5277 1710.

Good news to share?

Do you have a good case study to share? If so please email the details to Sky at eo@scoa.org.au and you may be featured on the SCOA website or in the next newsletter.

Case study - youth in Tasmania share their stories through theatre:

Multicultural Youth Meets Playback Theatre - Youth Week Events

"Play, Rewind, Fast Forward- Pause! Take the Remote and Own it!"

On April the 1st and 6th the MRC Youth Program ran two activities with a community capacity building grant received from the Department of Premier and Cabinet, to celebrate youth week 2011. This was a fabulous opportunity to engage with the improvisational Playback Theatre Company and raise awareness amongst young people in our MY Voices group and youth program about youth week whilst giving them a new way to meet, share and express themselves in a safe and supported environment.



Playback Theatre Performance

The first event was a performance on April the 1st where a group of performers from the Playback Theatre Company invited us to share our feelings and experiences from homelands as well as stories and feeling upon arrival and settling in Tasmania. Twenty eight young people from Sudanese, Burundian, Nepali Bhutanese, Karen Burmese, Congolese and Ethiopian cultural backgrounds aged between 10 to 30 comprised an attentive and participatory audience.



The powerful medium of seeing the audiences' responses performed back evoked emotions from shared experiences, struggles, and arrival of laughter, relief, excitement and sadness. An Elizabeth College student commented after the performance that he felt a great sense of heaviness lifted having been a part of the audience and this experience. Following each playback of the feelings and thoughts shared applause erupted from the group. The experience of language challenge, weather, and missing home and soccer was a common theme shared by the group.

Thank you to Guilford Young College who provided their performing arts centre as a great venue for the

event, as well as engaged three of their students to welcome the participants to the College.

Following the performance participants continued to share and mingle with the actors over a cup of tea, before heading home.



Playback Theatre Workshop

The second event during youth week on April the 6th was a workshop on improvisational drama presented by two of the playback theatre actors. A smaller group of 9 participants joined the workshop also hosted at Guildford Young College. The age range again was very mixed with a couple of new participants who had not joined the performance the previous week. During the workshop we learned to feel the space we occupied moving slowly and quickly, we shared our feelings with sounds and movement as we were challenged to think on our feet and speak as well as perform in front of our peers.

The group participated beautifully, even though some participants stated that they had hoped for a big group as from the previous week, we were able to have more focused interactions with our facilitators. Everyone was excited to receive the Own It Youth week bags, pens, and beyond blue wrist bands with their positive mental health messages to support each other by being aware of feelings (look), listening to people (listen) and talking to someone if needed (talk).

The events also helped raise greater awareness of youth week in Australia for new Australians from diverse cultural and linguistic backgrounds.

Information to share:

Refugee Week:

Refugee Week is Australia's peak annual activity to inform the public about refugees and celebrate positive contributions made by refugees to Australian society. In 2011, Refugee Week will be celebrated from Sunday, June 19 to Saturday, June 25, to coincide with World Refugee Day (June 20). Visit www.refugeeweek.org.au to access further information, obtain copies of the Refugee Week poster, download resources and register your Refugee Week event on the national events calendar.

Building Inclusive Societies

A relatively new resource showcasing international good practice around migrant and refugee social inclusion is the IBIS (Integration: Building Inclusive Societies) "on-line community" website; see -

<http://www.unaoc.org/communities/migrationintegration/> . IBIS is a joint project of the United Nations Alliance of Civilizations (UNAOC) in partnership with the International Organization for Migration (IOM) - UNAOC's website link is: <http://www.unaoc.org/> . UNAOC are currently in discussions with a range of Australian organizations (including SCoA) to plan an IBIS regional launch and workshop in Melbourne later this year; details to be made available soon. If your agency has a project or initiative that you would like to showcase on the IBIS website, it can be submitted on-line at this link - <http://www.unaoc.org/communities/migrationintegration/integration-practices/submit-a-practice/>

The Line - a campaign promoting respectful relationships

The campaign aims to increase the knowledge of young people about the components of a respectful relationship including communication, trust and consideration for others in developing and maintaining healthy relationships; the components and forms of intimate partner

violence (including cyber bullying and harassment) and sexual assault; and the effects of violence on relationships. It also aims to increase the incidence of positive behaviours in relationships, including open communication across genders; listening to and valuing others' opinions; and trust, consideration, courtesy and respect.

Translated information is available in 13 languages at: www.australia.gov.au/theline

"NEXTGEN" AFFORDABLE HOUSING - survey & research

"NextGen" stands for Next Generation. The research proposes "NextGen" as a multimodal and interdisciplinary approach for developing the next generation of affordable or social urban Australian housing. Australia currently has the least affordable housing of anywhere in the world: the median affordability index for Australia is 6.3 which indicates 'severely unaffordable' - worse than any other country (ADIHAS, 2009).

This project aims to identify ways to mitigate the Australian housing affordability crisis at an urban neighbourhood level for sustainable developments that house people on mid-to-low incomes. Applying a multidisciplinary approach to understanding the interconnectivity of the factors affecting affordability. Besides, deriving affordability options that appeal economically to developers will be a key innovation.

Currently, we are circulating a survey among community members to understand their perspectives on the topic.

www.surveymonkey.com/s/nextgencommunity

Please don't hesitate to contact us for further information or go to our homepage www.tinyurl.com/nextgenhousing





Settlement Council of Australia

Strategic Plan 2011-2014

INTRODUCTION

This strategic plan is SCoA's first in the organisation's current form. It replaces the plan prepared in 2008 for what was then the National Council of Migrant Resource and Settlement Agencies (NCMRSA), the first peak body formed to advocate on behalf of the settlement sector.² Shortly after the 2008-11 plan was developed, at the November 2008 annual general meeting, a new executive was elected, SCoA was formally constituted, and the old NCMRSA Constitution amended to reflect the name, goals and objectives of the new organisation.

The 2008-11 period has been one of early consolidation for SCoA. The new peak body received some establishment funding from the Department of Immigration and Citizenship (Diac) and, since that time, has received an annual contract to deliver a workplan based on the strategic objectives outlined in the first plan.

The workplan, and the objectives that SCoA set for itself, were highly ambitious. Reviewing the work of the past three years SCoA believes that it has made significant progress and achieved many of its goals. However, it is also true that this progress and these achievements have not always been as great as hoped. SCoA's executive members undertake their roles on a *pro bono* basis within already-busy professional lives and SCoA applauds the dedication and energy of the executive committee both past and present in support of the sector. SCoA has also worked hard to define its 'niche' within a complex policy, program, and third sector environment.

That said, SCoA brings a unique and important voice to debates about Australia's migration and humanitarian programs, settlement, social inclusion, and multiculturalism. Other, more established peak bodies may comment on matters of settlement but they are not advocates for settlement-specific services and the many complementary initiatives around settlement. Their roles are important, but different. SCoA therefore fills an important gap in the way Australia fulfills its humanitarian obligations. It provides the 'voice' and the practical expertise of settlement program delivery. It has provided advocacy on the extent, standards and developments within the sector, and on the participation and inclusion into Australian society of the clients of settlement services. In this role SCoA has, and will continue, to provide important quality assurance, advisory, and risk management support to governments' ongoing settlement programs.

"SCoA's achievements under the circumstances have been remarkable."
(comment made at the Strategic Planning Day, 9 March 2011)

In February 2011, a few weeks before the meeting was held to develop this strategic plan, the Minister for Immigration and Citizenship, and the Parliamentary Secretary for Immigration and Multicultural Affairs, formally accepted the recommendations and draft policy framework – *The People of Australia* – prepared by the Australian Multicultural Advisory Council.

² to read the NCMRSA strategic plan for 2008-11, see:

<http://www.scoa.org.au/CustomContentRetrieve.aspx?ID=268623&A=SearchResult&SearchID=1192577&ObjectID=268623&ObjectType=35>
(accessed 11 March 2011)

While this is not directly related to settlement services, the renewed commitment to multiculturalism is a critical complement to the work of SCoA. Multiculturalism brings into practical effect a range of important human rights. It affirms the principles of substantive equality through the promotion of access and equity; it contests racism and it simultaneously proclaims and normalises the social, cultural and economic value of diversity.

Migrants and humanitarian entrants may, in various ways, experience many barriers to their full participation in Australian society. Tangible barriers of employment, language and education (as examples) can be compounded with less tangible impediments such as social exclusion, racism and disparate impact discrimination. This second category of barrier can, in many ways, be more damaging to people attempting to make a home in a new country. Multiculturalism, then, is a critical complement to the settlement process, helping to establish the most positive social environment in which settlement can take place.

Not only will the new agenda for a multicultural Australia underpin the work of the settlement sector, SCoA is committed to supporting multiculturalism to help ensure it can achieve its goals, and promoting the enormous contributions that well-settled people offer the entire community.

It is therefore in a spirit of optimism, a belief in the importance of its role, a commitment to support the settlement sector and to advocate for those communities receiving settlement services, that SCoA has developed its current strategic plan.

SCoA's GOAL, VISION & OBJECTIVES:

Who are we?

SCoA is the national peak body that **represents**[§] the settlement services sector. SCoA:





*"...advocates for the needs and issues of the **settlement sector**"*

[§] see 'Definitions' on pp5-6.

Why?

SCoA's **GOAL** is *"...to help ensure the **best possible settlement outcomes**."*

These are the best outcomes for:

-  clients of services
-  providers of services
-  the service funders
-  the Australian community

SCoA's **VISION** is for:

"...an equitable, respectful and inclusive Australia where effective settlement outcomes provide every opportunity to humanitarian entrants and migrants to fully participate in society"³

SCoA's **OBJECTIVE** is:

"...to advocate on behalf of the settlement services sector to help ensure the best settlement outcomes for service clients"

Under this single objective SCoA has five broad, sector-wide, strategic goals. These strategic goals

describe how SCoA, as an advocacy body, it will achieve its **VISION**, so as to reach its strategic **GOAL**.

Under this strategic plan, SCoA will:

³ other, but I think poorer variations, included: "an equitable and inclusive (and multicultural) Australia committed to successful settlement outcomes". SCoA is committed to "contributing to an equitable and inclusive Australia through successful settlement outcomes" and "successful settlement outcomes that contribute to a commitment to an inclusive and equitable (multicultural) Australia", and "effective settlement outcomes where humanitarian entrants and migrants are given every opportunity to fully participate in an equitable, respectful and inclusive Australia".

**improve
governance**

by:

- ✚ updating its Constitution to reflect this plan, its goals, vision and objectives
- ✚ modeling accountability, transparency and ethical conduct to both the sector and to its clients
- ✚ pursuing continuous evaluation processes

**provide
leadership**

by:

- ✚ consulting with, and accurately reflecting, the interests of the settlement sector and, consequently, its clients
- ✚ developing and promoting best practice, quality assurance and service standards in the settlement sector
- ✚ providing strong, persuasive and evidence-based advocacy on behalf of the settlement sector

**ensure effective
consultation**

by:

- ✚ listening, and talking to, settlement service providers and, as a consequence, their clients
- ✚ collaborating with partners in the non-government sector, academia, business and government agencies

**conduct meaningful
engagement**

by:

- ✚ engaging with issues of importance to the media
- ✚ meeting with and providing advice to minister, their advisors, and departments
- ✚ lobbying and advocating on behalf of the sector and its clients to government, the media and other organisations

**pursue an
evidence base**

by:

- ✚ gathering data from settlement services and other sources, and using this information in advocacy work such as submissions, research reports and research collaborations
- ✚ identifying gaps in knowledge about communities, services, programs and policies, and advocating these gaps be addressed
- ✚ advocating for an expansion of the research activities, funding, and data-collection processes relating to humanitarian entrants specifically, and CaLD Australians generally.

SCoA will achieve its objectives through:

- ✚ effective representation | advocacy
- ✚ engagement
- ✚ consultation
- ✚ communication – including through web technology and media engagement
- ✚ research
- ✚ developing National Settlement Standards which will provide an effective benchmark for best practice in settlement service delivery, and a framework for quality assurance
- ✚ preparing and disseminating submissions and position papers
- ✚ partnerships
- ✚ priority-setting

- ✚ stakeholder management
- ✚ infrastructure | capacity development and governance
- ✚ political lobbying and expanding influence
- ✚ increasing the organisation's funding base and increasing its sustainability

DEFINITIONS: what does this mean?

SCoA understands the terms used in this strategic plan as:

advocacy is an active process that aims to influence public policy and resource decisions within political, economic, and social systems. It may be motivated by ethical, religious or ideological principles or simply to protect an interest. It has been defined as “...speaking, acting or writing...on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group.”⁴

SCoA's approach is that its advocacy is conducted:

- ✚ on behalf of the sector **as a whole**
- ✚ in a manner **consistent** with the fundamental **principles** of **equity** and **inclusion**
- ✚ to help ensure the **best possible outcomes** consistent with its **goals**

representation can occur formally or informally. A representative body or person may serve as an official delegate who is appointed, voted or endorsed by the constituency that it represents. In this meaning ‘representation’ has a more formal role and the representative is expected to defend the interests of the individual people or organisations it represents.

On the other hand, representation may take a more informal approach, reflecting the concerns of a group or sector, giving them collective voice. It does not necessarily represent individual interests which may conflict or be partisan.

SCoA's understanding of its role as a ‘representative’ body is that it represents, in a utilitarian sense, the **collective interests** of the settlement sector. **It does not claim**, nor could it ever claim, **to fully represent all members** of the sector.

settlement “...is the period of adjustment that occurs following a migrant or refugee's arrival in a new country, as they become established and independent in their new society”.

Those being settled need somewhere to live, money, information and orientation to their new country. It is generally recognised that the settlement experience will vary for each individual depending on a range of factors, for some people the period until they become able to operate independently may be relatively short (under twelve months), for others it may last a number of years.⁵

sector a sector is a distinct sub-set of a market, society, industry and/or economy, the members or components of which share similar characteristics.

⁴ FaCSHIA, *National Disability Advocacy Program: Definition of advocacy*, see:

http://www.fahcsia.gov.au/sa/disability/pubs/policy/Documents/national_disability_advocacy/sec6.htm (accessed 10 March 2011)

⁵ DiaC, *What is settlement?*, see: <http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-policy/what-is.htm> (accessed 10 March 2011)

the settlement sector As described in more detail below, because settlement is such a complex process with many different sectors and organisations contributing to it, the settlement sector's parameters are difficult to define.

For the purpose of this strategic plan, SCoA understands it to be: *that group of organisations that directly deliver settlement programs and services which enhance, and contribute to, effective settlement outcomes.*

social inclusion is a social policy of government. Primarily, as it is currently defined, social inclusion is a tool to improve the standards of living of disadvantaged members of society through greater economic participation. SCoA considers this is a narrow definition and social inclusion, more fully considered, is consistent with the capabilities approach, multicultural policy and human rights standards.

Social inclusion for humanitarian entrants and migrants to Australia involves social justice, ending exclusion, belongingness, the removal of barriers to participation, and equity for all in society.

integration is the process of combining parts to make a complete whole, or more specifically, bringing previously segregated social groups into a non-segregated system. Integration is generally considered a better term than 'assimilation' but is still considered contentious (in the same way the word 'tolerance' is used) in that it may infer the repression of identities or preferences into alternatives.

While SCoA understands the term is not meant pejoratively, and uses it from time-to-time and in a manner consistent with the way it is used by government, 'integration' retains negative connotations and, so, SCoA prefers to use alternative words such as 'inclusion' and 'participation'.

human rights are a set of internationally agreed minimum standards on how humans should be treated. It is expected that human rights will be universally applied: they are inalienable, indivisible and interconnected; they represent a set of ethical standards as well as obligations that are enforceable under international law.

Many human rights treaties are enshrined in national and state/territory legislation although Australia is the only democracy that has failed to enact an umbrella human rights law. Given the vulnerability and experiences of humanitarian entrants human rights standards are particularly important, both to protect their rights within Australia, as well as informing principles that justify both the Humanitarian Program and the proper funding of settlement services.

multiculturalism is a human rights-based policy that sets the framework for a culturally diverse Australia. Multiculturalism both defines the rights of individuals (for example, to substantive equality) as well as their responsibilities (to support a civil, democratic society).

Multiculturalism helps to protect individuals and groups that are (or form) culturally, linguistically or religiously diverse minorities while at the same time supporting their participation in the wider community; it promotes diversity as a cultural, social and economic asset; and it is linked to other activities such as anti-racism and community harmony programs.

Multicultural democracies are understood as the optimal setting for human

others?

Underlying values and assumptions

SCoA's advocacy is based on the following values :

- ✚ human rights, under which broad value others are subsets, including:
 - multicultural democracy
 - access and equity
 - social justice and social inclusion, and
 - transparent, accountable, respectful and client-centered governance and focus.

The following important assumptions or beliefs (or what can be considered a commitment of 'trust', or a statement about the current context in which the organisation functions) underpin SCoA's work:

- ✚ all major political parties are committed to maintaining non-discriminatory migration and humanitarian settlement programs
- ✚ these programs will continue into the future. Australian society is made up of many ethnicities, cultures, faiths and identities: we ARE a multicultural democracy and, given that (along with other 'givens' such as economic benefits and social harmony) the current values of non-discrimination and multiculturalism will – with only marginal variations – be maintained into the foreseeable future
- ✚ on this basis, settlement services will continue to be funded by governments so as to ensure the inclusion of new arrivals into the broader Australian society as quickly and as effortlessly as possible
- ✚ that government, and its agents, will continue to make policy and program decisions based on adequate evidence. This evidence will include research, in particular, research that is informed by consultation with experts who work on a daily basis 'in the field'
- ✚ given these circumstances, government needs the assistance of – and will therefore fund - a peak body that is able to consult with, report on behalf of, and otherwise act as an advocate for Australia's settlement services sector.

CURRENT SETTING:

SCoA's place within the wider sector and a multicultural Australia

SCoA's strategic plan is heavily premised upon an understanding of:

- ✚ what the settlement sector *is*
- ✚ what it *is not*, and
- ✚ what achieves *good* settlement *outcomes*.

The settlement process is generally understood to be a continuum. At one end the individual embarks upon the trip to 'settle'. How successful and complete this will be depends on many factors including personality, life-experience, age, opportunities and capabilities. Some people will have quick and successful settlement experiences, others will not. But the process is not necessarily linear and, even when it is, it may be reversed under some circumstances such as negative life experiences (for example, re-traumatisation, or loss of mental acuity with age or injury).

Defining the boundaries of when a settlement process should end is therefore not simple. It also explains why CaLD-specific programs are necessary. Culturally competent and appropriate services, supports and information are necessary to meet the

⁶ United Nations Development Programme, *World Report: Cultural Liberty in Today's Diverse World*, 2004, see: <http://hdr.undp.org/en/reports/global/hdr2004/> (accessed 10 March 2011)

various needs of first and second generation Australians who are beyond the settlement phase of their lives. These are not settlement services, and they are not part of the settlement sector, but they are complementary: a necessary adjunct to Australia's various intake programs, and justifiable on grounds of social equity.

Settlement – what it is and how it is achieved – constantly changes, as does the client base of service providers. This is a highly dynamic and fluid sector. While, for practical purposes of planning and delivery, it is important to define settlement (as we have attempted above, under 'Definitions') this must be done with an appreciation that it is constantly changing and evolving.

Settlement is not solely the responsibility of settlement services. SCoA recognises that. There has always been a tension between the economies of scale offered by mainstream services, and need for those that are specialised. Nevertheless, no mainstream program can support all the highly complex needs of settlement service clients, but some services can be provided by mainstream government agencies, business, or charitable institutions. This makes for a somewhat 'porous' service environment, where some are settlement specific, others are not, even though they may have responsibilities to humanitarian entrant or migrant clients.

However, it can be argued, the sector encompasses outriders such as many unfunded community organisations, human rights agencies (such as legal resource centres and complaints bodies), local government services, academics and social researchers. And the settlement sector operates within the vast inter-sections of a complex society: wider public policy concerns, the economy, politics and the like – these all impact in various ways, at various times, upon the sector.

However, envisioning the sector as embracing all this complexity, makes a challenging task an impossible one. In scoping what comprises the sector, and how SCoA can and should relate to it, it is necessary to define the parameters within the ambit of its concerns.

It is also important to recognise that stakeholders within the sector constantly fluctuate. Clients settle, new cohorts from different communities with different needs arrive, service providers change or change their services. This makes 'representation' of the sector near-impossible if representation is understood as being member-based.

Given it is not only a complex and mercurial sector, it is also a highly competitive one and as such settlement services (as members) may have interests that conflict with each other with the peak body, its underpinning values, or with those of its clients. This compounds the difficulty of 'representation' unless it be based on that of advocacy on behalf of the sector collectively.

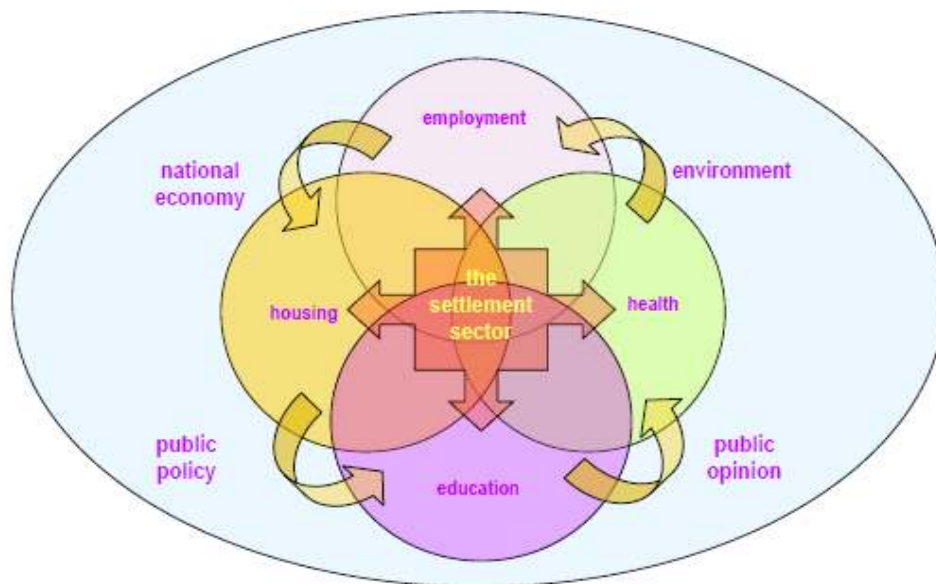


Illustration: the settlement sector must be envisaged as one that intersects with others, but functions as a sub-set within a wider range of human services which, in turn, function within a larger national environment

SCoA's ambition, during the course of this strategic plan, is to better define its place as a peak advocacy body and, while doing so, focus on continuous improvement. This will involve working further to understand and engage with what can be regarded as the 'core' sector, as well as those that complement it.

At the same time this will involve better defining who, and how, SCoA engages with those that sit outside the sector. It will include understanding which organisations and activities represent part of the settlement continuum: those that support the needs of former settlement clients who no longer receive settlement services. It will also mean retaining an active engagement with the broader social policy settings such as access and equity, the human rights framework, anti-racism campaigns, and the ongoing work of the Social Inclusion Board and the future work of the new structure, the Australian Multicultural Council (AMC). Not only do these activities help ensure a more welcoming social environment for humanitarian entrants, new migrants, and established CaLD communities, they represent a broad government commitment to Australia as a multicultural democracy and a civil society.

ACHIEVING THE STRATEGIC PLAN:

SCoA will measure success in achieving its Strategic Plan through:

Governance:

- An expansion in the membership base of SCoA
- Completion of the review of the SCoA constitution
- SCoA maintaining a strong sustainable financial position

Leadership:

- The quality and range of advocacy that SCoA provides on behalf of the settlement sector
- Collaboratively developing best practice and service standards for the settlement sector
- Expansion in the quality and range of partnerships with SCoA

Consultation:

- The quality and number of consultations with SCoA members
- The quality and range of responses prepared by SCoA to calls for submission and comment

Engagement:

- Maintaining a high quality web space which facilitates communication and information sharing within the sector
- SCoA Members engagement in the SCoA website
- Continuing to publish a high quality quarterly newsletter addressing sector issues and highlighting examples of best practice in settlement service delivery

Evidence base:

- SCoA participation in and encouragement of research in, and of, the settlement sector
- SCoA facilitated membership engagement in research in, and of, the settlement sector

STRATEGIC PRIORITIES

Short-term priorities

(to be achieved within 9 months of strategic planning: the end of 2011)

Strategic planning for SCoA will involve a two-stage process, with some tasks running concurrently.

SCoA will:

- ✚ distribute the draft 2011-14 strategic plan to current members, inviting comments. The plan will be finalised based upon this feedback
- ✚ gain agreement amongst the Executive on updates to the Constitution and it will seek advice from a lawyer, expert in drafting constitutions, and will commission the amendments required to reflect both the intent of the Executive and changes to the strategic plan. SCoA will consult on the amendments to ensure these have the support of its membership; the Constitution will be updated at the 2011 annual general meeting
- ✚ build its internal capacity by:
 - ⊕ expanding its membership base
 - ⊕ improving its communication and consultation processes
 - ⊕ broaden its input into policy development and advocacy

Medium-term priorities

(to be achieved within the duration of the current strategic plan. Progress to be reviewed late 2012)

- ✚ **internal capacity development** (commenced under the short-term priorities), involving:
 - ⊕ improving effectiveness
 - ⊕ strengthening the organisation's structure
 - ⊕ building its credibility
 - ⊕ enhancing its communications
 - ⊕ expanding its membership base
- ✚ **engagement**
 - ⊕ with its members, the NGO sector, academics, communities, government agencies and ministers, the wider Australian community
- ✚ providing **evidence-based advocacy**, by:
 - ⊕ helping to shape the future of settlement (through input to Settlement Framework development)
 - ⊕ helping to define 'effectiveness' in settlement outcomes

Long-term priorities

(a process of continuous improvement: commenced during, but achieved beyond, the life of the current plan)

- ✚ **credibility** and reliability:
 - ⊕ to its funders – through high-quality reporting and advice
 - ⊕ with its member organisation's specifically, and the sector generally
 - ⊕ with its wider audiences including communities and clients, other NGOs, the research community, and government agencies other than the funder
 - ⊕ in its governance, accountability and standards
- ✚ **quality**, of:
 - ⊕ advocacy and advice
 - ⊕ communication and engagement
 - ⊕ product development and dissemination
- ✚ **ethical**:
 - ⊕ leadership
 - ⊕ principles and standards
 - ⊕ governance



Strategic Plan 2011-2014 Consultation Topics

Strategic Plan Consultation:

- Do you have any comments or queries about the draft Strategic Plan 2011-2014:
 - Goals and vision
 - Objectives
 - Definitions
 - Values
 - Measurements
 - Priorities
- What do you think are the major challenges currently facing the settlement sector?
- Have you used the website? Is the information useful and user friendly? Are there any links you consider important for a National Settlement Peak website? How would you improve it, eg Members Chat Room?
- What are your research priorities for the next three years?
- What do you most need from the Settlement Council of Australia?
- Any other input?

General Consultation:

- Are any agencies/individuals interested in participating in a working group on National Settlement Standards?
- Have any family law issues arisen in your service recently?
- Do you have any feedback on last SGP round?
- Do you have any issues with the OSCAR reporting system?
- Do you have any feedback on the proposed Standard Chart of Accounts?

Consultation Schedule:

Please join us at a consultation soon. If you cannot make a consultation in your state please email Laura at mso@scoa.org.au to receive the call in details for the final national teleconference consultation.

State:	Date of Consultation (times local)	Location/Comment:
SA	Wednesday 20th April	Already held.
NSW	Wednesday 18 th May, 3-5pm	Will be held by teleconference.
VIC	Tuesday 24 th May, 3-5pm	Spectrum Preston Office, 251 High Street, Preston
QLD	Monday 23 rd May, 2-4pm	Will be held by teleconference
WA	Thursday 19 th May, 1-3pm	Metropolitan MRC, Unit 1/14 Chesterfield Road, Mirrabooka
TAS	To be scheduled	An invitation will be coming by email very soon.
NT	Wednesday 11 th May, 2-3.30pm	Already held.
ACT	Tuesday 17 th May, 10.30-12pm	Theo Notaras Multicultural Centre, 2nd Floor, North Building, 180 London Circuit Civic, Canberra
All	Monday 30 th May, 2.30-4.30pm	Teleconference for regional and rural members



COMING SOON AT SCOA:

MAY: Strategic Plan Consultations – as dates for Strategic Planning Consultations are confirmed for each state they will be emailed out to members and the sector. There will also be a telephone consultation meeting for members in regional areas unable to make metropolitan consultations.

JUNE: Consultation and development of the working group on the National Settlement Standards project. A date has not yet been scheduled for this consultation, but will likely be mid June, please email Sky at eo@scoa.org.au if you want to be involved in the National Settlement Standards working group.

JUNE: National Settlement Policy Network Teleconference: 1st June, 3.00-4.15pm EST. The topic is: Settlement and mobility: Exploring models of support and challenges faced by recently arrived refugees who move to secondary settlement locations. More information can be

found here:

<http://www.refugeecouncil.org.au/current/spn.html>



SCOA Membership

SCOA is keen to welcome new members from the settlement services sector.

If you wish to become a member of SCOA visit our website

at: www.scoa.org.au/members.htm

or contact SCOA's Executive Officer, Sky de Jersey at:

**Settlement Council of Australia
Suite 333, 410 Elizabeth Street**

Surry Hills, NSW, 2010

phone: (02) 8065 5225

email: eo@scoa.org.au



Forthcoming conferences & presentations

Culturally and Linguistically Diverse (CALD) Communities conference 2011

WHEN : 12~13 May 2011

WHERE : Rendezvous Hotel, Melbourne

the conference information says:

“Culturally & Linguistically Diverse Communities 2011 will address how Australia can adapt its systems so that

CALD communities can achieve full participation. We will scrutinize the experiences had thus far by ethnic Australian communities and identify the solutions to ensure Australians from all backgrounds benefit from Australian social and economic infrastructure.

(delegates will) hear from regulatory bodies and industry leaders on the following topics during this two-day conference:

- Commonwealth, State and Territory initiatives for full integration of multicultural communities
- the development of community profiles and managing the many demographic variables
- the solutions for correcting systemic deficiencies and improving accessibility within social and economic infrastructure
- maximising Australia's economic growth through complete integration

- *culturally-appropriate employment strategies to provide workforce development*
- *policy surrounding education and education accessibility*
- *accessing and navigating the justice system*
- *health education, promotion, and the accessibility of healthcare services for migrants*
- *mental health services and barriers to receiving care*
- *managing disabilities within the CALD community*
- *meeting the linguistic and cultural needs of the ageing community and aged care*
- *cultural competencies & acceptance- developing recognition and examining assumptions"*

For more information go to:

<http://www.informa.com.au/conferences/government/culturally-and-linguistically-diverse-cald-communities/agenda>

2011 Refugee Conference: LOOKING TO THE FUTURE, LEARNING FROM THE PAST

WHEN: 14~17 June 2011

WHERE: University of NSW, Kensington, Sydney

2011 marks the 60th anniversary of the 1951 Refugee Convention, a milestone in the recognition of the rights of people displaced by persecution and development of an international human rights framework. It is also the 50th anniversary of the 1961 Convention on the Reduction of Statelessness.

The UNSW Centre for Refugee Research, together with key refugee advocates and practitioners is convening a conference to mark this anniversary. It will provide a timely opportunity to reflect on the strengths and achievements of the Refugee Convention and refugee protection system, and to consider what further action is needed to secure the rights of refugees during flight, in countries of asylum and in resettlement.

The conference themes will be:

- regional protection frameworks
- the search for durable solutions, and
- Asylum | settlement in Australia & New Zealand

The program information and early bird registration is available at:

<http://refugeecon2011.arts.unsw.edu.au/>

Sports Without Borders National Conference

WHEN: 27th June 2011

WHERE: Moonee Valley Racing Club, Members Gate 1, McPherson Street, Moonee Ponds VIC

Sport is a major tool for promoting social inclusion and social cohesion. It's important, and we've got to get it right.

The 2011 Sports Without Borders Conference will bring together sportspeople, sporting clubs, government, local government workers and community workers, sports administrators and educators to learn the facts, hear the stories, and learn about new practices and next practice solutions.

The stellar list of speakers includes Sports Without Borders head James Demetriou; journalists Paul Kennedy and Martin Flanagan; academics Justen O'Connor, Sue Dyson and Ruth Jeanes; politicians Mark Arbib, Kate Lundy and Hugh Delahunty; media experts Brett de Hoedt, Chris Gillard and Raef Akehurst; and inclusion, volunteering and sports administration experts Paul Fleay, Jason Mifsud, Carmel Guerra, Judy Flanagan and Sue Vardon.

If you play, work in, administer, umpire, coach, or care about sports and communities, this conference is a must.

The program information and registration is available at: <http://sportswithoutborders.org/events/>

MULTILITERATE, MULTICULTURAL, MULTIFACETEDMELBOURNE

WHEN: 8~10 July 2011

WHERE: Hilton on the Park, Melbourne, Victoria

The Australian Literacy Educator's Association (ALEA) national conference is designed to support educators to meet the literacy challenges and opportunities of a networked, multilingual and culturally diverse literacy landscape. It is an opportunity for literacy educators to share conversations about how to foster traditional and multimodal means of expression, using relevant and accessible tools and practices to develop the capacities of the 21st century learners.

For more information: <http://www.alea2011.com/>

'Human Rights, Refugees and Asylum seekers Symposium'

When: 21st July

Time - 9.30am

Venue - Australian Human Rights Commission, Hearing Room, Level 3, 175 Pitt Street, Sydney

Keynote speakers – Professor Stephen Castles (Research Chair in Sociology, University of Sydney)

and Associate Director of the International Migration Institute, University of Oxford) and The Hon. Catherine Branson QC, President of the Australian Human Rights Commission and Human Rights Commissioner

RSVPs/more information -
tasa.migration@gmail.com

2011 International Unity in Diversity Conference: MEDIA, MARGINALITY & DIVERSITY

call for papers

WHEN: 18-19 August 2011
WHERE: Rydges Southbank Townsville Hotel & Convention Centre, North Queensland

This year's conference will be held in association with the 17th annual Cultural Festival in Southbank. Abstracts for papers and bio-data are due 31 March.

For further information contact Shevindi De Motte: (07) 4772 4800 or: shevindi@townsvilleic.com.au

16th International Metropolis Conference MIGRATION FUTURES: PERSPECTIVES ON GLOBAL CHANGES

WHEN: 12~16 September 2011
WHERE: Azores Island, Ponta Delgada

At this first meeting in an island society, the Azores, we will be able to learn firsthand about migration from the point of view of a sending country. During our previous 15 conferences, Metropolis has concentrated on the management of migration and population diversity from the perspective primarily of the societies of destination. As guests of the Azores, we have a wonderful opportunity to learn how countries of origin conceive of the emigration of their people and the practical and often remarkable steps they take to maintain a unity of their people and their cultures across vast distances.

The conference will look at how societies of origin think about their expatriate populations, retain their interest in and allegiances to their homeland, and the growing rates of return migration to those homelands that are experiencing rapid economic and social development. We will examine the impacts of migration and diversity on societies of destination by looking at demographic objectives behind migration policies and at managing diversity within our cities.

We will consider the effects that source country ties can have on the societies of destination, their quest for

peaceful integration of their newcomers, and the complications that modern communication technologies. For more information:
http://www.metropolis2011.org/index.php?option=com_content&view=article&id=4&Itemid=5&lang=en

CONSUMERS REFORMING HEALTH CONFERENCE: SUBMISSIONS SOUGHT

The Consumers Reforming Health is the inaugural international conference for community engagement in health care. The conference upholds the essential principle that consumer participation is fundamental for health development, clinical governance, community capacity building and health outcomes. The program aims to demonstrate and enhance this proposition by exploring the experiences, frameworks and practical strategies of participation in a number of health sectors among a diverse range of stakeholders.

WHEN: 18~20 July 2011
WHERE: Melbourne Convention & Exhibition Centre
For further information, please contact: 03 5983 2400 or: www.consumersreforminghealth.org/

Multicultural Centre for Women's Health (MCWH) PROFESSIONAL TRAINING (Melbourne)

MCWH offers cross-cultural and other specific training to employers, community workers, and health professionals. All training will be held at:

suite 207, level 2, Carringbush Building,
134 Cambridge Street, Collingwood

Sexual & reproductive health for immigrant and refugee women

WHEN : 26 May 2011

This seminar focuses on sexual and reproductive health for immigrant and refugee women.

Issues to be explored include:

- lack of choice in reproductive health decisions
- unplanned pregnancy
- early marriage
- unsafe abortion
- infertility and pregnancy complications (miscarriage, stillbirth, premature birth), and
- STIs (Chlamydia, HIV).

The seminar will also discuss sexual health promotion for female international students as part of the MCWH Women's Health Connect Project.

Healthy Living and Social Connections

WHEN : 25 August 2011

This seminar will cover social determinants of healthy living. How can immigrant and refugee women feel safe, secure and connected in their new environment?

The barriers (discrimination, limited access to appropriate services, and violence) to engaging in healthy living will also be covered. How we can do better to provide more opportunities for immigrant and refugee women to attain and maintain healthy living will be explored.

FECCA CONFERENCE 2011 – Advancing Multiculturalism

**Early Bird Specials until 1 September 2011
Special Member and Community Sector Rates**

When: 17 and 18 November

Where: Adelaide, South Australia.

The Conference is being jointly hosted by the Federation of Ethnic Communities' Councils of Australia and the Multicultural Communities Council of SA Inc.

The Conference will be held at the Adelaide Convention Centre, which is located on the banks of the River Torrens and within easy walking distance of accommodation, restaurants, entertainment and major retail precincts.

The FECCA Biennial Conference is Australia's pre-eminent multicultural conference. Every two years, the Conference draws together leading decision makers, thinkers and practitioners to discuss and debate key issues that relate to Australia's cultural and linguistic diversity. These are explored through a series of plenary addresses, panel discussions and presentations. This year, the Conference will explore the theme of **Advancing Multiculturalism** and promises to be a vibrant and exciting program. Pre-Conference workshops will be held on Wednesday 16 November 2011.

Topics addressed at this year's conference will include:

- Multicultural Policy
- Australia's Current and Future Multicultural Reality
- Reconciliation and Multiculturalism
- Rights, Racism and Social Cohesion
- Service Delivery and Diversity

For more information visit the conference website - link at www.fecca.org.au or contact Victoria at victoria@fecca.org.au.

Mental Health and Wellbeing

WHEN : 24 November 2011

This seminar addresses mental health and wellbeing for immigrant and refugee women.

The impact of migration and resettlement, and the mental health issues immigrant and refugee women face in their new environment (and how they deal with them), will be explored.

The seminar will also offer an opportunity to better understand the shame and stigma attached to mental health issues in some communities and what this means for immigrant and refugee women's health and wellbeing.

Information on accessing linguistically and culturally appropriate services and resources will enhance participants' skills and knowledge about immigrant and refugee women's health and wellbeing.

For further information please contact:

Dr Salma Al-Khudairi on 03 9418 0999

email: training@mcwh.com.au

