

## Multicultural Youth Affairs Network Meeting Minutes

**Chair:** Alex Long  
**Minutes:** Hannah Lai  
**Location:** Fairfield Youth & Community Centre  
**Date:** 16 November 2017, 10am – 1pm  
**Present:** See attendance sheet  
**Apologies:** Allyson Pazos (MCCI), Bernice Redman (FACS), Angus Megarrity (Georges River Council), Majidi Warda (Multicultural NSW), Maya Macbeth (DSS)

Item	Notes	Actions / Questions on Notice?
<b>1. Welcome, Introductions and Apologies</b>	<ul style="list-style-type: none"> <li>• Welcome and Acknowledgement of Country</li> <li>• Introductions</li> <li>• Apologies - Maya Macbeth (Department of Social Services)</li> </ul>	
<b>2. Previous Minutes &amp; Business Arising</b>	<ul style="list-style-type: none"> <li>• Approval of minutes: Henry Yoo (Core Community Services)</li> <li>• Minutes seconded: Peter Hope (Fairfield Youth Council)</li> <li>• Business Arising – Alex sent out DSS information in the last eNews. MYAN National Conference to be curated by states and territories so less room to add agenda items.</li> </ul>	
<b>3. Presentations</b>	<p><b>Humanitarian Settlement Program Update by Annie Harvey</b> (Red Cross, Manager of Migration Support Program)</p> <ul style="list-style-type: none"> <li>• Previously Humanitarian Settlement Service which ran until 30<sup>th</sup> October 2017.</li> <li>• 135 transferred over from previous providers to Red Cross, mainly in Wollongong. 85 clients under 25 years</li> <li>• Differences include greater emphasis on 3 E's: Education, Employment, English</li> <li>• Strengthened the program and moved into price points based on outcomes</li> <li>• In HSP, the KPIs must be delivered against every member of the family</li> <li>• Need more specific work on engaging with young people</li> <li>• No specific sub-plan for youth in HSP, missing this particular emphasis</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Assumption that all planning and program implementation will be based on the National Youth Settlement Framework</li> </ul> <p>Regional</p> <ul style="list-style-type: none"> <li>• Red Cross region: ACT &amp; surrounds (Wollongong, Canberra, Wagga, Albury)</li> <li>• Particular focus on regional NSW</li> <li>• Hard to find youth services and existing programs</li> <li>• Working with young people with lived experience in these regional areas and look into design work</li> <li>• Wollongong has active youth services, Wagga &amp; Albury lacking in specific youth settlement service</li> <li>• Focus on building on existing strengths in regional areas and adding value</li> </ul> <p>COMPACT + Multicultural NSW</p> <ul style="list-style-type: none"> <li>• Red Cross, MYAN, SES, STARTTS working with young people to build resilience in emergency preparedness approach</li> </ul> <p>Other feedback</p> <ul style="list-style-type: none"> <li>• HSP includes Complex Case Support (CSS) which was targeted casework for multiple layers or vulnerable and at-risk clients.</li> <li>• Red Cross runs SRSS for people seeking asylum – tiered service includes less complex to more complex. Advantage that Red Cross can move clients around internally within programs.</li> <li>• Community &amp; civic engagement – young people are keen to be volunteering. RC have hired a young person to shift the focus of volunteer engagement to work with younger cohorts.</li> </ul> <p>Challenges</p> <ul style="list-style-type: none"> <li>• Need to give young people more participation in the design of a program, where is their voice</li> <li>• Regional youth services with focus on settlement services</li> </ul> <p>SSI – Regional coordinator for HSP</p> <ul style="list-style-type: none"> <li>• HSP expected to work with new arrivals from 0-18 months depending on needs, an additional 6 months from previous HSS</li> <li>• Complex Case Support (CCS) is now called Specialised and Intensive Services (SIS), transition has worked well and have been rolled over to new team. Approval first comes from the Department to be</li> </ul>	

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	<p>in that service.</p> <ul style="list-style-type: none"> <li>• 1800 cases transferred over, and regular referrals every month</li> </ul> <p>Orientation focus:</p> <ul style="list-style-type: none"> <li>• Aware of knowledge / information <b>and</b> able to put it into practice</li> <li>• Due to changes in the assessment, it will take longer for clients to reach that level of competency</li> <li>• Individual Case Plan - drawn for every family member. Previous Youth Sub-plan captured 15-24 years old, the individual case plan will allow all ages to have focus</li> <li>• KPI includes 20% of job-ready clients to be employed</li> </ul> <p>Challenges</p> <ul style="list-style-type: none"> <li>• Meeting milestones – further education / employment were not included in previous HSS for those with no education/English background. Is the 6-month extension sufficient to reach this milestone?</li> <li>• Potential gap in referrals in the transition between HSS &amp; HSP</li> <li>• Support communities as majority of visas are 202 (sponsor visa where community is responsible for flights, accommodation, welfare, etc.)</li> </ul> <p>Figures</p> <ul style="list-style-type: none"> <li>• Oct – 69 cases, 214 individuals, majority 202 visas</li> <li>• Country of birth: Syria 46%, Afghanistan, Iraq, other</li> <li>• Language: Arabic, Syrian, Chaldean, other</li> <li>• 2016/17 – more than 1,500 young people in Fairfield, 33% new arrivals in NSW</li> <li>• 89% Syria &amp; Iraq, majority religion is Christian</li> </ul> <p><b>Lesley Prior – Department of Social Services</b></p> <p>Settlement Grants Evaluation - <a href="http://www.dss.gov.au">www.dss.gov.au</a> - 288 pages</p> <ul style="list-style-type: none"> <li>• undertaken in 2016 by UNSW Social policy research centre</li> <li>• Questions to address: appropriateness, effectiveness and efficiency. How did the program focus on client needs, achieving desired outcomes, encourage innovation?</li> <li>• Findings: fills a niche in services, appropriately targets, 5-year eligibility is appropriate for most clients, program is adaptable and flexible</li> </ul>	<p>Alex to send out links to DSS Settlement Grants Evaluation, emails and dates</p> <p>Alex to send out reminders</p>

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	<ul style="list-style-type: none"> <li>• Recommendations: a medium level of support between high and low case management, targeted programs for youth and elderly</li> <li>• Next steps: series of roundtables to discuss the recommendations, invitation only</li> <li>• Sydney Wednesday 29<sup>th</sup> November</li> <li>• DSS encourages written feedback to <a href="mailto:settlementgrantsreview@dss.gov.au">settlementgrantsreview@dss.gov.au</a> by 11<sup>th</sup> December</li> <li>• <a href="mailto:Lesley.prior@dss.gov.au">Lesley.prior@dss.gov.au</a></li> <li>• Document: Settlement, engagement report has proposed changes and what they are looking for feedback in roundtable. Includes sample questions.</li> <li>• Youth services remain a priority</li> </ul> <p><b>Johanna Hough – On the Line, Manager, Community and Stakeholder Engagement</b></p> <p>Step Together Program</p> <ul style="list-style-type: none"> <li>• On the Line, Melbourne based, run 22 phone counselling services: suicide line, changing for good (DV Line), Men’s Health Line. Web-based chat and video conferencing included.</li> <li>• Step Together funded by NSW Gov “helpline not hotline” - phone service for carers and supporters who believe someone is moving toward violent extremism behaviour. Emphasis on early intervention and prevention, not reporting.</li> <li>• Signs include: isolation, emotional turmoil, advocate social/political change through violence</li> <li>• 7am – 9pm, online services to be embedded in addition to phone call</li> <li>• Confidential phone line but legally obliged to report further if at-risk</li> <li>• Open to any age bracket</li> <li>• Counsellors are skilled psychologists are able to distinguish red flags</li> <li>• Bilingual counsellors available</li> <li>• Aim to refer people to services within the community, currently building up NSW referral service points</li> <li>• Support people and teaching people to keep communication open, rather than suppressing violent extremist thoughts</li> <li>• “counter violent extremism” is stigmatised, Step Together is <i>not</i> the national security hotline. Does not</li> </ul>	<p>to submit by 11<sup>th</sup> Dec, MYAN to advocate for sector and young people</p> <p>All parties and settlement services to provide feedback on SGP and youth services to <a href="mailto:alex@myannsw.org.au">alex@myannsw.org.au</a></p> <p>Johanna would like to meet with services and find referral pathways to re-engage young people</p> <p>People to provide feedback on messaging</p>

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	<p>target a specific group or religion, open to anyone.</p> <ul style="list-style-type: none"> <li>Johanna is aware that the program must target all cohorts of group not just multicultural/Muslim communities, because violent behaviour has often come from Anglo communities. Johanna is approaching all sorts of communities – PCYC, YMCA, Hillsong, etc.</li> </ul>	
<p><b>4. MYAN NSW Update</b></p>	<p><b>What do we want the MYAN network meetings to be like?</b>            Overview of what we heard from in 2017 – starting in Newcastle talking about regional focus, youth participation, youth advocacy and updates from the sector.</p> <p><b>What is working well?</b></p> <ul style="list-style-type: none"> <li>Advocacy, participation levels and diversity represented</li> <li>Each meeting has focus / theme</li> <li>MYAN brokers relationships, focus on networking, “speed dating” opportunity to meet and connect with other organisations</li> <li>Diversity of experiences, resources &amp; common interests</li> <li>Exposure to broadness of sector</li> <li>Catering and promotion of social enterprises e.g. Parliament on King</li> </ul> <p><b>If resourcing weren’t a barrier, what would the MYAN meetings, network and activities look like?</b></p> <ul style="list-style-type: none"> <li>Engaging regional NSW using webinars and teleconferences, suggest one regional meeting per year in addition to the 4 metro MYAN meetings, learning from challenges and opportunities in regions</li> <li>More training and workshops, for example expert knowledge, support with submissions</li> <li>Website portal (to find relevant people) / resource centre</li> <li>Capacity to go out and train organisations in National Youth Settlement Framework and how better to support young people throughout settlement</li> <li>Relevant working groups, brainstorming as a group on individual issues</li> <li>More meetings about networking (informal) and others more focused on theme</li> <li>Include more youth voices, opportunity to bring young people along that network works with directly</li> <li>More representation from schools</li> <li>Importance of new people to sector (first timers) learning how organisations engage</li> </ul>	<p>Work on:</p> <ul style="list-style-type: none"> <li>activities that are intentional about building trust and collaboration</li> <li>Regional inclusion</li> </ul>

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	<p>What steps could we take to make it happen?</p> <ul style="list-style-type: none"> <li>• Establish closer relationship with mainstream organisations</li> <li>• Policy worker position to be funded with help of organisations / grants</li> <li>• Each individual organisation advocate for MYAN</li> <li>• MYAN to produce good data/report and vice versa to better advocate for each other</li> <li>• Focus group for qualitative data, not just quantitative</li> <li>• Presence at forums and interagency</li> <li>• Train the trainer model</li> <li>• Perhaps schools want to host meetings as well</li> <li>• Agenda includes more time for networking, or less time for presentation, if it is relevant to you – can read further</li> <li>• Bring real case studies to learn from</li> <li>• Youth ambassadors broadened to participate and collaborate</li> <li>• Team building activities</li> <li>• Standing agenda items or themes for each meeting: for example, sport &amp; recreation access (PCYC &amp; YMCA)</li> </ul> <p>Key theme: value networking time and building relationships</p>	

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<p><b>5. General Business &amp; Info Sharing</b></p>	<ul style="list-style-type: none"> <li>• <b>Anti Forced Marriage Campaign</b> with CORE Community Services due to launch in March 2018. A series of short videos to raise awareness of the invisible issue of forced marriage. Asking for young people to be involved as ambassadors to share the films. Training to be provided in February 2018. If your organisation or young people would like to be involved please email Lauren Gecuk on <a href="mailto:lgecuk@corecs.org.au">lgecuk@corecs.org.au</a></li> <li>• <b>CREATE Foundation</b> doing a survey on Out of Home Care experiences <a href="https://create.org.au/what-we-do/national-survey-2017/">https://create.org.au/what-we-do/national-survey-2017/</a></li> <li>• <b>ArtsReady Traineeships</b> <a href="mailto:Rog.Chhabbra@artsready.com.au">Rog.Chhabbra@artsready.com.au</a> For more information <a href="https://artsready.com.au/jobs-board/artsready#page-1">https://artsready.com.au/jobs-board/artsready#page-1</a> <ol style="list-style-type: none"> <li>1. <b>Venue Operations Trainee</b> <a href="https://www.artsready.com.au/jobs-board/artsready/nsw/6734-venue-operations-assistant-traineeship">https://www.artsready.com.au/jobs-board/artsready/nsw/6734-venue-operations-assistant-traineeship</a></li> <li>2. <b>Technical Support Trainee</b> <a href="https://www.artsready.com.au/jobs-board/artsready/nsw/6733-technical-support-officer-traineeship">https://www.artsready.com.au/jobs-board/artsready/nsw/6733-technical-support-officer-traineeship</a></li> <li>3. <b>Events Assistant Trainee</b> <a href="https://www.artsready.com.au/jobs-board/artsready/nsw/6732-events-assistant-traineeship">https://www.artsready.com.au/jobs-board/artsready/nsw/6732-events-assistant-traineeship</a></li> <li>4. <b>Conversation Operations Trainee</b> <a href="https://www.artsready.com.au/jobs-board/artsready/nsw#page-1">https://www.artsready.com.au/jobs-board/artsready/nsw#page-1</a></li> <li>5. <b>Administration Trainee</b> <a href="https://www.artsready.com.au/jobs-board/artsready/nsw/6730-administration-assistant-traineeship-6">https://www.artsready.com.au/jobs-board/artsready/nsw/6730-administration-assistant-traineeship-6</a></li> </ol> </li> </ul>	

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	<p><b>6. Community Engagement Officer</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6745-community-engagement-officer-bachar-houli-traineeship">https://www.aflsportsready.com.au/jobs-board/nsw/6745-community-engagement-officer-bachar-houli-traineeship</a></p> <p><b>7. Membership Services Officer</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6700-membership-services-officer-traineeship-2">https://www.aflsportsready.com.au/jobs-board/nsw/6700-membership-services-officer-traineeship-2</a></p> <p><b>8. Technical &amp; Production Trainee</b>  <a href="https://artsready.com.au/jobs-board/artsready/nsw/6697-technical-and-production-trainee-x-3">https://artsready.com.au/jobs-board/artsready/nsw/6697-technical-and-production-trainee-x-3</a></p> <p><b>9. Technical &amp; Production Trainee</b>  <a href="https://artsready.com.au/jobs-board/artsready/nsw/6697-technical-and-production-trainee-x-3">https://artsready.com.au/jobs-board/artsready/nsw/6697-technical-and-production-trainee-x-3</a></p> <p><b>10. Technical &amp; Production Trainee</b>  <a href="https://artsready.com.au/jobs-board/artsready/nsw/6697-technical-and-production-trainee-x-3">https://artsready.com.au/jobs-board/artsready/nsw/6697-technical-and-production-trainee-x-3</a></p> <p><b>11. Aquatic &amp; Leisure Trainee (Lidcombe)</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6">https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6</a></p> <p><b>12. Aquatic &amp; Leisure Trainee (Baulkham Hills)</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6">https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6</a></p> <p><b>13. Aquatic &amp; Leisure Trainee (Marrickville)</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6">https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6</a></p> <p><b>14. Aquatic &amp; Leisure Trainee (Liverpool)</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6">https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6</a></p>	

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	<p><b>15. Aquatic &amp; Leisure Trainee (Liverpool)</b>  <a href="https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6">https://www.aflsportsready.com.au/jobs-board/nsw/6652-aquatic-and-recreation-trainees-x-6</a></p> <ul style="list-style-type: none"> <li>• <b>Step Together</b> is a new helpline and website for those concerned someone they care about may be heading down the wrong path, or thinking about using violence to achieve political or social change (sometimes known as violent extremism). These behaviours can start as a social health problem. The Step Together service is for concerned carers, parents, friends and community workers (rather than the person who they are worried about). Step Together is an early intervention helpline and website staffed by professional counsellors and helps people to keep open lines of communications with loved ones who are exhibiting early signs violent extremism. Step Together also refers people to services in the community who can help in reducing isolation and in moving vulnerable people away from dangerous behaviours and towards happier, healthier lives. To find out more (you can request to remain anonymous), or to speak with one of our trained counsellors, call 1800 875 204 every day, 7am to 9pm or visit <a href="http://www.steptogether.com.au">www.steptogether.com.au</a>.</li> </ul>	

**Multicultural Youth Affairs Network Meeting**  
**Thursday 16<sup>th</sup> November 2017**  
**Fairfield Youth & Community Centre**  
**10am – 1pm**

**AGENDA**

<b>No.</b>	<b>Time</b>	<b>Item</b>	<b>Responsible</b>
1	10:00	Welcome and Acknowledgement of Country	Alex Long
2	10:05	Introductions	Alex Long
3	10:10	Previous minutes and business arising	Alex Long
4	10:30	Humanitarian Settlement Program update (Annie Harvey - Manager, Migration Support Programs, Australian Red Cross)	Annie Harvey
5	10:45	Settlement Grants Program update (Maya Macbeth - Assistant Director, Multicultural Community Liaison and Settlement Services Program, Department of Social Services)	Maya Macbeth
6	11:15	Step Together program (Johanna Hough – Manager, Community & Stakeholder Engagement, On The Line)	Johanna Hough
<b>Networking Break</b>			
7	11:45	MYAN meetings in 2018 – planning session	Alex Long / Hannah Lai
8	12:45	General Business & Information share	All

**MYAN NSW Network Meeting**  
**November 16, 2017**  
**Fairfield Youth & Community Centre**  
**10am - 1pm**

**Attendance List**

<b>First Name</b>	<b>Surname</b>	<b>Email</b>	<b>Organisation</b>
Kane	Alkoraghooli	kalkoraghooli@ssi.org.au	Settlement Services International
Rog	Chhabra	Rog.Chhabra@artsready.com.au	Arts Ready
Laura	Eason	laura.eason@ymcansw.org.au	YMCA NSW
Ubaka	Ebeagwu	ubakaebeagwu@gmail.com	ADSi
Claudia	Encina	claudia.encina@cfs.asn.au	Community First Step
Glen	Falkenstein	youthchair@eccnsw.org.au	Ethnic Communities Council NSW
Karina	Gallop	karina.gallop@anglicare.org.au	Anglicare
Lauren	Gecuk	lgecuk@corecs.org.au	CORE Community Services
Jill	Gillespie	Jill.Gillespie@navitas.com	Navitas
Jordan	Hardy	jordan.hardy.nsw@create.org.au	CREATE Foundation
Annie	Harvey	aharvey@redcross.org.au	Red Cross
Kamilla	Haufort	kamilla@creatingchances.org.au	Creating chances
Johanna	Hough	JHough@ontheline.org.au	On The Line
Julia	Irvine	julia@topblokes.org.au	Top Blokes
Lina	Ishu	lina.ishu@sswahs.nsw.gov.au	STARTTS
Melody	James	melody@myst.com.au	MYST
Louise	Kleinbergs	louise.kleinbergs@det.nsw.edu.au	Holroyd High School
Hannah	Lai	hannah@myannsw.org.au	MYAN NSW
Genevieve	Lewis	genevieve.lewis@navitas.com	Navitas
Henry	Lim	Henry.Lim@health.nsw.gov.au	South Western Sydney Local Health District
Alex	Long	alex@myannsw.org.au	MYAN NSW

Sean	Ly	sean.ly@live.com.au	Youth Off The Streets
Savina	Mareva	savina.mareva@humanservices.gov.au	Department of Human Services
Rouaida	Maskaleh	rouaida.maskaleh@navitas.com	Navitas
Sowbhagya	Micheal	S.Micheal@westernsydney.edu.au	Western Sydney University School of Medicine
Dalal	Mohieldin	dmohieldin@corecs.org.au	CORE Community Services
Marisa	Mottola	marisa.mottola@sswahs.nsw.gov.au	South Sydeny West Area Health Service
Ahlam	Mujaddedi	amujaddedi@ssi.org.au	Settlement Services International
Tamana	Muslih	tamana@adsi.org.au	Auburn Diversity Services INC
Rachel	Nicholls	rachel.nicholls@anglicare.org.au	Anglicare
Nohara	Odicho	nohara.odicho@legalaid.nsw.com.au	Legal Aid NSW
Kalona	Patel	kalpna.patel@gcais.ngo.org.au	Gymea community aid and information service
Lesley	Prior	Lesley.PRIOR@dss.gov.au	Department of Social Services
Paz	Raman	paz@adsi.org.au	ADSi
Simon	Shahin	simon.shahin@yahoo.com	MYAN NSW Youth Ambassador / Youth Collective
Janna	Sharples	jsharples@ssi.org.au	Settlement Services International
Cristian	Soto-Hernandez	cristian.sotohernandez@tafensw.edu.au	TAFE NSW
Jenny	Tang	jennyt@advancediversity.org.au	Advance Diversity Services
Daniel	Tha Nya	daniel@adsi.org.au	ADSi
Henry	Yoo	hyoo@corecs.org.au	CORE Community Services
Farah	Zaidi	farah.z2009@gmail.com	RWA

The background of the entire page is a blurred photograph of a large crowd of people, likely at a public event or protest. The colors are warm and varied, with many shades of orange, red, and blue, suggesting a diverse group of individuals. The focus is soft, making the individual faces and features indistinct, which emphasizes the collective nature of the scene.

**STEP**  
TOGETHER

# Advice and support for those concerned about violent extremism

**Step Together** is a helpline and online service to help you find the support and information you need when you're worried that someone you care about may be trying to effect political and social change through violence.

Call 1800 875 204 or visit  
[STEPTOGETHER.COM.AU](http://STEPTOGETHER.COM.AU)

**The helpline** is answered by highly trained members of our Step Together team, all of whom are qualified professional counsellors.

**Our Step Together team** is available to help answer your questions from 7am to 9pm, seven days a week.

**Step Together aims to support people who may be vulnerable to extremist ideologies and need support, but haven't committed a crime.** Step Together has been designed for you to ask questions and find information to support someone you care about. The service is delivered in accordance with **NSW privacy legislation**, so your privacy and any information you provide will be treated with respect. If we become aware of a serious and imminent risk of safety to yourself or others, or that a crime may be committed, we will encourage you to contact emergency services or the police and may also be required to do so as well.

If you wish to report a crime, or you think someone you know may be engaged in terrorism, please call the **National Security Hotline** on **1800 123 400**.

**Call 1800 875 204** or visit  
**STEPTOGETHER.COM.AU**

Funded by NSW Government and delivered by On The Line.

**STEP  
TOGETHER**  
Supporting people into  
safer and healthier lives