

Ethnic Communities' Council of Victoria 2014 - 2015 Annual Report



eccv

The Voice of Multicultural Victoria

Ethnic Communities' Council of Victoria

Statewide Resources Centre

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Front cover photo: ECCV 40th Anniversary Gala Dinner. Photo credit: Yevon Ong

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About Us

Since 1974, Ethnic Communities' Council of Victoria (ECCV) has been the key advocate for culturally diverse communities in Victoria and the link between these communities, government and the broader community. We remain the peak advocacy body representing ethnic and multicultural organisations in Victoria. We continue our advocacy work for ongoing improvement on the social impact and social outcomes of public policy. With a robust evidence base we lobby all levels of government on behalf of ethnic and multicultural communities.

Our Vision

Our vision is of a culturally diverse and harmonious society that is just, fair and inclusive where all people have the opportunity to participate in and contribute to community life.

Our Mission

Our mission is to work to ensure that we remain a member driven peak advocacy body committed to empowering people from culturally diverse backgrounds. We strive to give voice to multicultural Victoria. We strive to advocate for human rights, freedom, respect, equality and dignity for ethnic and multicultural communities to create a strong and inclusive Victorian society.

Chairperson's Report

I am pleased to report that Ethnic Communities' Council of Victoria (ECCV) had a productive, albeit challenging, year in 2014-15. As the peak advocacy body, ECCV represents the views of multicultural Victoria. Our Board is elected by a broad membership base of ethnic and multicultural organisations to shape inclusive policies in Victoria and achieve social cohesion and harmony.

Our Board has 16 Directors from a broad range of culturally diverse backgrounds and a good gender balance. They include representatives from regional and rural Victoria and have a wide variety of relevant professional expertise and skills in multicultural affairs and advocacy. It has been a privilege for me to oversee the Council setting out to achieve its objectives.

Our advocacy work was extensive. A highlight was the launch of our new *2015-2020 Strategic Plan* by the Hon. Robin Scott, Minister for Multicultural Affairs. Following the swearing in of the new Victorian Government, ECCV met with 12 Ministers of Parliament and their advisors early in 2015. We had some solid discussions to progress our advocacy around multicultural issues.

The year 2014 was a milestone for ECCV as we celebrated our 40th anniversary. It was my privilege to host the former Premier of Victoria, the former Minister for Multicultural Affairs and Citizenship, and the former Deputy Opposition Leader at our gala dinner of over 300 guests. A video of our proud achievements told the story of how we moved from a small umbrella group representing 22 different ethnic groups, driven entirely by volunteers in 1974, to a strong elected peak body 40 years later representing more than 200 ethnic and multicultural organisations and 20 individuals. We also

announced that Mamadou Diamanka was awarded our scholarship to the prestigious Williamson Community Leadership Program.

It was a year of change. We updated our constitution. ECCV underwent a change in management and in some staff as well, with the completion of a number of our bilingual education projects. Aged care capacity building and bilingual awareness raising projects for multicultural communities were noteworthy achievements with highly qualified and experienced staff. We successfully completed phase one of our Futures Project in enhancing the sustainability and viability of ethno-specific and multicultural community organisations.

ECCV has come out strongly in support of Victoria's Royal Commission into Family Violence. I was pleased to take part, with our policy staff, at regular meetings with the Commissioner for Children and Young People to embed culturally diverse policies and practices. ECCV also produced a paper on culturally diverse men's health issues.



Mamadou Diamanka, recipient of ECCV Leadership Scholarship, with Eddie Micallef at ECCV's 40th Anniversary Gala Dinner. Photo credit: Yevon Ong

Introduction

We continued to support our regional and rural Ethnic Communities Councils (ECCs) with a visit to Albury Wodonga for the launch of their new ECC in response to high levels of migrant and refugee settlement in that area.

Our media advocacy has continued from strength to strength especially in the areas of social cohesion issues. We made a strong stand around the proposed Federal Bill on revoking dual citizenship. Through our roundtable community discussions and participation at Federal Government consultations we were able to advocate strongly for human rights and reinvigorating citizenship.

We have continued to work closely with Victoria Police to uphold respect for our diverse communities. We worked closely with two Chief of Police Commissioners and sat on four Victoria Police advisory committees.

I would like to take this opportunity to thank ECCV management, staff and volunteers. I particularly thank my fellow volunteer Board members for their ongoing dedication and efforts in multicultural advocacy.

Eddie Micallef
Chairperson



Eddie Micallef & Marion Lau OAM JP with Matthew Guy, Minister for Multicultural Affairs & Citizenship, Peggy Napthine & Denis Napthine, Premier of Victoria at ECCV's 40th Anniversary Gala Dinner, August 2014. Photo credit: Yevon Ong



Eddie Micallef & Nicholas Kotsiras, former Minister for Multicultural Affairs and Citizenship at ECCV's 2014 AGM.



Eddie Micallef & Marion Lau OAM JP with Georgie Crozier, Parliamentary Secretary for Health at the launch of *Within My Walls*

Executive Officer's Report

ECCV continued its advocacy to decision makers on behalf of thousands of Victorians from culturally diverse backgrounds. The past year was a time of transition. Our achievements were many. We produced a range of policy submissions, discussion papers and reports, position papers and kept up our representation on numerous external advisory committees despite our limited resources.

The breadth and reach of ECCV is extensive. The former and current Ministers for Multicultural Affairs opened numerous launches and forums that we held. Our conference presentations in the areas of health and language services gave ECCV a high profile locally and nationally. At our annual 2015 Walter Lippmann Memorial Oration the Hon. Michael Kirby AC CMG, a retired High Court Judge of Australia, gave a stunning presentation that upheld human rights, condemned crimes against humanity and denounced all forms of discrimination. On quality evidence-based research we worked closely with Deakin University around intergenerational conflict in new and emerging communities.

To strengthen our digital footprints we continued to renew our website, progressed the transition to an online Multicultural Aged Care Services Directory, and moved our aged care newsletter, *Golden Years*, to an online flip book. We also reinvigorated our joint ECCV/SBS Media Intern Project.

Advocating for improved employment opportunities for Victorians from a culturally diverse background remained a key priority in the past year. Daniel Mulino, the Parliamentary Secretary for Treasury and Finance on behalf of the Minister for Multicultural Affairs, launched our discussion paper *Qualified but not Recognised* with 13 recommendations.

It was pleasing to see the Victorian Multicultural Commission subsequently promoting that paper on their website.

ECCV continued to collaborate with Victoria Police on four education, multi-faith, human rights and multicultural advisory committees to ensure the security and respectful treatment of Victorians from culturally diverse backgrounds. We trialled a new approach to quick-response social cohesion policy briefs to address pertinent issues that challenge community harmony.

In the area of capacity building, we were delighted to launch a series of aged care bilingual community education projects around palliative care and seniors rights for preventing elder abuse. Having strengthened our partnerships with community organisations in those areas, I express my appreciation to the many groups who worked with ECCV.

Some of our outstanding achievements included pursuing advocacy for new and emerging communities in creative ways. Once again we held our annual Refugee Week event jointly with Multicultural Arts Victoria. The interactive theatre performances of real asylum seeker stories touched the hearts and minds of an audience of more than 80 people. In addition, our first new and emerging communities' forum, *Leading the Way*, was opened by a representative of the Parliamentary Secretary for Multicultural Affairs on behalf of the Minister for Multicultural Affairs. It brought together about 100 participants from culturally diverse backgrounds, with members of state and local governments, and service providers.

Introduction

We moved into the area of bilingual energy education. We provided energy saving information for disadvantaged people from culturally diverse and new and emerging community backgrounds, and for small ethnic businesses.

We also produced two heritage films and education resources for our Multicultural Communities Collections Project to be used in schools.

Enhancing the sustainability and viability of ethno-specific and multicultural communities was a significant priority as we conducted our series of Futures Project forums. The forums focused on culturally diverse young people, women in leadership, good governance and membership marketing strategies to build the confidence of ethnic and multicultural community groups and as a response to the changes within the community

sector. Cumulatively these sessions reached about 250 Victorians from culturally diverse backgrounds.

The five policy committees of our Board continued to represent the views and interests of our members and stakeholders. I thank the members of our policy committees and their convenors as well as the ECCV Board and staff.

I would like to express sincere appreciation to ECCV staff, interns and volunteers for their hard work throughout the year. I acknowledge the contribution of Ross Barnett, our previous Executive Officer of six years. I also thank the Chairperson and Office Bearers for their support.

Dr Irene Bouzo (PhD)
Executive Officer



Dr Irene Bouzo & Marion Lau OAM JP with Hong Lim MP, Parliamentary Secretary for Multicultural Affairs and Asia Engagement and Cecille Wheare, Committee Member of Filipino Community Council of Victoria at Leading the Way forum



Dr Irene Bouzo and Joe Caputo OAM JP celebrating A Taste of Harmony in the office with ECCV staff

Board of Directors 2014-2016

Office Bearers

| | |
|----------------------------|-------------------|
| Chairperson | Eddie Micallef |
| Deputy Chairperson | Sam Afra JP |
| Deputy Chairperson | Marion Lau OAM JP |
| Secretary | Bruna Pasqua |
| Treasurer | Helena Trinnick |
| Immediate Past Chairperson | Joe Caputo OAM JP |

Board Members

Dr Moses Adepoju
 Dr Graham Dettrick
 Eugenia Grammatikakis
 Dr Christine Lee
 Dr Helen Light AM
 Douglas McLaughlin
 Suzana Mihajlovic
 Dr Apollo Nsubuga-Kyobe
 Parsuram Sharma-Luitai JP
 Dr Sundram Sivamalai JP
 Mahinda Wickramasuriya



Standing, left to right: Dr Apollo Nsubuga-Kyobe, Douglas McLaughlin, Mahinda Wickramasuriya, Parsuram Sharma-Luitai JP, Dr Christine Lee, Dr Graham Dettrick, Dr Helen Light AM, Dr Moses Adepoju, Brunna Pasqua, Dr Sundram Sivamalai JP
 Seated, left to right: Sam Afra JP, Eddie Micallef, Marion Lau OAM JP

Outputs

We had another busy year writing many papers, reports and submissions. A list of key submissions and papers are outlined below as well as some conferences we presented at.

Submissions to Victorian Government

- Portability of Long Service Leave Entitlements Inquiry
- Conduct of the 2014 Victorian State Election Inquiry
- Royal Commission into Family Violence
- Review of Victoria's Charter of Human Rights June 2015
- 2014-15 Home and Community Care Growth Funding Consultation Discussion Paper

Submissions to Australian Government

- National Consultation on Citizenship
- National Disability Insurance Scheme Quality and Safeguarding Framework
- Productivity Commission's Workplace Relations Framework Inquiry
- Vocational Education and Training (VET) Reform Taskforce on the Review of Training Packages and Accredited Courses
- Federation of Ethnic Communities' Councils of Australia (FECCA) - Consultation Transcript on the Allocation of Aged Care Service Improvement and Healthy Ageing Grants by the Department of Social Services
- The ACIL Allen Consulting Evaluation of the Adult Migrant English Program (AMEP)
- FECCA and ECCV Submission Industry Skills Fund - Youth Pilot Programmes
- National Health and Medical Research Council (NHMRC) Review of the Statement on Consumer Involvement in Health and Medical Research
- Australian Government Exposure Draft of the Purchasing Arrangements for Employment Services 2015-2020
- Review of the National Triple Zero (000) Operator to Triple Zero Review
- Senate Standing Committees on Community Affairs on Extent of Income Inequality in Australia
- Department of Social Services on the Home Care Packages Programme Consultation Paper
- Department of Social Services on Retaining the Benefits of Victoria's HACC Access and Support Program in the Commonwealth Home Support Programme
- Department of Social Services on the Commonwealth Home Support Programme Draft Manual, National Fees Policy Consultation Paper and Good Practice Guide for Restorative Care Approaches
- Parliament of Australia's Senate Community Affairs References Committee's Inquiry into the processes undertaken by the Department of Social Services in allocating funding through the grants round in the latter half of 2014
- Australian Competition & Consumer Commission Review of the Clean Energy Council Code of Conduct 2015 (verbal)

Discussion Papers & Reports

- Qualified but not Recognised
- Report on FECCA and ECCV Aged Care Consultations 2014-15
- Consultation report on access of older people from non-English speaking backgrounds to language services in Victoria by the ECCV Aged Care Policy Sub-committee
- ECCV Victorian State Budget Review 2015
- Men's Health Matters Because Men Matter - Roundtable Discussion Summary Report

Joint University Pilot Study

Intergenerational Relations in Newly-Arrived Communities in Victoria: A Pilot Study Report with Deakin University (forthcoming)

Position Papers

- Freedom to wear cultural and religious dress
- Restrictions of khat imports to Australia
- Impact of Ebola in West Africa on multicultural Victorian communities
- Multicultural Aged Care Strategy
- Aged Care

Social Cohesion Policy Briefs

- Intergenerational Relationships
- Are We Really Living Safe Together? Part 1

Presentations

- Municipal Association of Victoria Inaugural Biennial Multicultural and Policy Development 2014 Conference on Opportunities for Partnerships at the Werribee Civic Centre in the City of Wyndham
- National Ethnic Multicultural Broadcasters' Council National Conference in Darwin
- 2014 Victorian Community Languages Schools' Conference
- Inaugural International Conference: Migration, Social Disadvantage and Health Global Health and Society Unit, School of Public Health and Preventive Medicine, Monash University
- National Elder Abuse Conference, Perth
- Addiction 2015: The Australian and New Zealand Addiction Conference, Queensland
- 20th International AIDS Conference, Melbourne
- Longing and Belonging seminar by Casa Cultura at University of Melbourne
- International Research seminar on 7/12/14 at Sophia University in Yatsuya, Tokyo ABS OMAC Forum on Population and Migration Statistics
- Hosted two joint regional forums with Monash University - Let's talk about Responsible Gambling in Multicultural Communities in Bendigo & Shepparton, joint ECCV forums

Selected Written & Verbal Policy Advice

- Alfred Health Hospital Strategic Plan Consultation
- Department of Health & Human Services Consultation on the Victorian Public Health and Wellbeing Plan 2015-2019
- Department of Social Services Community Feedback for Aged Care Approvals Round (ACAR) 2015 by Aged Care Planning Region
- Department of Health & Human Services Stakeholder workshop on State Disability Plan
- Department of Employment Work for the Dole Program
- Essential Services Commission/Wallis Market & Social Research survey on financial hardship
- Victorian Auditor General Office's Victorian Electoral Commission outreach programs regarding CALD communities

Ongoing Stakeholder Consultations

ECCV policy staff are regularly approached by state and federal governments, community organisations, and sometimes private sector businesses for advice or input on issues of management or their multicultural initiatives. Individuals also ask for advice. Where it is in the interest of ECCV members or culturally diverse Victorian communities, our staff will assist them. These are less formal policy consultations that support ECCV's policy network.

Policy Committees

| Focus | Convenor/s | Staff Support |
|------------------------------------|--------------------------------------|---|
| Aged care | Marion Lau OAM JP | Nikolaus Rittinghausen (2014) & Mathias Stevenson |
| Employment, education and training | Sam Afra JP & George Papadopoulos AM | Dr Irene Bouzo (2014) & Carl Gopalkrishnan |
| Health | John Lawrence & Douglas McLaughlin | Me'ad Assan |
| New and emerging communities | Parsuram Sharma-Luita JP | Sylvia Daravong |
| Women | Dr Helen Light AM | Sylvia Daravong |

Events

Launches

- *Within My Walls* – Educating Ethnic Communities on Elder Abuse and its Prevention - an audio visual resource
- Qualified but not Recognised – Discussion Paper
- Preventing Homelessness in Older CALD Communities Project
- Culturally Responsive Palliative Care Community Education Project
 - o Polish
 - o Arabic
 - o Greek
 - o Macedonian
 - o Croatian

Forums

- Capacity Building for New and Emerging Communities
 - o Applying for Grants
 - o Improving Governance
- 2014 State Pre-Election - Hosting three major political parties
- Leading the Way: New & Emerging Communities
- Futures Project
 - o Community Brainstorm
 - o Emerging Ageing Communities Partnerships
 - o Good Governance: Building your board for the future, parts A & B
 - o Women Leading the Way
 - o The Voice of Young Leaders, parts A & B
 - o Membership Marketing

Special Events

- 40th Anniversary Gala Dinner
- Walter Lippmann Memorial Oration - The Three Faces of Discrimination: Jews, Gays & Koreans
- With Courage Let Us All Combine - A joint ECCV & Multicultural Arts Victoria Refugee Week performance

Bilingual Education

- Culturally Responsive Palliative Care Project
- Multicultural Communities Energy Education Project
- Raising Awareness of Elder Abuse in Ethnic Communities Project
- Advance Care Planning Project
- Business Energy Smart Tips Project
- Preventing Homelessness in Older Culturally and Linguistically Diverse Communities Project

General Policy Unit

ECCV sustained and increased both the depth and scope of its policy and advocacy work during a period of change in Victoria's multicultural sector. We continued to influence government policy makers to be more inclusive of culturally diverse jobseekers, families and seniors while responding to issues such as social cohesion and family and domestic violence.

Our key activities focused on consultations through our five policy committees in aged care, health, women's issues, new and emerging communities and employment, education and training. Due to the rapid changes of the increasing pace of the policy environment, ECCV developed new community engagement tools such as our social cohesion roundtables and policy briefs.

We addressed the 2015 State Budget which saw significant gains for multicultural Victoria, including commitments for \$74 million to bolster multicultural affairs and social cohesion with cultural diversity clearly acknowledged as making our economy and society stronger.

ECCV lodged 21 significant policy submissions to state and federal government bodies and developed five position papers. We produced several forum reports, two key aged care consultation reports and a discussion paper on employment while providing structured policy advice both verbally and in writing.

ECCV presented at seven conferences including the 20th International AIDS Conference in Melbourne, the National Elder Abuse Conference in Perth, the 2014 Victorian Community Languages Schools Conference and the National Ethnic Multicultural Broadcasters' Council National Conference in Darwin.

We continued our collaboration on intergenerational relationships in new and emerging communities with Deakin University's Centre for Citizenship and Globalisation while also exploring new areas of research partnerships with a range of stakeholders including SBS.

A major activity was our ongoing work to raise awareness of the intersecting issues that contribute to family and domestic violence within culturally and linguistically diverse families. This included consulting and contributing to a stronger Victorian Government Action Plan to reduce violence against women and children.

Promoting community harmony has included sitting on four Victoria Police Advisory Committees around cultural competency and multi-faith collaboration. Policy staff and management sit on no less than 52 working groups and committees across Victoria.

I extend my sincere appreciation and thanks to the policy officers who maintain vigilance and professionalism with limited resources. Thank you to our policy committee convenors and members whose support, advice and generosity strengthen Victoria's multicultural communities. I acknowledge the work of our interns Philip Makarios, RMIT, on *Qualified but not Recognised* and Tut Kuichloch, Victoria University, on *Intergenerational Relationships*. Thank you to our Office Manager Sonja Krajcar and Administrative Assistant Matisse Yee who provide the strong support essential to a good policy team.

Carl Gopalkrishnan
Senior Policy Officer

Aged Care Policy

ECCV has a strong focus on aged care policy development, with approximately one third of Victorian seniors from non-English speaking backgrounds. This financial year, we worked together with a range of stakeholders in order to improve the access of multicultural seniors to ageing and aged care services. Our policy advocacy mainly focused on:

- The aged care needs of older people of non-English speaking and culturally diverse backgrounds;
- Equitable access for older people from non-English speaking backgrounds to language services in Victoria; and
- The national aged care reforms.

Through its Aged Care Policy Committee, ECCV consulted widely with ethno-specific, multicultural and generalist agencies together with multicultural communities and other key stakeholders. The findings from these consultations informed the *ECCV Multicultural Aged Care Strategy*, which sets out the key positions of ECCV in relation to ageing and aged care. The Strategy is designed to inform political parties in Victoria and Australia about effective ageing and aged care strategies directed at seniors from non-English speaking backgrounds, and advocates for more culturally inclusive services.

ECCV's consultations also informed two policy papers promoting equitable access to language services for older people of multicultural backgrounds: *ECCV Consultation Report on Access of older people from non-English speaking backgrounds to language services in Victoria by the ECCV Aged Care Policy Sub-committee* and *Submission to Department of Social Services on the Home Care Packages Programme Consultation Paper*. Both

papers explain that free access to appropriate language services, such as interpreting and translation services, is a basic human right and access and equity issue.

ECCV also submitted feedback to the Department of Social Services (DSS) on the Commonwealth Home Support Programme (CHSP) Draft Manual, National Fees Policy Consultation Paper, and Good Practice Guide for Restorative Care Approaches. In this policy submission, ECCV highlighted the following: the importance of implementing strong diversity planning mechanisms in the CHSP and developing resources that facilitate access of seniors from a non-English speaking background to My Aged Care, the risks of introducing higher fees and inflexible individualised funding models, and the importance of providing subsidised language services and building a bilingual/bicultural workforce capable of responding to the linguistic and cultural needs of the entire older population.

Further, ECCV continued to communicate information and best practice in multicultural aged care to the health and aged care sectors and ethnic seniors through its newsletters, *Golden Years* and *Our Golden Years*.

This year we worked hard to ensure that Victoria's multicultural populations were included in the aged care agendas of the state and federal governments. I warmly thank ECCV's partners for their support in helping to build the capacity of Victoria's multicultural aged care sector at this crucial time.

Dr Mathias Stevenson (PhD)
Aged Care Policy Officer



home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Home and Community Care Sectoral Development

2014-15 has been an exciting year for the Victorian Home and Community Care (HACC) sector. ECCV continued to advocate with and support HACC funded ethno-specific and multicultural organisations and the ECCV HACC Access and Support networks through the transition of the Victorian HACC program to the Commonwealth Home Support Programme (CHSP).

Victorian HACC Sectoral Development

The State and Commonwealth Governments have committed to a three-year secure funding period until 2019 for all organisations currently receiving Victorian HACC program funding. ECCV has continued to work with and support the Victorian Department of Health and Human Services (DHHS) on several innovative projects, including the DHHS Diversity Planning and Practice Implementation Project and the DHHS Active Service Model Client and Carer Outcome Project.

ECCV has also co-ordinated two professional training days on LGBTI Diversity in Aged Care in partnership with Gay and Lesbian Health Victoria and Transgender Victoria, targeted at aged care workers in multicultural organisations and HACC Access and Support Officers. Overall, participants rated the training very positively.

HACC Access and Support

ECCV's Access and Support (A&S) Management Network and A&S Peer Network have continued to run throughout the 2014-15 year. The networks have invited various guest speakers from across the health and aged care sector, DHHS and Municipal Association of Victoria. The guest speakers have supported the continuous development of

information sharing with A&S funded agencies. On behalf of the network, I express our gratitude to these individuals and their organisations.

The A&S networks and external stakeholders participated in a passionate consultation convened by ECCV on the Department of Social Services' Commonwealth Home Services Programme Manual. ECCV represented and advocated for the concerns of A&S frontline officers, management and stakeholders with a formal submission to this manual.

Research Grants on Ageing Issues Awarded in 2014-15

ECCV was pleased to be awarded two separate research grants by the Lord Mayor's Charitable Foundation and the Department of Health and Human Services in June 2015. ECCV appreciates these research opportunities and wishes to thank the funders for their ongoing commitment to ageing issues in multicultural communities and the sustainability of the ethno-specific and multicultural aged care sector.

ChenSu Ooi
HACC Sectoral Development Officer



Aged Care Policy Committee

I have the pleasure to present the Aged Care Policy Committee report to you. The committee had representation from a wide range of ethno-specific, multicultural and mainstream aged care service providers, as well as multicultural community associations and peak bodies this year. We collectively worked to advance the issues of Victoria's multicultural aged care sector.

A major highlight was the launch of the *ECCV Multicultural Aged Care Strategy* by our chairperson Eddie Micallef. The Strategy has 33 recommendations aimed at informing Victorian and Federal political parties in relation to ageing and aged care for seniors from non-English speaking backgrounds. It advocates for accessible and culturally inclusive care, capacity building for multicultural communities, and research into the aged care needs of non-English speaking and culturally diverse communities

In consultation with the committee, ECCV drafted a number of policy submissions, reports and papers in this period, including:

- Consultation report on access of older people from non-English speaking backgrounds to language services in Victoria;
- Submission to the Senate Community Affairs References Committee's Inquiry into the processes undertaken by the Department of Social Services in allocating funding through the grants round in the latter half of 2014;
- Feedback to the Department of Social Services on the Commonwealth Home Support Programme (CHSP) Draft Manual, National Fees Policy Consultation Paper, and Good Practice Guide for Restorative Care Approaches; and

- Submission to the Department of Social Services on the Home Care Packages Programme Consultation Paper.

The national aged care reforms have been a primary focus of the committee this year. We have been working hard to identify gaps and barriers for non-English speaking and culturally diverse communities as they arise in order to inform ECCV's policy and advocacy work.

I would like to extend my appreciation to the members of the committee for their dedication and invaluable insights.

Finally, I thank the ECCV staff and the aged care team, in particular Aged Care Policy Officer, Nikolaus Rittinghausen and Relieving Aged Care Policy Officer, Dr Mathias Stevenson. Nikolaus and Mathias have done a great job providing support and assistance to the committee and to me as convenor.

Marion Lau OAM JP
Convenor



Aged Care Policy Committee members at the launch of the ECCV Multicultural Aged Care Strategy

Employment, Education & Training Policy Committee

The Employment, Education and Training Committee was actively advocating to all three levels of government for increased cultural diversity in the workforce. We consulted with a range of stakeholders including employers, associations, government agencies at state and federal levels. This included writing letters and visiting key government departments.

We continued a process of awareness-raising about the issue of under-representation of culturally diverse staff with state and local government. Our key achievement was the launch of *Qualified but not Recognised* by the Parliamentary Secretary on behalf of the Minister for Multicultural Affairs. Distribution and follow up of this discussion paper resulted in elevation of the issue among ministers and policy makers.

The committee completed two submissions to federal agencies. The *ECCV Submission to the Productivity Commission's Workplace Relations Framework Inquiry 2015* highlighted the importance of seeing diversity as an opportunity rather than a cost to employers. We advocated for diverse workplaces as crucial to support innovation in a global labour market. We supported the role of the Fair Work Ombudsman and Fair Work Commission in monitoring breaches by employers of employee rights including cases of 'sham contracts' and under-employment affecting culturally and linguistically diverse communities.

A submission was also made to the Department of Industry with the *ECCV Submission to the VET Reform Taskforce on Review of Training Packages and Accredited Courses – Discussion Paper, 2015* recommending increasing resources for seed

funding or grants for professional associations to review their accreditation process in consultation with multicultural communities to support students and job seekers with overseas qualifications to be more competitive in the workforce.

ECCV has advocated for a targeted allocation of resources for culturally and linguistically diverse young people within the *Back to Work* initiative to create real job opportunities for culturally diverse youth. The committee reviewed its advisory process and identified a range of challenges. These included a need for partnerships, the time commitment for committee members and an increasing range of activities around culturally diverse employment and training issues.

We would like to thank Carl Gopalkrishnan, Senior Policy Officer, for assisting the committee and also our committee members who contributed their time towards overcoming the employment barriers for people from migrant and refugee backgrounds.

Sam Afra JP & George Papadopoulos AM
Co-Convenors



Sam Afra JP, Marion Lau OAM JP & Eddie Micallef with Daniel Mulino, Parliamentary Secretary for Treasury and Finance at the launch of *Qualified but not Recognised*

Health Policy Committee

We are pleased to report on what the ECCV Health Policy Committee has done in 2014-2015.

This committee works to improve access to health services for people from culturally and linguistically diverse communities by promoting culturally responsive service provision and collaboration between health service providers.

In July 2014, the committee took part in the 20th International AIDS Conference in Melbourne and made a joint presentation with the Centre for Culture, Ethnicity and Health. The presentation drew attention to problems that young people from culturally diverse backgrounds face when it comes to discussing sexual health issues such as contraceptive use, same-sex attraction and sexually transmitted diseases (STDs).

In 2014, the committee chose to focus on men's health. Male participants of various cultural backgrounds and people working in the field of men's health were invited to engage in a roundtable discussion on 4 September 2014. Suggestions about ways to improve the care of men, including educating them about their health and health services were made. The summary report *Men's Health Matters Because Men Matter* was produced as a result.

Throughout 2014-15, a number of guest speakers were invited to speak at the committee meetings; giving members opportunities to hear presentations covering topics such as domestic violence, the challenges faced by lesbian, gay, bisexual and transgender (LGBT) people from culturally diverse communities, the transition of Medicare Locals to Primary Care Networks and health literacy.

Low health literacy is still a problem and limits people's access to certain services. The committee members have been active in raising awareness of these issues as well as many other problems through their participation in events such as the first Migration, Social Disadvantage and Health Conference held in Melbourne in February 2015, the monthly Yarra Drug and Health meetings, launches of the Palliative Care programs in culturally and linguistically diverse communities, HIV and Mobility in Australia and a forum on Progressing Cultural Responsiveness in Mental Health and CALD Services.

We wish to take this opportunity to thank Me'ad Assan, Policy Officer, and the committee members for their valuable time, efforts and expertise in assisting ECCV in its advocacy work to enhance healthcare access and address issues around health disparities of culturally diverse communities.

Douglas McLaughlin & John Lawrence
Co-Convenors



Participants at the Men's Health Matters Because Men Matter roundtable discussion

New & Emerging Communities Policy Committee

This committee continued to work to empower and promote pertinent issues for new and emerging communities. The committee is made up of representatives from new and emerging communities as well as service providers who work with them.

In 2015, we organised the ECCV New and Emerging Communities Forum: Leading the Way. The forum looked at the importance of advocacy and community engagement. It was a great opportunity for ECCV to hear from new and emerging communities and their leaders. The forum had a diverse range of speakers, many from new and emerging communities who were doing fantastic work with their community. It also included speakers from local government who provided information to communities on how to better engage with them.

The forum was well attended by both community members and service providers. We received

extensive feedback from those who attended. This feedback will inform the policy and advocacy work of the committee. The committee would like to give a special thanks to our volunteers Ajak Mabilia and Amira Haruwarta who helped us organise the event.

As always, the committee continues with its policy work with input and drafting of various ECCV position papers and submissions. These papers can be found on the ECCV website.

I would like to thank our committee facilitator Sylvia Daravong, Policy Officer, for her ongoing support. I would also like to extend my appreciation to the committee members for their work in promoting issues facing new and emerging communities.

Parsuram Sharma-Luitai JP
Convenor



Participants at the Leading the Way forum



Marion Lau OAM JP, Irene Bouzo & Eddie Micallef with Ajak Mabilia, ECCV volunteer at the Leading the Way forum

Women's Policy Committee

This has been an active year for the Women's Policy Committee. The committee continues to work on family violence and vulnerable children issues. The joint ECCV and Victorian Commission for Children and Young People CALD Strategic Partnership Advisory Committee is developing into an important mechanism to advocate change in government.

Government departments are starting to view the advisory committee as a channel for better understanding of culturally and linguistically diverse vulnerable children and communities. Through the advisory committee, ECCV continues to lobby for cultural competence in family and child services.

2015 has been an important year, with the establishment of the Royal Commission into Family Violence. ECCV welcomed the Victorian Government's work in making the issue of family violence prominent and a priority area. The committee has worked with our members and stakeholders to continue to lobby for better funding and services for culturally and linguistically diverse women and children.

The committee has ensured that the needs of women and their children were included in a number of submissions this year. These have included ECCV's:

- Submission to the Royal Commission into Family Violence
- Submission to the Review of Victoria's Charter of Human Rights
- Position paper on freedom to wear cultural and religious dress.

The ECCV Women's Policy Committee will be changing in 2015-16. We want our committee to be more inclusive and engaged with the ECCV membership.

2016 will be an exciting year for us and I encourage everyone to subscribe to the ECCV e-bulletin to find out more about our future initiatives and events.

Many thanks to Sylvia Daravong, Policy Officer, for her valuable insight and facilitation of this committee.

Dr Helen Light AM
Convenor

Media and Communications

In terms of key issues of relevance to multicultural communities in Victoria, ECCV continues to be called on for interviews, opinion, comment, analysis and provision of relevant background facts and statistics.

We campaigned this year on a range of issues including removing children from detention, recognising the qualification of overseas-trained migrants, prevention of elder abuse and homelessness in culturally and linguistically diverse communities, and proposed changes to citizenship laws, to name a few.

ECCV has continued to expand its presence throughout the Victorian community via a range of outlets including mainstream, ethnic and social media.

Through responding to key issues of concern to ethnic and multicultural communities, we have strengthened and developed our relationships with a broad cross-section of media organisations.

ECCV has utilised a range of media devices such as media releases, media alerts, interviews, and publication on our website, Facebook and more than 12,000 followers on Twitter, as well as the ECCV e-Bulletin and e-News, to further promote our advocacy, events and projects.

There have been many issues of high relevance to culturally and linguistically diverse communities within the Victorian media that ECCV has had prompt and timely responses to.

We continue to build relationships with various media and individuals within those organisations, such as journalists and editors, to further promote

the many successes of multiculturalism and address challenges it faces in the future.

ECCV has a comprehensive media contacts database, which it continually updates. It covers all forms of media throughout Victoria, including print, radio and television, as well as the names of individual editors and journalists. We continually send media releases and alerts to this database, which are often disseminated throughout Australia.

ECCV's major calendar events for the year – the 40th Anniversary celebration, the Walter Lippmann Memorial Oration, and Refugee Week interactive theatre performance – were highly successful.

The 40th Anniversary celebrated four decades of multicultural advocacy with a gala dinner with the then Victorian Premier Denis Napthine and other special guests in attendance.

Former High Court Justice, The Hon. Michael Kirby AC CMG, delivered this year's Walter Lippmann Memorial Oration at The Wheeler Centre on Wednesday 8 April to a fully booked-out auditorium. The Oration: Three faces of discrimination: Jews, Gays and Koreans - explored various global issues of prejudice, and was received warmly by an attentive audience.

This year, as in previous years, as part of Refugee Week, ECCV commissioned an interactive-theatre performance by renowned ensemble Melbourne Playback Theatre. Their creative interpretations of the difficulties faced by refugees in coming to Australia and settling here, were welcomed by an enthusiastic capacity audience.

Issues such as proposed changes to the citizenship laws, spending on de-radicalisation programs, the recognition of overseas qualifications, submissions to the Victorian Royal Commission on Family Violence, are just some of the areas ECCV has covered in its media responses.

Some of the recent media issues ECCV has responded to include racism relating to former AFL footballer Adam Goodes; the Federal Government's increasing the migration cap to accommodate 12,000 refugees from Syria; support for Indigenous Australians, and homelessness among culturally and linguistically diverse elderly.

ECCV continues to be called on to address a wide range of ethnic and multicultural organisations throughout Victoria. Our Chairperson and Deputy

Chairpersons in particular have regular requests to carry out speaking engagements.

Through these various speaking engagements, from a community level right up to presentations at international conferences, ECCV continues to reiterate and celebrate the successes of multiculturalism within Victoria and throughout Australia.

As part of its review of the past 12 months, ECCV would like to acknowledge the significant contribution made by previous Communications and Media Advisor Jessica Rath in promoting our policies and projects.

John Watts
Communications and Media Advisor



The Hon. Michael Kirby AC CMG presenting at the Walter Lippmann Memorial Oration



Melbourne Playback Theatre performing at our annual Refugee Week event

Projects

In 2014-2015 we welcomed our busiest year in the projects unit. We undertook a range of capacity building projects and we were able to build some great relationships with service providers and community organisations.

Thank you to our dedicated projects team:

Me'ad Assan, Project Officer – Business Energy Smart Tips Project

Kimberley Buss, Project Officer - Business Energy Smart Tips Project

Anja Copelj, Project Officer - Advance Care Planning Project

Janina Dytman, Project Officer – Multicultural Communities Energy Education Project

Annemarie Ferguson, Project Officer – Palliative Care & Advance Care Planning Projects

Tila Guragai, Project Officer – Multicultural Communities Energy Education Project

Elle Morrell, Project Officer – Multicultural Communities Energy Education Project

ChenSu Ooi, HACC Sectoral Development Officer – Multicultural Aged Care Services Directory Project

Elena Petreska, Projects Coordinator

Tatiana Slezak, Project Assistant – Palliative Care Project

Susan Timmins, Project Officer – Palliative Care Project

Gemma White, Project Officer - Preventing Homelessness in Older CALD Communities Project

Matisse Yee, Project Assistant - Business Energy Smart Tips Project

Fiona York, Senior Project Officer – Participation for CALD Seniors Grants Program, *Within My Walls* & Raising Awareness of Elder Abuse in Ethnic Communities Projects

Daniela Zatarakoska, Project Officer – Futures Project

And of course to all of our Bilingual Educators for their enthusiasm and hard work.

Participation for CALD Seniors Grants Program

This Victorian Government grants program aims to reduce social isolation for older people from culturally and linguistically diverse backgrounds. It is a Department of Health and Human Services program, with ECCV as a program partner.

Round three of the grants program finished at the end of the 2014-15 financial year and 68 groups shared in \$336,000 worth of funding. ECCV visited 18 of these group activities, giving us the opportunity to showcase the great work being done in communities as well as identify issues being faced by these groups.

Applications for the fourth round closed in March 2015, and ECCV supported many of the groups through the application process, via over 120 phone calls and a number of face-to-face visits. ECCV sat on the selection panel to advocate on behalf of these groups.

We know that social isolation affects many ethnic seniors so we welcome the opportunity to support this program. ECCV looks forward to working with the grant recipients and the Department of Health and Human Services in the coming year.

Raising Awareness of Elder Abuse in Ethnic Communities Project

ECCV has been coordinating a state-wide project to deliver a community education campaign to raise awareness of elder abuse in partnership with Seniors Rights Victoria (SRV). It is a three-year project that began in 2012. We have worked with six ethnic communities over three years, focusing on two communities each year. In the first two years of the project we worked with the Greek, Chinese, Filipino

and Macedonian communities. This year, we worked with the Serbian and Turkish communities.

Advisory groups for each community were formed, made up of community leaders, ethno-specific organisations and media, who met over the course of the year and ensured that the community education is culturally appropriate. Resources include community education kits and brochures and are available on the ECCV and SRV websites.

In partnership with Seniors Rights Victoria, 21 bilingual workers were trained in March 2015 to deliver community education on elder abuse and are now holding sessions throughout Victoria. Many of these sessions are made possible by our ethno-specific agency partners.

Community education sessions delivered (project totals)

| | | |
|----------------|--------------------|-----------------------|
| Chinese | 28 sessions | 778 attended |
| Filipino | 11 sessions | 324 attended |
| Greek | 12 sessions | 697 attended |
| Macedonian | 11 sessions | 608 attended |
| Turkish | 11 sessions | 403 attended |
| Bosnian | 4 sessions | 86 attended |
| Serbian | 5 sessions | 144 attended |
| English (film) | 14 sessions | 414 attended |
| TOTAL | 96 sessions | 3,454 attended |

Information on the project has been presented at

- National Elder Abuse Conference in Perth, September 2014
- Australian Filipino Community Services Forum on Elder Abuse and Dementia, October 2014
- Centre for Cultural Diversity and Ageing Network, November 2014
- Alzheimer’s Disease International Conference, March 2015
- Eastern Metropolitan Region HACC Alliance CALD Seniors Leadership Forum, March 2015
- Eastern Elder Abuse Forum, March 2015

- World Elder Abuse Day Conference, June 2015.

Department of Health and Human Services has committed to funding the project for a further three years, and ECCV looks forward to working with six new communities, as well as supporting the existing bilingual community education program.



Visiting Sri Lankan Elderly Association, grant recipients



Fiona York visiting Mandarin Crossways, grant recipients

Within My Walls: Educating Ethnic Communities on Elder Abuse and its Prevention - an audio visual resource

ECCV was successful in receiving funding from the Victoria Law Foundation and Department of Health to produce an audio-visual resource to be used in community education on elder abuse.

The film has been overdubbed into seven languages (Cantonese, Greek, Macedonian, Mandarin, Serbian, Tagalog and Turkish) and was launched in October 2014 by Parliamentary Secretary Georgie Crozier.

Over 200 copies of the DVD and accompanying booklet have been distributed. The film is being used in community and professional education and has been very positively received.



The cast of *Within My Walls* at the film launch

Multicultural Communities Collections Project

Begun in 2011, the Multicultural Communities Collections Project (MCCP) aims to assist ethnic community groups preserve their material heritage and to continue to own it themselves. This project was driven by Dr Helen Light and guided by an Advisory Group of professional multicultural and heritage bodies that included the ECCV and Culture Victoria. The MCCP is no longer funded. However, through the ECCV, two films were produced.

Culture Victoria (CV) is a website of Creative Victoria that tells the story of the culture of this state through objects, oral histories and virtual exhibitions, with all the content provided by the cultural institutions in Victoria. Seeking more content and particularly more multicultural content, CV offered grant opportunities.

As part of this, in 2014, ECCV received a grant to produce two films. Board member Dr Helen Light AM, who was involved with the MCCP, oversaw the production, and the subjects of the films are two people Helen met during her research for the MCCP, two people who stood out and who represented the story of migration to Australia.

One is Peter Yiannoudes, who established Greek Cinema in Victoria in the 1960s and has a collection of films, posters, movie machines and has written a book. The other film is about an elderly Polish lady, Janina Archabuz, who sewed thousands of costumes for a Polish dance troupe called *Wesole Nutki* (Merry Notes) that existed and performed from 1985–2000. These films can be seen on the Culture Victoria website.

Many thanks to Helen for her great work on this project, to the film makers Belinda Ensor and Joel Checkley and to *Way Back When* for producing the educational component for the film suite.

Culturally Responsive Palliative Care Project

The Culturally Responsive Palliative Care Community Education Project is a partnership between Palliative Care Victoria (PCV) and ECCV. This project aimed to raise awareness of palliative care among culturally and linguistically diverse communities, and to improve access to culturally response palliative care services.

In 2014-15 the project focused on the Arabic, Croatian, Greek, Macedonian and Polish communities. Each of these communities are underrepresented as clients of palliative care services. This means that members of these communities may be going without the vital support they need that can be provided by this specialist health service. This support can greatly improve a person's quality of life and provide support to families and carers.

As the project was a great success in the previous year, a similar model was used to carry out the project deliverables, including the development of a peer education resource and convening a community reference group for each of the target

communities. The reference groups, including ECCV project workers, met regularly and had in-depth discussions regarding community specific perceptions of palliative care and sensitivities around life-limiting illness and end-of-life planning and processes.

Learnings from the first year of the project told us that the program would benefit from the engagement of bilingual health educators (BHEs) for each language group in the relevant community reference group.

These specially trained BHEs were sent to visit ethno-specific community organisations and groups in order to provide culturally appropriate, relevant and in-language information and resources about palliative care. By the end of the 2014-15 financial year, 76 sessions were held across the five key communities, reaching over 2,000 Victorians.

We are grateful to our project partner Palliative Care Victoria, to the community members and organisations that helped to make this project such a success and to Dr Harriet Radermacher for conducting the evaluation of the project.

Advance Care Planning Project

The Advance Care Planning (ACP) 'Have the Conversation' consumer project was a partnership between Department of Health and Human Services and ECCV. This 12 month project aimed to deliver culturally appropriate information about advance care planning to two ethno-specific communities and to understand and overcome taboos, fears and stigmas surrounding advance care planning in the targeted communities.

The Filipino and Macedonian communities were selected based on a number of factors including community size, average age within the community,

as well as the community's interest and capacity to participate.

Two community reference groups were established. In these groups we discussed community perceptions, or misperceptions, of advance care planning, as well as culturally specific sensitivities around death, dying, illness and caring.

Successful in-depth consultation with both communities ascertained the current understanding of advance care planning in the Filipino and Macedonian communities, identified cultural beliefs and values that needed to be considered when initiating conversations about advance care planning and developed culturally relevant key messages for each of the communities. Consultation also provided what key communication methods were needed to disseminate the information using a suite of delivery mechanisms, based on specific sub-groups within each community.

A report outlining a five-step approach to communicating advance care planning to the Filipino and Macedonian communities was released in June 2015.

Futures Project

The Futures Project was established to enhance the value, viability & sustainability of multicultural and ethno-specific community organisations in Victoria. It aims to ensure that organisations are aware of the importance of the changes in the not-for-profit sector, moving towards a market oriented sector and adopting new approaches that enhance their operations. It also provides avenues for building capabilities including opportunities for free training that support volunteer driven ethno-specific and multicultural organisations to become more sustainable.

In 2014-15 the project focused on the delivery of eight capacity building forums targeting ethno-specific and multicultural organisations. The first stage included a community brainstorm that mapped out a process to guide the forums based on meeting the needs of community organisations. A list of the capacity building forums can be found on the events page of this annual report.

The next stage targets the mentoring component of the project. Expressions of interest for the mentoring program have opened and has already had a number of mentors and mentee organisations register their interest to participate in the one-on-one support. The program will commence August 2015.

The project is guided by an advisory group made up of skilled and experienced community leaders. It has gained a lot of interest throughout the community sector in the past year, evident from the high numbers of representatives from community organisations attending multiple forums and interest in the mentoring component. ECCV has also used the forums held to date as consultations with various sectors of the community, for example, multicultural youth and women, which has informed ECCV's policy advocacy work.



Daniela Zatarakoska with MC Demetrio Zema and panellists Joel Ma, Azmeena Hussain & Adrian Briones at The Voice of Young Leaders forum

Business Energy Smart Tips Project

In 2014-15, ECCV worked in partnership with the Ethnic Communities' Council of NSW (ECCNSW) to implement the Business Energy Smart Tips (BEST) project in Victoria. ECCNSW secured the funding from the Department of Industry and Science and contracted ECCV to complete the Victoria component.

The project's purpose was to provide energy-saving information to ethno-specific small and medium sized businesses in Melbourne through the use of seven bilingual educators that speak the following languages – Dari, Arabic, Hindi, Vietnamese, Cantonese and Mandarin. The overall objectives were to deliver:

- 200 full energy assessments (where a detailed report – tailored to individual businesses' needs – is delivered to the business, along with in-language, business-specific energy saving information brochure)
- 200 quick energy assessments (where 3 key energy-saving measures are recommended to businesses on-the-spot and an in-language, business-specific energy saving information brochure is delivered to the business).

The project not only achieved but exceeded its objectives by:

- Conducting 212 full energy assessments and 212 quick energy assessments
- Producing three case studies which were included in the promotional materials
- Participating in two energy expos organised by the Australian Vietnamese Women's Association.

The responses from business owners regarding information on energy efficiency provided by bilingual educators were overwhelmingly positive,

with many comments centred on how important the information was in helping them make changes. In addition the project evaluation report demonstrated the importance of providing information face-to-face in community languages. Most businesses found the interaction with bilingual educators very useful as it gave them the opportunity to ask questions and seek clarification.

ECCV would like to thank the Bilingual Energy Educators for their invaluable assistance in the successful delivery of this important project and ECCNSW for providing extraordinary support.

Furthermore, ECCV expresses its appreciation to all the business owners for giving their precious time to participate in this project and sharing some of their concerns, and their business aspirations.

Multicultural Communities Energy Education Project

The Multicultural Communities Energy Education (MCEE) Project was a 12 month project. It aimed to educate and empower culturally and linguistically diverse communities to be aware of the energy options available to them to reduce the cost of residential electricity bills as well as understanding electricity bills, energy efficiency and renewable energy options. The project was funded by the Victorian Department of State Development, Business and Innovation under the Energy Information Fund.

ECCV worked with six ethnic communities to develop project resources and a community education workshop program, including the employment of Bilingual Energy Educators (BEEs) that incorporate the cultural needs and values of each of the participating communities. The communities were Polish, Russian, Turkish, South-

Sudanese, Chin-Burmese and Bhutanese.

The first step was development of energy education resources and community wide media campaigns in the targeted communities. We also put out community radio and newspaper advertisements. The project was delivered via education workshops by our trained BEEs.

This project not only helped people choose the best electricity provider to save money on household bills but enhanced participants' understanding of energy efficiency, renewable energy and climate change. The MCEE project delivered over 40 energy education workshops engaging more than 1,200 participants with information and more community members broadly through media. Over 200 community members across six cultures were directly engaged through attending a series of workshops.

We are grateful to our project supporter Polaron, advisory committee members, dedicated BEEs and all involved communities that helped to make this project such a success. We also wish to express our sincere gratitude to Karl Barratt from Consumer Utility Advocacy Centre (CUAC) for his generous assistance throughout this project.



Elle Morrell with the newly trained Bilingual Energy Educators: Tila Guragai, Betul Kinali, Janina Dytman, Marina Echimi, Nyandeng Ayol & Zahra Abdurahman

Multicultural Aged Care Services Directory Project

The Multicultural Aged Care Services Directory (MACSD) seeks to promote better engagement, partnership and collaboration between generic and ethno-specific aged care service providers to enhance better outcomes for older people from non-English speaking and culturally diverse backgrounds.

ECCV was funded by the Department of Health and Human Services to develop this directory into an online resource that will allow people to search for ethno-specific and multicultural aged care service providers.

ECCV is pleased that the website development phase has been completed. Now ethno-specific and multicultural organisations can begin promoting and advertising their culturally specific aged care services. Eligible organisations will have free access to register a user account on MACSD, create a profile and provide updated information.

Generic service providers and mainstream organisations will have an easy and accessible way to identify and connect with linguistically and culturally specific aged care services when MACSD is in full operation. Recruitment of registrations is ongoing.

Preventing Homelessness in Older Culturally and Linguistically Diverse Communities Project

Preventing Homelessness in Older Culturally and Linguistically Diverse Communities is a joint initiative of ECCV and Housing for the Aged Action Group (HAAG). The central aim of the project is to prevent homelessness amongst older people from culturally and linguistically diverse backgrounds.

Six language groups have been identified as having high proportions of older renters and thus being at risk of homelessness. They are: Chinese (Mandarin and Cantonese), Arabic Speaking, South Asian (Punjabi, Hindi, Tamil, Urdu), Serbian, Croatian and Bosnian.

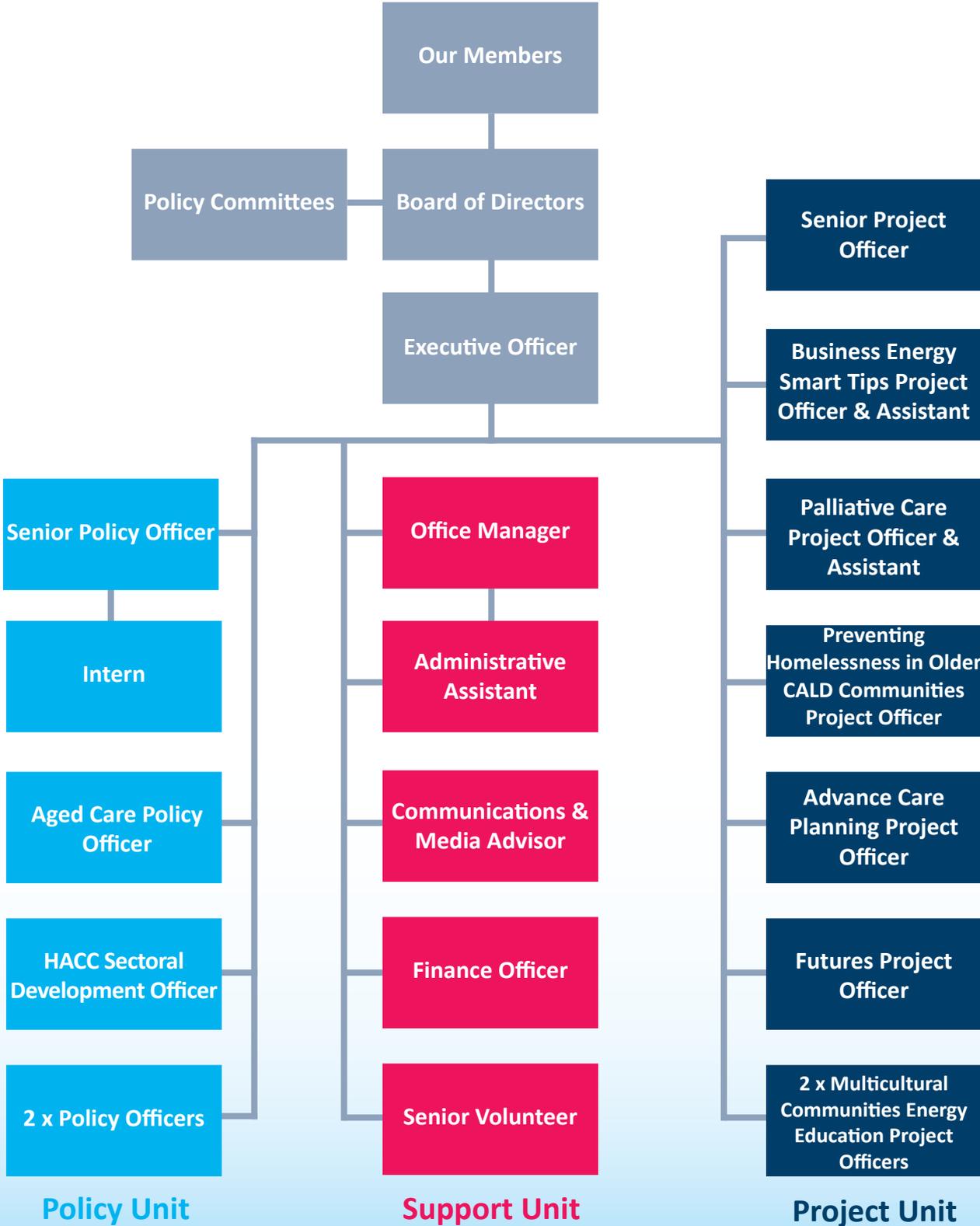
Home at Last is a free information, advice and referral service of HAAG. The creation of brochures for Home at Last services were developed through close consultation with community reference groups, which occurred over a six month period. The project includes a roll out of 80 community education sessions by bilingual/bicultural workers.

The key initiatives of the project include:

- Increasing access to Home at Last services through community education and links to information on housing options.
- Increasing awareness of Home at Last within key communities.
- Increasing Home at Last's capacity to respond in a culturally appropriate manner.
- Improving the ability of older people from culturally and linguistically diverse backgrounds to navigate the housing/homelessness system.

The project has already increased the number of older people from culturally and linguistically diverse backgrounds accessing housing assistance in Victoria. The number of culturally diverse clients contacting Home at Last was stable at 34 per cent for the last three years. This number has now increased to 51 per cent and is set to further increase with the roll-out of community education sessions from August 2015.

Organisational Structure



Treasurer's Report

It is with pleasure that I present this financial report of ECCV for the year 2014-2015. The result for this year is a deficit of \$48,912 against a budgeted surplus of \$3,092. Whilst the equity position has decreased from \$298,941 to \$250,029, it still leaves the Council in a sound financial position; that is largely a result of the surplus generated by our predecessors in the past seven to eight years.

The deficit this year was a result of unforeseen and once-off circumstances. The major contributors to the deficit were Occupancy Costs \$26,000 and Staff Turnover Costs \$40,000. If these items did not occur, then ECCV would have instead reported a surplus of around \$15,000.

Our key funding grants for projects remains the same as in the previous year with the addition of several new projects and revenue earned this year was as per budget. Our recurrent core funding from the Office of Multicultural Affairs and Citizenship (OMAC) was increased by 25 per cent during this year. The challenge for FY2016 is to seek new funding and income streams to replace the projects which concluded towards the end of this financial year.

The staff turnover this year was higher than normal due to staff moving on to higher positions elsewhere. As an organisation, ECCV is in an excellent position for staff to learn, grow and develop skills which are eagerly sought by other employers. We are proud that time spent with ECCV has contributed to enabling our staff to move on and broaden their horizons.

During this year, I have really enjoyed working with all the people of ECCV. This year saw in a changing of the guards at the executive level. I thank Ross Barnett, the outgoing Executive Officer (EO) for his professionalism. I am equally pleased to be working with the incoming EO, Irene Bouzo, who has seamlessly continued working to a high standard. Irene and I have established an excellent rapport.

Finally I extend my gratitude to the Chairperson, the Board members, the staff and volunteers for their ongoing support. Each and every one is vital to the ongoing success of ECCV.

Helena Trinnick
Treasurer

Financial Statements for 2014-2015

ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

ABN 65 071 572 705

The accompanying notes form part of this financial report

| INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2015 | Notes | 2015 | 2014 |
|---|--------------|------------------|------------------|
| REVENUE | | \$ | \$ |
| Grants | 2 | 1,367,154 | 930,701 |
| Membership fees | | 10,800 | 20,900 |
| Interest received | | 16,529 | 12,252 |
| Other income | | 18,361 | 73,864 |
| | | 1,412,844 | 1,037,717 |
| EXPENDITURE | | | |
| Audit fees | | 3,000 | 2,500 |
| Depreciation | | 7,808 | 7,877 |
| Employee salaries and related expenses | 3 | 1,097,681 | 743,940 |
| Travel expenses | | 6,863 | 11,495 |
| Other expenses | | 346,404 | 268,813 |
| | | 1,461,756 | 1,034,625 |
| OPERATING PROFIT FOR THE YEAR | | (48,912) | 3,092 |
| Prior Year Adjustment over provision writeback | | - | - |
| Operating Profit (Including Prior Year Adjustment) | | (48,912) | 3,092 |
| BALANCE SHEET AS AT 30 JUNE 2015 | Notes | 2015 | 2014 |
| CURRENT ASSETS | | \$ | \$ |
| Cash | | 386,238 | 698,705 |
| Receivables | 4 | 135,114 | 149,127 |
| Prepayments | | 1,080 | 3,811 |
| TOTAL CURRENT ASSETS | | 522,432 | 851,643 |
| NON-CURRENT ASSETS | | | |
| Fixed assets | 5 | 1,859 | 9,667 |
| TOTAL NON-CURRENT ASSETS | | 1,859 | 9,667 |
| TOTAL ASSETS | | 524,291 | 861,310 |
| CURRENT LIABILITIES | | | |
| Creditors and accruals | 6 | 118,908 | 93,389 |
| Government grants in advance | 7 | 68,773 | 395,463 |
| Provisions | 8 | 86,581 | 73,517 |
| TOTAL CURRENT LIABILITIES | | 274,262 | 562,369 |
| TOTAL LIABILITIES | | 274,262 | 562,369 |
| NET ASSETS | | 250,029 | 298,941 |
| EQUITY | | | |
| Retained profits | 9 | 250,029 | 298,941 |
| TOTAL EQUITY | | 250,029 | 298,941 |

The accompanying notes form part of this financial report

| CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2015 | Notes | 2015 | 2014 |
|---|-------|-----------|-----------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | \$ | \$ |
| RECEIPTS | | | |
| Members | | 10,800 | 20,900 |
| Grants | | 1,095,792 | 930,701 |
| Other income | | 18,361 | 73,864 |
| Interest | | 16,529 | 12,252 |
| PAYMENTS | | | |
| Suppliers and employees | | 1,453,948 | (967,905) |
| Net cash inflow/(outflow) from operating activities | 10(b) | (312,466) | 69,812 |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Net cash inflow/(outflow) from investing activities | | - | - |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | |
| Net Increase/(decrease) in cash held | | (312,466) | 69,812 |
| Cash at beginning of the year | | 698,704 | 628,892 |
| CASH AT THE END OF THE YEAR | 10(a) | 386,238 | 698,704 |

Notes to the Accounts Year Ended 30 June 2015

NOTE 1

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Vic). The Board has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

a. Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

b. Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation. The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

c. Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

d. Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

e. Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

f. Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

g. Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

h. Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

i. Leases

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

j. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

k. Financial Assets

Investments in financial assets are initially recognised at cost, which includes transaction costs, and are subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

l. Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

ABN 65 071 572 705

| | 2015 | 2014 |
|---|-----------|----------|
| Note 2 | \$ | \$ |
| Grants | | |
| Core Grant (OMAC) | 255,625 | 262,266 |
| Aged Care Project (DHHS) | 247,640 | 275,000 |
| Palliative Care Project | 256,664 | 200,000 |
| Miscellaneous grants | 44,887 | 19,821 |
| DH Seniors Grant | 114,998 | 113,000 |
| DH Advance Care Planning | 70,004 | - |
| DH Aged Care Service Directory | 11,694 | 16,000 |
| DHS Disability Consultation Group | 6,706 | 21,439 |
| Futures - Enhancing Governance MC Communities | 71,000 | - |
| EIF Energy Information Fund | 97,672 | - |
| ECCNSW BEST Energy Grant | 161,437 | - |
| DH Elder Abuse Video | 28,827 | 23,175 |
| | 1,367,154 | 930,701 |
| Note 3 | | |
| Employee Salaries and Related Expenses | | |
| Salaries | 997,190 | 651,979 |
| Superannuation | 99,966 | 69,468 |
| Workcover | 13,148 | 8,037 |
| Increase/decrease in provision for annual leave | (9,687) | 11,688 |
| Increase/decrease in provision for long service leave | (2,936) | 2,768 |
| | 1,097,681 | 743,940 |
| Note 4 | | |
| Receivables | | |
| Trade debtors | 135,114 | 149,127 |
| | 135,114 | 149,127 |
| Note 5 | | |
| Property, plant and equipment | | |
| Office furniture and equipment at cost | 95,104 | 95,104 |
| Less accumulated depreciation | (93,245) | (85,437) |
| | 1,859 | 9,667 |
| Note 6 | | |
| Payables | | |
| Trade creditors | 35,745 | 13,865 |
| PAYG withholding tax | 25,069 | 21,615 |
| Superannuation | 10,048 | 6,049 |
| GST | 48,046 | 51,859 |
| | 118,908 | 93,388 |

Financials

| | 2015 | 2014 |
|--|------------------|----------------|
| Note 7 | \$ | \$ |
| Income In Advance | | |
| Grants | 68,773 | 395,463 |
| Various grants | - | - |
| | 68,773 | 395,463 |
| Note 8 | | |
| Provisions | | |
| Provision for Office Upgrade/Relocation | 38,603 | 12,917 |
| Provision for annual leave | 36,215 | 45,902 |
| Provision for long service leave | 11,763 | 14,698 |
| | 86,581 | 73,517 |
| Note 9 | | |
| Retained Profits/Accumulated Losses | | |
| Balance at beginning of the year | 298,941 | 295,849 |
| Profit for year | (48,912) | 3,092 |
| Retained profits as at 30 June 2015 | 250,029 | 298,941 |
| Note 10a | | |
| Reconciliation of Cash | | |
| For the purpose of the Cash Flow Statement, cash includes cash on hand and cash at bank. Cash at the end of the reporting period as shown in the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows: | | |
| Cash on hand | 300 | 300 |
| Cash at bank | 385,938 | 698,405 |
| | 386,238 | 698,705 |
| Note 10b | | |
| Profit reported in Income and Expenditure Statement | (48,912) | 3,092 |
| Add/(deduct) | | |
| Depreciation | 7,808 | 7,877 |
| Decrease/(increase) in receivables | 14,013 | (138,662) |
| Decrease/(increase) in prepayments | 2,731 | (3,810) |
| Increase/(decrease) in payables | 25,520 | 33,017 |
| Increase/(decrease) in income in advance | (326,690) | 176,139 |
| Increase/(decrease) in provisions | 13,064 | 1,901 |
| Decrease/(increase) in Fixed Assets | - | (9,741) |
| Net cashflow from operating activities | (312,466) | 69,813 |

Auditor's Report

Independent Auditor's Report to the Members of Ethnic Communities' Council of Victoria Inc.

We have audited the accompanying financial report, being a special purpose financial report, of Ethnic Communities' Council of Victoria Inc. (the association), which comprises the statement of financial positions as at 30 June 2015, the statement of comprehensive income and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Officers' Responsibility for the Financial Report

The officers' of Ethnic Communities' Council of Victoria Inc. are responsible for the preparation and fair presentation of the financial report, and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 (Vic) and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of

the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the officers, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position Ethnic Communities' Council of Victoria Inc. as at 30 June 2015 and its financial performance and its cash flows for the year then ended in accordance with the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Vic).

Basis of Accounting

Without modifying our opinion, the financial report has been prepared to assist Ethnic Communities' Council of Victoria Inc. to meet the requirements of the Associations Incorporation Reform Act 2012 (Vic). As a result, the financial report may not be suitable for another purpose.



David Tan (FCPA)

Dated this 18th day of November 2015
First Priority Accounting & Taxation
18 Drummond Street, Carlton VIC 3053

Statement by the Board

The Board has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements. In the opinion of the Board the financial report as set out on pages 31 to 36:

1. Presents a true and fair view of the financial position of Ethnic Communities' Council of Victoria Inc. as at 30 June 2015 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Ethnic Communities' Council of Victoria Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Chairperson
Eddie Micallef



Treasurer
Helena Trinnick

Dated this 18th day of November 2015

Our Members

As the peak advocacy body for ethnic and multicultural communities in Victoria we gain strength through the number and diversity of our membership base, so we would like to take this opportunity to thank all of our members for their valued contributions and continuous support throughout the year.

There are three types of ECCV memberships; ordinary, associate and individual. The majority of our 220 members are ordinary members, meaning their primary object is of an ethnic and/or multicultural focus and whose aims and activities are consistent with the statement of purposes of the ECCV. These member organisations, representing more than 60 ethnicities, are at the heart of everything we do.

Membership Invitation

If you are not yet a member of ECCV, we would like to invite you to join us and enjoy the benefits that come with supporting a strong voice for the multicultural sector. By becoming part of this wide multicultural membership, you will automatically receive the following benefits:

- Voting rights and the chance to share sector leadership on the ECCV Board of Directors (ordinary members)
- Invitations to our frequent forums and seminars on issues likely to be of concern to you
- Concessional registration fee for our biennial conference and events
- Access to information about grant opportunities and other training and information events and resources
- A copy of our fortnightly e-bulletin
- A guaranteed place for up to four members of your organisation on our annual Capacity Building Forums
- A free copy of Many Hopes, One Dream, the history of ECCV

If you are interested in becoming a member simply download the application form from our website www.eccv.org.au and submit it to eccv@eccv.org.au.

2014-2015

Action on Disability within Ethnic Communities (ADEC)
Alfred Deakin Institute of Citizenship and Globalisation, Deakin University
Alzheimer's Australia Victoria
AMES
Asia Centre, University of Melbourne
Australian Bureau of Statistics
Australian Multicultural Foundation
Australian Muslim Women's Centre for Human Rights
Australian Red Cross
Cancer Council Victoria
Carers Victoria
Centre for Cultural Diversity in Ageing
Centre for Culture, Ethnicity and Health
Centre for Multicultural Youth
Consumer Affairs Victoria
Consumer Utilities Advocacy Centre
Continence Foundation of Australia
Council on the Ageing (COTA)
Cultural Perspectives
Darebin Ethnic Community Council
Department of Education and Early Childhood Development (Vic)
Department of Education, Employment and Workplace Relations (Aus)
Department of Health (Vic)
Department of Social Services (Aus)
Department of Immigration and Citizenship (Aus)
Department of Transport, Planning and Local Infrastructure (Vic)
Diversity and Disability
Ecumenical Migration Centre - Brotherhood of St Laurence
Ethnic and Multicultural Organisations
Ethnic Schools Association
Ethnic Senior Citizens Clubs
Fair Go for Pensioners Coalition Victoria
Federation of Ethnic Communities' Councils of Australia
Flemington Kensington Community Legal Centre
Foundation House
Foundation to Prevent Violence Against Women and their Children
HACC South Eastern Region Cultural Diversity Network
Healthy Ageing Research Unit - Monash University
inTouch Multicultural Centre Against Family Violence
Islamic Council of Victoria
Jesuit Social Services
Languages and Multicultural Education Resource Centre (LMERC)
Leadership Victoria

Leading Age Services Australia
Macquarie University NSW
Melbourne Employment Forum
Melbourne Playback Theatre Company
Migration Review Tribunal
Monash University
Multicultural Arts Victoria
Multicultural Centre for Women's Health
Municipal Association of Victoria
MyriaD Consultants
National Ethnic and Multicultural Broadcasters' Council (NEMBC)
National Seniors Australia
Northern Health
Office of Multicultural Affairs and Citizenship (Vic)
Organ and Tissue Authority
Palliative Care Victoria
Refugee Review Tribunal
Regional Ethnic Communities' Councils
Relationships Australia
Responsible Gambling Foundation
Royal District Nursing Service
SBS - Victoria & New South Wales
Seniors Programs and Participation (Department of Health)

Seniors Rights Victoria
State Trustees Foundation
Swinburne University
University of Melbourne
VICSEG New Futures
Victoria Police
Victoria University
Victorian Commissioner for Children and Young People
Victorian Continence Resource Centre
Victorian Council of Social Service (VCOSS)
Victorian Electoral Commission
Victorian Electoral Matters Committee
Victorian Equal Opportunity and Human Rights Commission
Victorian Health Promotion Foundation
Victorian Immigrant and Refugee Women's Coalition
Victorian Local Governance Association
Victorian Multicultural Commission
Victorian Overseas Qualifications Unit
Victorian Transcultural Psychiatry Unit
VLGMIN

Special Acknowledgements

Thank You!

ECCV Board members and staff would like to thank our members, supporters and partner organisations who have contributed so significantly to the work and achievements of ECCV during 2014-2015.

Our special thanks are particularly extended to our main funding bodies:

Office of Multicultural Affairs and Citizenship

Victorian Multicultural Commission

Victorian Department of Health and Human Services

We also received funding from the Commonwealth and Victorian Governments.

And some individuals who deserve special thanks for their pro bono advice and support:

Jude Lau (HLB Mann Judd)

Andrew Wright (Maddocks Lawyers)

Faye Spiteri (Cultural Perspectives)

Project Funders and Partners

Arts Victoria

Australian Croatian Community Services

Australian Filipino Community Services

Australian Greek Welfare Society

Australian Multicultural Foundation

Australian Turkish Association

Australian Vietnamese Women's Association

Chinese Cancer Society of Victoria

Chinese Community Social Services Centre

Co.As.It

Commonwealth Department of Industry

Consumer Utility Advocacy Centre

Culture Victoria

Energy Information Fund

Ethnic Communities' Council of NSW

Filipino Community Council of Victoria

Froniditha Care

Housing for the Aged Action Group

Lord Mayor's Charitable Foundation

Polaron

Macedonian Community Welfare Association

Maltese Community Council Victoria

Multicultural Centre for Women's Health

Palliative Care Victoria

R E Ross Trust

Ruth Watchorn Estate managed by Equity Trustees

Scanlon Foundation

Seniors Rights Victoria

Springvale Indo-Chinese Mutual Assistance

Association

Victorian Department of Health and Human Services

Victorian Department of Industry and Science

Victorian Department of State Development, Business and Innovation

Victorian Law Foundation

