

**From:** Emiliano Zucchi [REDACTED]  
**Sent:** Thursday, 3 March 2022 9:10 AM  
**To:** oldervictoriansinquiry; Eddie Micallef  
**Subject:** RE: Inquiry into support for older Victorians from migrant and refugee backgrounds - PROOF TRANSCRIPT – 18 February 2022  
**Attachments:** Nov 2020 eBulletin (003).pdf; ECCV Annual Report 2020-21\_LR.pdf

Dear Katherine

We have had the opportunity to review the transcript and it is fine.

Regarding the question we took on notice:

***“You mentioned the digital literacy project and the pilot aspect of that. Can you just tell us a little bit more about that? Is it likely that that pilot project will be implemented on an ongoing basis?”***

Background

At the start of 2020, ECCV engaged in community consultation processes with CALD seniors’ groups in South-East Melbourne and representatives from City of Greater Dandenong, City of Casey and City of Kingston, to identify specific needs of CALD seniors’ groups. As a result of these consultations the following were identified as priority needs by group leaders and members:

1. The need to strengthen CALD seniors’ digital literacy skills to increase social connectedness and inclusion.
2. The need to strengthen the capacity of CALD seniors’ groups to submit grant applications and collaborate with Local Government.

As a result, ECCV collaborated with U3A, Southern Migrant and Refugee Centre (SMRC), City of Greater Dandenong, City of Casey and City of Kingston to deliver digital literacy support sessions for leaders from CALD senior’s groups within these 3 LGAs. These support sessions aimed to assist participants improve their knowledge and skills to use technology, connect with support agencies online, prepare online applications for grants, and arrange digital literacy training for members of their club.

U3A delivered up to 2 hours drop-in digital support sessions weekly which were attended by members of the following CALD communities: Tamil, Macedonian, Maltese, Chinese, Spanish, Italian, Filipino, Vietnamese, Afghan, Turkish, Cook Islander, Arabic-speaking.

Project plans for 2022

As a result of this project ECCV proposes to broaden the offering of digital inclusion support sessions and other capacity building sessions to CALD seniors’ groups across Victoria.

To date the following sessions have been held in response to needs identified among a number of senior’s groups:

Seniors’ Group	Session topic/platform	Number of sessions/ participants
Arabic-speaking	Seniors Rights (delivered online with the support from Peninsula Community Legal Centre)	1 / 13
Turkish	COVID Safe Planning (delivered Online by ECCV Team)	2 / 27
Somali	COVID Safe Planning (delivered Online by ECCV Team)	1 / 13
Mandarin-speaking	Financial Capacity Building (delivered Online with the support from Services Australia)	1 / 10

In 2022 ECCV will continue to work in partnership with relevant organisations to launch and promote a suite of information sessions inviting participation from any CALD seniors' group leaders and members interested in participating. These sessions will include the following themes: digital literacy, seniors rights and elder abuse awareness, governance and grant applications.

#### Publication

In December 2020 ECCV dedicated its Golden Years publication to the theme of *Digital Inclusion of Multicultural Seniors During COVID-19* <https://eccv.org.au/aged-care-sector-newsletter/>  
ECCV's November e-bulletin and Annual report 2020-2021 (attached), also demonstrate ECCV's engagement in supporting culturally diverse seniors with digital literacy.

Should you have any other questions, please do not hesitate to contact me.

Best,

Emiliano

**Emiliano Zucchi**  
**Chief Executive Officer**  
**Ethnic Communities' Council of Victoria**



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W: [www.eccv.org.au](http://www.eccv.org.au)



ECCV acknowledges the Traditional Owners of Country throughout Victoria and pays respect to their Elders past and present.

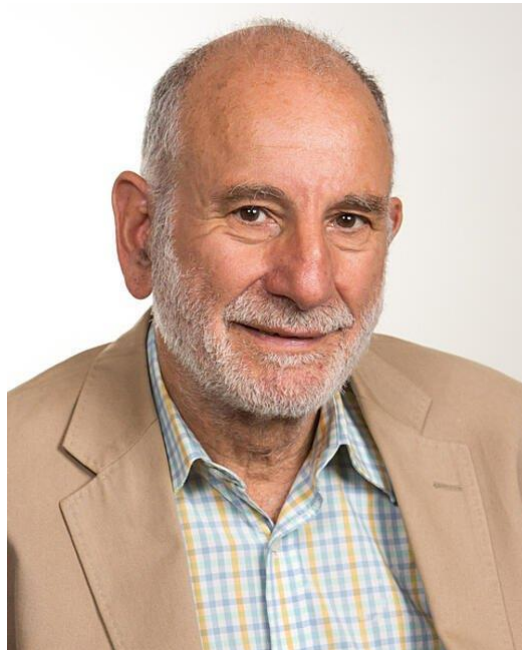
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**ETHNIC  
COMMUNITIES' COUNCIL  
OF VICTORIA**

**ADVOCACY | SECTOR DEVELOPMENT | POLICY RESEARCH**

## **eBulletin - Issue #8**



### **Chair's Message**

Welcome to the latest edition of the ECCV eBulletin.

I congratulate all Victorians throughout this state for their tireless and ongoing work in combatting and containing the COVID 19 pandemic. It is heartening to see consecutive days of zero community transmission cases in our beloved state.

This is because of the hard work and sacrifice of each and every Victorian. It is particularly uplifting to see that trends are suggesting that we may be able to celebrate Christmas with family and friends in a COVID-safe way.

This week is NAIDOC Week. ECCV is honoured to celebrate Aboriginal & Torres Strait Islander, culture, history, knowledge and achievement as part of our strategic goals. In NAIDOC Week, we acknowledge the ongoing efforts of First Nations peoples to retain the right to natural and cultural assets on this ancestral land, and offer our continuing support. ECCV cannot advocate for respect for culture and diversity, if we are unable to foster respect for the diversity of cultures among Australia's First Nations peoples.

As part of a range of other important initiatives, I am delighted to announce that ECCV has released a policy paper, which focuses crucially on the provision of health literacy and language services during the pandemic.

Through community consultations, surveys and focus groups, ECCV has gathered a clearer picture of how culturally diverse Victorians see the role of professional interpreting services in navigating and accessing the health system.

Separately to this, there were great discussions and insights shared to drive collaboration in the community sector at the ECCV Member Forum held in October. As a member-driven peak body, ECCV's advocacy priorities are led by the knowledge, experiences and expertise of our valued members. The team at ECCV are compiling all ideas and insights and will share these with stakeholders in the coming weeks.

I'm pleased to announce that our team at ECCV has significantly grown. In the past month, we have had a team of Community Outreach Workers and three CALD Consumer Representatives join us. We are excited for the contributions

these new staff team members will make towards the increasingly important and targeted work we are being required to do.

ECCV has partnered with InTouch and Multicultural Centre for Women's Health, supported by the Municipal Association of Victoria, for a digital campaign to mark Respect Victoria's '16 Days of Activism 2020' campaign beginning November 25. Please follow our social channels for campaign messaging informed by these expert organisations.

Finally, it is with great pleasure that I would like to announce the date for ECCV's 2020 Annual General Meeting on 3 December 2020. This year, we will be joined by the Hon. Ros Spence MP, Minister for Multicultural Affairs as a keynote speaker. Formal notice to members and invitations to stakeholders to follow.

I continue to commend our Board Members, Executive Officer and staff for their hard work and commitment in making this all possible. We look forward to continuing to support, inform and collaborate with the Victorian community to care for and strengthen each other.

**Warm regards,**

**Eddie Micallef**

**Chairperson**

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**HIGHLIGHTS**



ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

*Welcome  
to the team!*



ECCV warmly welcomes **Rashmi Kumar** as **Policy & Advocacy Manager!**

Rashmi, comes to ECCV from Our Watch, where she was the Senior Policy and Practice Advisor Intersectionality. Her strong professional experience in family violence prevention is also demonstrated by her work across a range of Policy and Project Lead positions at Safe Steps and No To Violence.

Rashmi also worked at the NSW Council of Social Services as a Senior Policy and Advocacy Officer in aligned portfolio areas such as ageing and disability.

Alongside Rashmi's policy and practice experience, she worked as Principal Advisor for the Change the Record campaign, which is a national campaign that aims to raise the incarceration age of children. Rashmi's advocacy experience in

working alongside First Nations people as part of this campaign, saw her also strategically lead the development of a Reconciliation Action Plan at Our Watch.

Rashmi is passionate about social justice, and has contributed to a range of community campaigns and initiatives. She is the Strategic Policy Lead with Democracy in Colour and is a Campaign Fellow with the Centre for Australian Progress. Rashmi also serves on the Board of Switchboard Victoria and as Chair of the QTIPOC (Queer, Trans and Intersex People of Colour) Committee.

Rashmi will be playing a critical role in driving ECCV's policy and advocacy agenda into the future as part of the management team.

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ECCV warmly welcomes it's new COVID-19 Community Outreach team and the new CALD Health Consumer Representatives!

ECCV's **COVID-19 Community Outreach Project** is funded by the Victorian Government through the Working for Victoria fund to respond to the needs of culturally and linguistically diverse (CALD) communities impacted by COVID-19. The team comprises **Project Coordinator, Ring Mayar**, and **Project Outreach Workers:**

- **Teniola Adesanya**
- **Martin Arop**
- **Azal Ahmad**
- **Deepmala Awasthi**
- **Hayat Doughan**
- **Osman Ali Mohamed**
- **Ruach Deng**
- **Suzan Saka**

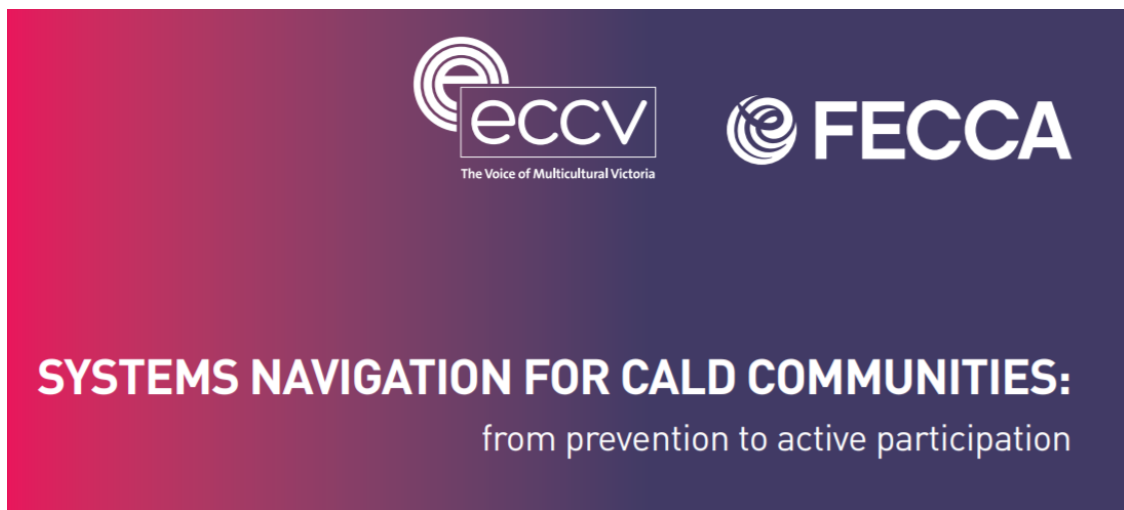
And we also welcome ECCV's new **CALD Health Consumer Representatives:**

- **Argireta Ateva**
- **Lamija Cancar**

- **Katia Kaloustian.**

Argireta, Lamija and Katia will be working as CALD Health Consumer Representatives on the Project Advisory Group for the **Culturally Responsive Primary Care project** funded by the North West Melbourne Primary Health Network (NWMPHN) with the aim of developing a best practice culturally responsive guide for the NWMPHN's commissioned providers.

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## **Discussion Summary: Roundtable on Aged care systems navigation for CALD communities**

On 22nd October 2020, ECCV and Federation of Ethnic Communities' Councils of Australia (FECCA) hosted a roundtable discussion on the findings and recommendations from FECCA and ECCV's Position Paper: *Systems Navigation for CALD Communities: from prevention to active participation*.

The paper identified the key principles of an aged care navigation model that will best meet the needs of many older Australians from CALD backgrounds and their carers. The discussion was based on sharing experience of access to and use of aged care services by first-hand service users from culturally and linguistically diverse backgrounds, multicultural aged care practitioners and service providers.



The main themes discussed during the roundtable were:

1. Interpreter Services
2. Block funding
3. Care Finders
4. Aged care with choice
5. Intersectionality
6. Secondary consultation

ECCV and FECCA are looking forward to your feedback on [the Position Paper](#).

**Please provide feedback by 16th November 2020**

[Read the Position Paper](#)

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**Statement from ECCV Chair**

Multiculturalism makes us stronger:  
Pondering the role of media in  
post-COVID Australia

**READ HERE**

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## Supporting Councils to work with CALD Seniors' Clubs

Almost 900 Victorian CALD Seniors' Clubs have been instrumental in supporting their members with promoting emotional and physical health, including food relief, in-language 'check ins' and service navigation. CALD Seniors' clubs function as positive ageing hubs. This has been crucial during COVID-19 as prolonged lockdown has created significant challenges to multicultural seniors, including increased social isolation and disengagement from services.

In August, ECCV published [\*Connecting CALD Seniors during the COVID-19 pandemic\*](#), an Issues Brief outlining the challenges facing CALD Seniors' Clubs due to COVID-19 and opportunities to address these challenges.

On 27th October, ECCV and the Municipal Association of Victoria (MAV) co-delivered two forums for regional and metropolitan local governments, sharing ECCV's knowledge and LGAs' good practice to inform councils of CALD Seniors' clubs' needs, strengths and challenges during COVID-19. A focus was the transition to "COVID Normal" and what positive ageing will look like in the future.

Councils heard from seniors' clubs' representatives and discussed existing practices that can best support the clubs moving forward: digital inclusion, grants support and planning for safe social gatherings.

The Victorian Government CALD Communities Taskforce recently announced \$2.1 million for CALD Seniors' Clubs, including direct funding for clubs that have previously received grants. Newly formed clubs will need to apply for funding by 19th November.

*File photo from 2019.*

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## Follow us on Socials for



ECCV, InTouch and MCWH, supported by Municipal Association of Victoria, are collaborating on a multilingual social media campaign to promote respect and call out common assumptions and barriers that arise in preventing violence against women from migrant and refugee backgrounds.

Key campaign messages in widely-spoken community languages will be shared from 25 November for Respect Victoria's 16 Days of Activism Against Gender-Based Violence 2020 campaign.

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## Watch on ECCV's website

PRESENTATIONS FROM

# GAMBLING HARM FORUM

GAMBLING HARM IN MIGRANT AND REFUGEE COMMUNITIES IN THE CONTEXT OF THE COVID-19 PANDEMIC



For migrant and refugee community members and people seeking to engage with them.

ONLINE FORUM | 10AM - 1PM | WED 16 SEPT 2020

## PUBLICATIONS



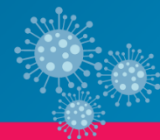
### Inquiry into access to TAFE for learners with disability

ECCV Submission

October 2020



POLICY ISSUE BRIEF



## COMMUNICATING ABOUT COVID-19

Health Literacy and Language Services During the Pandemic

READ  
MORE

# ECCV IN THE MEDIA



*operates on the Lands of the Kulin and Yorta Yorta Nations.*

Ethnic Communities' Council of Victoria, Suite 101, 398 Sydney Road, Coburg, VIC 3058, 9354 9555

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# ANNUAL REPORT 2020-21

ETHNIC COMMUNITIES' COUNCIL OF VICTORIA



# ABOUT ECCV

Ethnic Communities' Council of Victoria (ECCV) is the member-based peak body in Victoria for migrant and refugee communities and people from culturally and linguistically diverse backgrounds. ECCV works closely with more than 220 member organisations run for and by migrant and refugee communities, including ethnic associations, multicultural service providers, and eight ethnic communities' councils across rural and regional Victoria.

Since 1974, ECCV has been advocating for human rights, freedom, respect, equality and dignity for migrant and refugee communities, and for the building of a socially cohesive and inclusive Victorian community. ECCV has a strong history in advocating for the rights of migrant and refugee communities, informing industry practice and influencing Federal, State and Local governments on a range of issues including culturally responsive approaches, anti-racism action, equitable access to services and socially just policy.

## Acknowledgement of Country

In the spirit of reconciliation, the Ethnic Communities' Council of Victoria acknowledges the Traditional Owners on whose Country we are based. We pay respect to their Elders past, present and emerging, and acknowledge their continuing connection to land, sea and community. We extend this respect to Traditional Owners throughout Victoria where we live, work and play.

[eccv.org.au](http://eccv.org.au)



**Cover Image:** ECCV staff and Board Members at the Victorian Aboriginal Community Services Association (VACSAL) in Northcote.

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# CHAIRPERSON'S REPORT

The last year has been a shared effort by all Victorians to continue to keep our communities safe, informed and connected during the ongoing impacts of the COVID-19 pandemic. ECCV has been proud to play its part, in working with all Victorians, to respond to the public health crisis. We are looking forward to the year ahead, when we are all vaccinated and the impacts of COVID-19 begin to diminish. Recovery will take time, but we will have been through the hardest of it.

The previous 12 months have been a collective effort at the ECCV, with our work ensuring that as a sector peak body we could be as effective as possible in responding to a broad range of priorities. The breadth and depth of this work has been reflected across policy, advocacy, media, sector engagement and capacity building. Many organisations have sought our knowledge and comment during this time, and we hope that we have used our capability to better prepare our community for the future.

The year ahead is exciting, with ECCV partnering in the FECCA 2022 Conference. This is the first time this biennial national multicultural conference has been held in Melbourne since 2003. ECCV thanks the Victorian Government for its support in bringing this premier event to Melbourne, and we look forward to welcoming delegates across Australia to our state. We hope that the event can play a positive role in our city's renewal.

It has been an honour to have been elected by the ECCV Board to serve as Chairperson for the last two years. I'd like to thank all our Board Members for their hard work, collegiately and commitment during this time. I'd particularly like to thank our Office Bearers for their support and collaboration - Jenny Semple and Jill Morgan AM (Deputy Chairs), Marion Lau OAM (Secretary) and Zeynep Yesilyurt (Treasurer).

All our Board Members have worked hard to build the structures for the future success of ECCV, including a detailed review of the Constitution, the first since 2015. Our sector wants a strong and effective ECCV and we are proud that we have been able to deliver it.

I'd also like to thank our staff, led by outgoing Executive Officer, Chris Christoforou, who have worked hard to deliver value for multicultural communities. I thank them all for their efforts and wish them well for the year ahead.

I'd like to acknowledge the Life Membership awarded Bruna Pasqua. Bruna gave more than three decades service to the ECCV Board, including as Secretary and Deputy, and it's been a pleasure to have worked with her. I'd also like to acknowledge the passing of Life Member, George Zangalis, one of the original ECCV members since 1974. It was a genuine privilege to be able to speak about his immense contribution at his public memorial on ANZAC Day this year.

Finally, I'd like to thank all our members for their ongoing support and engagement during this time. Their work during the last 12 months has been phenomenal. Members are the life blood of the ECCV, with ECCV only strong when the multicultural sector is strong.



**EDDIE MICALLEF**  
CHAIRPERSON

A handwritten signature in black ink, appearing to read 'Eddie Micallef', written in a cursive style.

# EXECUTIVE OFFICER'S REPORT

The past year has continued to provide major challenges for us all, as we've worked to manage the impacts of the pandemic. We've been lucky to live in a nation where all governments across Australia have taken COVID-19 seriously. While the financial and emotional sacrifices have been great, many lives have been saved in Australia through these actions. I thank everyone for working together to respond to the public health emergency and am confident that we will emerge stronger from this experience.

Leading the Ethnic Communities' Council of Victoria (ECCV) during this time has been a whirlwind, starting from the public housing tower lockdown in early July 2020, to implementing a new strategic plan and considering Constitutional reform. From frequent cross-sector collaborations, with the CALD Communities Taskforce, Multicultural CEO Network, Victorian Multicultural Commission and Regional Ethnic Councils in response to the pandemic, to advocacy on mental health reform and improving the NDIS, our call for a whole of government anti-racism strategy and bringing the FECCA Conference to Melbourne, our agenda has been big and the efforts many.

I thank everyone involved in supporting this work over the last 12 months. We have been humbled by your willingness to collaborate. This has included our funders from the Victorian Government, Australian Government, Federation of Ethnic Communities' Council of Australia and a range of other partners such as North Western Melbourne Primary Health Network, Victorian Council of Social Service and VicHealth.

I extend my gratitude to the ECCV Board for their hard work and many contributions over the last 12 months, particularly ECCV Chairperson, Eddie Micallef, who was always available to me and made sure that every day was an education. I'll always consider it an honour to have worked with and learnt from so many long-time warriors in the multicultural sector through ECCV.

I'd particularly like to acknowledge ECCV staff in 2020-21, who have all contributed to ensuring that we could remain responsive as a member-based peak body. Your passion, drive, commitment and consistent willingness to go the extra mile to achieve the best possible outcomes, has been a massive privilege to be part of. Nothing would have been possible without you.

Finally, I'd like to thank our members for your ongoing support and engagement with ECCV, working together to support people in need and empowering us to make Victoria a safer, more inclusive and representative place for diverse communities.

As a now former Executive Officer, I am proud to remain a friend of the ECCV, whose work remains as critical as ever. I wish ECCV well in 2022 and beyond. I am looking forward to the moment when we can all catch up in person again.



**CHRIS CHRISTOFOROU**  
EXECUTIVE OFFICER

A handwritten signature in black ink, appearing to read 'Chris Christoforou', written in a cursive style.

# OUR IMPACT

## VISION

A culturally diverse and harmonious society that is just, fair and inclusive for all Victorians.

## MISSION

We are strengthening and building our community through advocacy and leadership, empowering people from culturally diverse backgrounds.

## VALUES

- Courage
- Equality
- Integrity
- Respect
- Compassion
- Empowerment

During a tumultuous year of COVID-19 outbreaks and lockdowns, ECCV continued to expand its work and impact in 2020-21, supporting and advocating for migrant and refugee communities. This is a snapshot in numbers of our policy and advocacy and project and capacity building work across our strategic themes.

## INFLUENCE

6 policy submissions    4 reports    9 papers

7919 social media followers

5120 newsletter subscribers

3 new Anti-Racism ambassadors enrolled

## LEAD, SUPPORT & COLLABORATE

9 steering / implementation coordinating committees    2 round tables

15 network memberships

4 reference groups    2 working groups

1 ministerial taskforce    5 advisory groups/panels

## BUILD CAPABILITY & MISSION

**1110** people attended over **60** information sessions both in person and online

**70** participants took part in **3** online workshops

**1500** brochures distributed on Elder Abuse Prevention in **4** languages

**7** forums held

**39** people took part in **4** online training sessions

**22** bicultural community outreach project workers employed

**90** Community Connector disability workshops conducted with **1364** participants

**12** young people given leadership training (IYAL)

**60** seniors engaged in Digital Literacy Training

**22**

bilingual community educators trained in elder abuse prevention

## REPRESENTATION & COLLABORATION

ECCV actively participates in the following sector-led networks, committees, and roundtables and government-led advisory panels and groups.

### GOVERNMENT-LED

- Commissioner for Rental Tenancies Stakeholder Reference Group
- Centre for Resilient & Inclusive Societies (CRIS) Community Reference Group
- Culturally and Linguistically Diverse (CALD) Health Advisory Panel
- Diversity and Inclusion Advisory Group - Public Intoxication Decriminalisation
- The Elder Abuse Project Advisory Group
- Elder Abuse and Safeguarding Advisory Group
- Essential Services Commission's Vulnerability Strategy Stakeholder Reference Group
- Ministerial Taskforce on Workplace Sexual Harassment
- Stakeholder Reference Group for the Essential Services Commission's Vulnerability Strategy
- Victoria Police Priority Communities Reference Group
- Victoria Police Senior's Portfolio Reference Group
- Victorian Electoral Commission Culturally and Linguistically (CALD) Advisory Group

### SECTOR COMMITTEES & NETWORKS

- Brimbank Disability Network Group
- Centre for Excellence in Child & Family Welfare Multicultural Communities Working Group
- Conversion Ideology and Practices Research (CIPR) Steering Committee
- Coordinating Committee for Multicultural Sector Briefings
- Culturally and Linguistically Diverse (CALD) and National Disability Insurance Scheme (NDIS) network
- Eastern Elder Abuse Network (EEAN) - Prevention Working Group
- Eastern Elder Abuse Network (EEAN)
- Fair Go For Pensioners
- Federation of Ethnic Communities' Councils of Australia (FECCA) Councils CEO Network
- Hume Multicultural Workers Network
- Melbourne Polytechnic Wrap Around Network
- National Disability Insurance Scheme (NDIS) Cultural Diversity Network
- Northern Elder Abuse Prevention Network
- Seniors Rights Victoria Roundtable
- South Eastern Culturally and Linguistically Diverse (CALD) CFS Network meeting
- Victorian Council of Social Service (VCOSS) Human Services & Health Partnerships Implementation Committee
- Victorian Council of Social Service (VCOSS) Peaks & Statewide Network
- Victorian Gas Networks Stakeholder Roundtable
- Victorian Settlement Youth Network
- Western Elder Abuse Prevention Network
- Whittlesea Disability Network

# POLICY & ADVOCACY

With robust grass-roots engagement and collaborative relationships with stakeholders, ECCV continued to be a strong voice for people from migrant and refugee backgrounds in Victoria throughout 2020-21. In a year overshadowed by the global COVID-19 pandemic, ECCV advocated tenaciously to make sure that people from migrant and refugee backgrounds are heard and centred in decisions that affect our lives and communities.

The COVID-19 pandemic has disproportionately affected people from migrant and refugee backgrounds, particularly in Victoria where the major COVID-19 outbreak in 2020 saw hundreds of deaths and a long lockdown in metropolitan Melbourne. The impacts of the pandemic demonstrate the gaps in policy frameworks, services and programs in relation to multiculturalism, access, equity and inclusion.

In this context, ECCV's policy, advocacy, research and sector development work over 2020-21 strongly reinforced the need for substantial involvement of people from migrant and refugee backgrounds in all levels of policy-making, planning, implementation and review.

It was also a year of substantial policy development and review in Victoria, with a number of significant policy developments, including development of a state-wide Youth Strategy, the LGBTIQ+ Strategy, and the State Disability Plan. In 2020-21 ECCV engaged with three Royal Commissions – the Royal Commission into Aged Care Quality and Safety, the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability, and the Royal Commission into Victoria's Mental Health System. Impacts of the COVID-19 pandemic on migrant and refugee communities are apparent throughout these policy areas and processes.



In 2020-21 ECCV's Policy & Advocacy Team collaborated closely with the Capacity Building & Projects Team to highlight opportunities and gaps in public policy, build insights into community experiences, strengths and needs, and define advocacy priorities.

ECCV works with a range of stakeholders to inform and collaborate on our policy development and advocacy work, including ECCV Members, Policy Advisory Committees, researchers, policy-makers and Government.

## HIGHLIGHTS

### Contributing to culturally responsive approaches to the COVID-19 pandemic

ECCV mobilised quickly following what was widely seen as a heavy-handed and oppressive 'hard lockdown' in response to a COVID-19 outbreak in public housing in inner-city Melbourne in July 2021. A roundtable with community organisations, community leaders and support organisations raised several gaps and challenges, which has informed ECCV's ongoing advocacy.



Subsequent to this substantial public policy failure, the Victorian Government increased its engagement with ECCV and with migrant and refugee communities. ECCV was appointed to the CALD Health Advisory Panel, and has provided substantial policy advice to inform communication and promotion of the COVID-19 vaccination program.

To recover from the substantial health, economic and social impacts of the COVID-19 pandemic, ECCV has called for sustained investment into COVID recovery programs for our communities. Informed by research by the Community Outreach Team, ECCV has published a report outlining the recommendations, experiences, needs and strengths in communities demonstrated in the COVID-19 pandemic. The research demonstrates the need for ongoing support to promote recovery from the pandemic in relation to mental health, education, employment, family violence and other challenges.

### Promoting health equity

Impacts of the COVID-19 pandemic have been more severe for people from migrant and refugee backgrounds largely due to pre-existing health inequities. In particular, lower levels of health literacy among migrant and refugee communities, compared to the rest of the population, have contributed to confusion, frustration and the spread of inaccurate information. In October 2020, ECCV published the *Communicating about COVID-19: Health Literacy and Language Services During the Pandemic* paper,

outlining how governments need to invest in promoting health literacy in order to improve health outcomes.

ECCV also contributed to capacity building and learning in the health system. In 2020 ECCV was contracted by the North West Melbourne Primary Health Network (NWMPHN) to work with COPHE (Community Owned Primary Health Enterprises) to undertake research and develop tools and resources to promote cultural responsiveness among primary health providers. Informed by community consultations and lived experience, the resources are assisting health organisations to identify and improve their cultural responsiveness.

### Contributing to culturally responsive aged care

The COVID-19 pandemic has had a major impact on the aged care sector, particularly in Melbourne, where COVID outbreaks and deaths in 2020 were concentrated in residential aged care. ECCV established a COVID-19 Working Group to identify and progress priority issues for older people from CALD backgrounds using aged care, as well as multicultural and ethno-specific aged care providers.

A major priority for the Working Group was the challenge for older people to understand, access, and use the system. In partnership with FECCA, ECCV developed a paper on aged care system navigation, holding a sector roundtable to discuss the issue and progress advocacy.



Photo: Australian Croatian Community Services



Navigation has been a key part of ECCV's advocacy to the Royal Commission into Aged Care Quality and Safety. The Royal Commission handed down its final report in February 2021. ECCV's strong representations to the Royal Commission and the Commonwealth Government have resulted in strong recommendations for the future direction of aged care navigation supports, with the recommended Care Finder model citing ECCV's work. Through this experience, ECCV has been influential in the development of the EnCompass aged care navigation model being established by FECCA.

ECCV's work on aged care system navigation is based on the strong sector knowledge developed through coordination of the **Access and Support Program**. In 2020-21 ECCV supported the Access and Support Network through professional development and capacity building in areas such as trauma informed practice and intersectionality.

### Advancing the needs of seniors

Through the COVID-19 pandemic ECCV has strongly promoted the importance of ethno-specific seniors' clubs and associations. In August ECCV published an Issues Brief on *Connecting CALD Seniors during the COVID-19 Pandemic*, highlighting the importance of seniors' clubs as a source of connection, information and support. However, ethnic seniors' clubs have faced significant challenges with funding, maintaining connections with members who do not have digital access or literacy, and securing

meeting facilities in times when they can meet in person. ECCV has worked closely with seniors' clubs and advocated successfully for ongoing funding for seniors' clubs in the 2021-22 State Budget.

ECCV has been delivering the Raising Awareness of Elder Abuse in Culturally and Linguistically Diverse Communities project since 2012. In 2020-21 ECCV sought to leverage this experience to contribute to the evidence base on elder abuse through establishing a monitoring and evaluation framework to test with the project. This involved significant internal capacity building with ECCV staff to establish an evidence-driven approach. ECCV also commenced a review of the literature on elder abuse against people from migrant and refugee backgrounds to understand the existing evidence base and any identified best practice approaches to enhance our project. ECCV hopes to publish this review soon, and contribute further to the evidence base on elder abuse.

### Promoting the rights of people with disability

ECCV has increased its policy and advocacy work in the disability sector, engaging with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, the NDIS, and with State Government disability policy. ECCV has undertaken several consultations to inform a submission to the Royal Commission, which published an Issues Paper on the needs of people with disability from CALD backgrounds in early 2021. ECCV will

publish its submission in late 2021 and continue to engage with the Royal Commission.

ECCV contributed to the development of the new State Disability Plan and the Disability Act. The Office for Disability contracted ECCV to undertake consultations with people with disability from CALD backgrounds and their families and carers. ECCV undertook consultations with more than 30 participants in both metropolitan and regional areas to inform the State Disability Plan. People with disability from CALD backgrounds often face barriers to participating in policy development, and this was a welcome opportunity to capture their voices and perspectives. ECCV looks forward to further opportunities to promote the needs of people with disability from migrant and refugee backgrounds in policy and programs.

ECCV also made a submission to the **Federal Parliamentary Inquiry into Independent Assessments for the NDIS**, drawing on the experience and practice knowledge of the NDIS Community Connector Team. The NDIS already has disproportionately low numbers of people from CALD backgrounds accessing the NDIS due to many access barriers. The team identified the significant challenges and barriers that Independent Assessments would create for people with disability from CALD backgrounds, and called for a co-designed, inclusive approach to NDIS access.

## Improving economic outcomes through access to employment and education

ECCV contributed to the Victorian Parliamentary Inquiry into Access to TAFE for Learners with Disability. Drawing on consultations with people with disability, TAFE sector colleagues and disability support providers, ECCV appeared at the hearing and was cited in the Final Report of the Inquiry. ECCV looks forward to the implementation of recommendations through the ongoing reform and growth in TAFE.

The experience of ECCV's Community Outreach Team (pictured below) informed our calls to the Victorian Government to build on the benefits of the Working for Victoria program. The short-term program aimed to provide employment opportunities to people who faced long-term unemployment, or who had lost their jobs because of the pandemic, while providing community organisations with a workforce to address COVID-19 related support needs.

ECCV was part of a multicultural consortium that provided opportunities to people from migrant and refugee backgrounds. From this experience, and the experience of partners in other multicultural consortia, ECCV highlighted lessons for future employment programs to address the barriers to obtaining employment for people from migrant and refugee backgrounds. Our paper about the success and lessons of the program was published in October 2021.







## Calling for a culturally responsive mental health system

Mental health challenges have undoubtedly characterised the experiences of the COVID-19 pandemic throughout the world. In Victoria, the combination of racism, isolation, distress about families and friends overseas, employment insecurity, financial challenges, and family pressures during long periods of lockdown have been especially tough for migrant and refugee communities.

However, the pre-existing inequalities and barriers to accessing mental health support have meant that people from migrant and refugee backgrounds have not been able to access the support they need. The Royal Commission into Victoria's Mental Health System has created an opportunity to address the gaps and barriers. The Commission's final report recognised that the mental health system was "broken", inaccessible and unsafe for many people in the Victorian community including people from migrant and refugee backgrounds.

In the context of the Royal Commission and the ongoing mental health crisis, ECCV was commissioned by the Department of Health to prepare a policy paper on addressing mental health needs of people from migrant and refugee backgrounds. ECCV worked with Victorian Transcultural Mental Health to produce a joint paper – *Recommendations for a culturally responsive mental health system* – on the need for system change to ensure the mental health system becomes more culturally responsive. ECCV continues to work with government, mental health and

multicultural sector stakeholders to promote the need for a more culturally responsive mental health system.

## Influencing the State Budget

ECCV's 2021-22 Pre-Budget Submission was published in February 2021, outlining key recommendations for the 2021-22 State Budget. ECCV's Policy & Advocacy Team undertook several stakeholder consultations to identify the major priorities for migrant and refugee communities in Victoria.

ECCV wrote to all relevant portfolio Ministers and met with key Ministers, Parliamentary Secretaries, the Opposition, and cross-bench Members of Parliament to discuss our priorities and seek opportunities to promote our Pre-Budget Submission.

The 2021-22 State Budget reflected a number of ECCV's priorities, particularly in relation to culturally responsive health promotion for the COVID-19 vaccination program, and ongoing resources for ethnic seniors' clubs and associations.

ECCV continues to engage with the State Budget, analysing annual Budget commitments and publishing a summary after Budgets are handed down. As ECCV prepares its next Pre-Budget Submission, we look forward to further opportunities to share community priorities in order influence government budget commitments.

## Co-creating a platform with new and emerging communities

Providing support to new and emerging communities is one of the key priorities in ECCV's 2020-2025 *Strategic Plan*.

On 6 July 2020, soon after the 'hard lockdown' of public housing was announced by the Premier, ECCV held a community roundtable with stakeholders, community organisations and leaders from African backgrounds. The roundtable explored the underlying challenges, discrimination and barriers affecting people from African backgrounds that contributed to what was widely perceived as a discriminatory measure. Outcomes of the roundtable have continued to inform ECCV's policy work.

ECCV established a Working Group of the Board in early 2021 to re-establish a New and Emerging Communities Policy Advisory Committee. ECCV is progressing the establishment of the Committee in 2021-22, with a co-design process with people from new and emerging communities.

## Promoting inclusion and safety for LGBTIQ+ communities

The ECCV Policy Advisory Committee on Health and Wellbeing identified the needs of LGBTIQ+ communities as a priority in 2020. ECCV established a LGBTIQ+ Working Group of the committee to help inform ECCV's ongoing contributions to policy development.

In 2020-21 ECCV contributed to the development of the forthcoming LGBTIQ+ Strategy, and has been working to contribute to better communication about the Change or Suppression (Conversion) Practices Prohibition Bill 2020. ECCV looks forward to working with the new Commissioner for LGBTIQ+ Communities and the Victorian Equal Opportunity and Human Rights Commission to ensure that implementation of the legislation is culturally responsive, accessible and inclusive.

## Reconciliation Action Plan

ECCV is committed to developing a Reconciliation Action Plan and building understanding, connection and collaboration with Koorie Victorians. A Member Forum was held on 3 June 2021 during National

Reconciliation Week, with guest speaker Sheena Watt MP and a workshop facilitated by Reconciliation Victoria.

This followed an Aboriginal Cultural Awareness Training workshop in May attended by ECCV staff and Board members, which was facilitated by the Victorian Aboriginal Community Service Association Limited (VACSAL).

## Preventing violence against women

In 2020-21 ECCV continued to deepen our commitment to ending violence against women.

ECCV Executive Officer Chris Christoforou was appointed to the Ministerial Taskforce on Workplace Sexual Harassment, to contribute to reforms designed to increase safety at work. ECCV has made strong representations to improve protections against sexual harassment, and support for workers from migrant and refugee backgrounds, especially workers on temporary visas. ECCV looks forward to the outcomes of the Taskforce's work.

### Policy Advisory Committees

ECCV Policy Committees support our policy advocacy and project work, functioning as advisory groups made up of experts, relevant sector organisations and community leaders.

**Health and Wellbeing**  
Convenor: Emiliano Zucchi

**Positive Ageing and Aged Care**  
Convenor: Marion Lau OAM JP

**Employment, Entrepreneurship, Education and Training**  
Convenor: Simon Jedwab

*(see page 39 for list of participants).*

## Submissions & Publications

### SUBMISSIONS

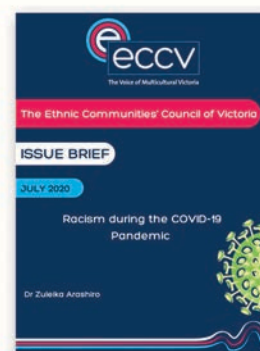
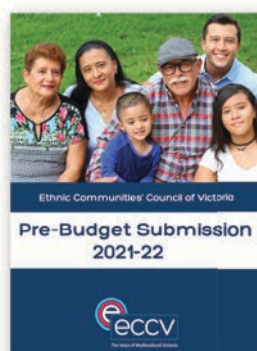
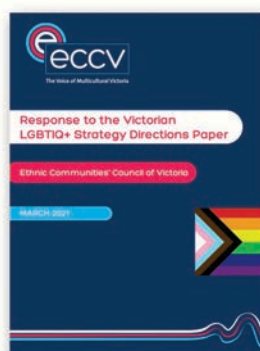
<i>Submission to the Joint Standing Committee on the National Disability Insurance Scheme (NDIS) Inquiry into Independent Assessments</i>	March 2021
<i>Response to the Victorian LGBTIQ+ Strategy Directions Paper</i>	March 2021
<i>ECCV Pre-Budget Submission 2021-22</i>	February 2021
<i>Submission to the Inquiry into Access to TAFE for learners with disability</i>	October 2020
<i>Submission to the Royal Commission into Aged Care Quality and Safety – Aged care system governance, market management, and roles and responsibilities</i>	July 2020
<i>Submission to the Inquiry into the Victorian Government’s Response to the COVID-19 Pandemic</i>	July 2020

### PAPERS

<i>Analysis of the Victorian Budget 2021-22 – Mental Health</i>	June 2021
<i>Analysis of the Victorian Budget 2021-22</i>	June 2021
<i>Response to the Victorian LGBTIQ+ Strategy Directions Paper</i>	March 2021
<i>Victorian State Budget 2020-21 – ECCV Summary &amp; Analysis</i>	December 2020
<i>ECCV Issues Brief on Connecting CALD Seniors during the COVID-19 Pandemic</i>	August 2020
<i>ECCV Issues Brief on Racism during COVID-19</i>	July 2020
<i>ECCV Issues Brief on Mental Health and Wellbeing for Victoria’s Multicultural Communities Under COVID-19</i>	July 2020
<i>ECCV Issues Brief on COVID-19 and Victoria’s Migrant Workers</i>	July 2020
<i>ECCV Issues Brief on The COVID-19 Pandemic and Victoria’s Multicultural Communities: Survey with ECCV Members</i>	July 2020

### REPORTS

<i>Consultation with workers from CALD backgrounds employed through Working for Victoria: Consultation report</i>	June 2021
<i>State Disability Plan and the Victorian Disability Act: Report on consultations with people from culturally and linguistically diverse backgrounds</i>	May 2021
<i>Improving access to culturally safe primary health care services during the after hours period for culturally and linguistically diverse communities</i>	April 2021
<i>Communicating about COVID-19: Health Literacy and Language Services During the Pandemic</i>	October 2020





## PROMOTING ANTI-RACISM INITIATIVES

In response to increased activity of the global Black Lives Matter movement during 2020, which followed the death of George Floyd in the USA in May 2020, many organisations and workplaces have developed stronger interest in making a contribution to reducing racism. The increased incidence and visibility of racism, as well as anti-racist social movements and advocacy, have compelled more action and empowered advocates.

In Victoria, the COVID-19 pandemic has brought to the surface the high risks of not addressing racism openly, with increased discrimination against Asian Australians, and media coverage that pointed blame at migrants and ethnic communities for the second COVID-19 outbreak in Melbourne. A 2020 survey by the Asian Australian Alliance and Osmond Chiu (Per Capita) received almost 400 reports of racist incidents, particularly against Asian women. During March and April 2020, 10.3 percent of all enquiries VEOHRC received were related to COVID-19. Of those enquiries, 53 percent related to racism or racial vilification.

Racism was the key theme of ECCV's Member Forum, held in October 2020, with keynote speakers, Mary Patetsos, Chair of FECCA, and Wesa Chau, CEO of Cultural Intelligence. The forum heard about the alarming increase in racism during the pandemic, particularly towards people of Asian backgrounds. Members discussed opportunities and challenges for collaboration, including the role that multicultural community leaders and advocates need to play in addressing racism, intersectionality, and racism within migrant communities.



### All One Together

All One Together offers a broad range of organisations a platform to come together to act on their anti-racism commitments, progress initiatives, and share learning.

Established in 2020 with 10 Ambassador organisations, All One Together continued to grow its influence through 2020-21.

Three new Ambassador organisations joined in 2020-21 – City of Darebin, City of Port Phillip and Moray & Agnew Lawyers – bringing the number of Ambassadors to 13.

*All One Together* also developed a partnership with the Port Melbourne Football Club, to establish the club as the first Community Champion.

ECCV has received funding under the 2021-22 Local Anti-Racism Initiatives grants program to build on the momentum of All One Together by working with Football Victoria to develop the Community Champion model, which can be established in other Victorian football clubs.

ECCV will be supporting Ambassadors to promote anti-racism through capacity building and learning opportunities, and contributing to the evidence base with a review of effective anti-racism initiatives in workplaces, being undertaken by Victoria University. ECCV looks forward to working with all our partners to challenge and reduce racism.

### All One Together Ambassadors

- Australian Conservation Foundation
- Australian Multicultural Foundation
- Capire Consulting
- City of Port Phillip\*
- City of Darebin\*
- Football Victoria
- Moray & Agnew Lawyers\*
- Moreland City Council
- Multicultural Arts Victoria
- ThinkHQ
- Victoria University
- Welcoming Australia
- Yarra Valley Water

\* New in 2020-21



## EMPOWERING YOUNG LEADERS

### Intercultural Young Advocacy Leaders (IYAL)

Young people from migrant and refugee backgrounds are under-represented in leadership and decision-making roles. To support younger, emerging leaders, dedicated initiatives are needed to promote skill development, networking, and capacity building.

In response to this need, ECCV established the Intercultural Young Advocacy Leaders' (IYAL) program to provide a platform to support young people aged 21-30 from migrant and refugee backgrounds to develop leadership and advocacy skills.

The second phase of the IYAL program began in 2021, with the recruitment of a new group of 12 IYAL participants from a range of backgrounds, perspectives and experiences to co-design and contribute to the IYAL program.

IYAL offers a unique opportunity for peer learning and collaboration, as well as capacity building and networking opportunities offered through ECCV.

For the next two years, IYAL has identified a range of priorities for their learning and capacity building, including civic engagement, governance, leadership, public speaking, and advocacy. ECCV looks forward to working with the participants to deliver this next phase of the program.

IYAL is chaired by ECCV Board Director Mohammed Yassin, who was a participant in the first phase of the program.

#### IYAL 2021 Participants

- Liaqat Ahmadi
- Emmanuela Amos
- Matin Ayubi
- Sema Nur Bolat
- Abijok Dhuol
- Jamal Elsheikh
- Naomi Diniz Farinazzo
- Dushyanthy Govender
- Martin Isidro
- Chadani Karki
- Jermaine Lemalu
- Danica Meas

# PROJECTS

In 2020-21 ECCV delivered several new projects, including Community Outreach to support communities through COVID-19, and the National NDIS Community Connector Program. ECCV projects employ bicultural workers to help build connections and effectively reach vulnerable communities. We continued to support capacity building projects across the sector, with an emphasis on disability advocacy, seniors groups and elder abuse prevention.

## COVID-19 RESPONSE

### COVID-19 Community Outreach Project

The COVID-19 Community Outreach Project employed a team of 10 bilingual outreach workers, through the Victorian Government's Working for Victoria program, between October 2020 and April 2021.

ECCV was part of a multicultural consortia led by Spectrum Migrant Resource Centre that engaged a workforce to support people from at-risk CALD communities to navigate their way through the pandemic and access support services.

ECCV was approached by a range of organisations to disseminate information for communities needing support, including health promotion materials for COVID-safe practices, WorkSafe trader support resources, tenancy and legal advice, financial and material aid, and promotion of access to available concessions and grants.

ECCV was able to a link and refer those in need of critical support and assistance, while undertaking assertive outreach to address gaps and barriers for migrant and refugee communities.

Three online community forums were held in collaboration with Tenants Victoria, Brotherhood of St Laurence and WorkSafe, while outreach initiatives included "Street



Trader Walks" with WorkSafe Victoria to help local businesses in Coburg and Werribee understand COVIDSafe requirements.

The project provided ECCV with an opportunity to engage more closely with new and emerging communities as employees, developing stronger links to vulnerable, "hard to reach" communities, and opportunities to continue engagement beyond the life of the project.

It also provided the team with invaluable work experience and professional development opportunities. For many, it was their first job in Australia and some had struggled with years of unemployment. As a result of their employment with ECCV, many secured other positions internally and externally.

As part of the project, members of the Community Outreach Team also undertook consultations with refugee and migrant communities in metropolitan Melbourne to gain a deeper insight of their pandemic experiences, learn about strategies that worked for them, and understand from their perspective what was needed to help longer term recovery.

The findings and recommendations of the consultation process were outlined in the *Our Voices, Our Struggles, Our Views: Will You Choose to Hear Us? – COVID-19 Recovery and migrant and refugee communities* report, published in October 2021.



# DISABILITY ADVOCACY



## National Community Connector Program

The National Community Connector Program (NCCP) aimed to address the underrepresentation of people from migrant and refugee communities in the NDIS. ECCV was subcontracted by the Federation of Ethnic Communities' Councils of Australia (FECCA) to establish and deliver the program across North-west Melbourne, Northern Melbourne and Greater Shepparton between August 2020 to June 2021.

ECCV employed 10 bilingual 'Community Connectors' and two project coordinators to support people from CALD communities in six municipalities to access and navigate the NDIS, delivering the project in Brimbank, Darebin, Hume, Moreland, Whittlesea and Greater Shepparton.

Many people with disability and their families lack understanding of the eligibility criteria and collecting evidence of their disability and, after gaining access, find it difficult to understand how to utilise the funds in their plan.

ECCV's Community Connectors delivered step-by-step, culturally sensitive, practical

outreach and inclusive support in participants first language, including capacity-building activities and information sessions that ensured the participants and their carers understood the notion of choice and control and improved their ability to seek and access NDIS support.

The team had well-established connections with hard-to-reach communities, and many had lived experience of disability, which helped to identify and acknowledge the barriers and build trusted relationships. High levels of cultural awareness and understanding the challenges of intersectional disadvantage was required.

Community Connectors actively engaged with networks and advisory groups in the six municipalities, advocating for people with disability and facilitating professional development sessions for people working with CALD communities.

Over the nine months of the project, the ECCV's NCCP project delivered and supported 90 community workshops and information sessions, attended by more than 1342 people.

More than 60 people were referred and linked in with non-NDIS supports, 140 people assisted to access NDIS support. ECCV's Community Connectors team acted as community leaders and ambassadors, providing tailored support to help break down stigmas associated with disability in many migrant and refugee communities.

*Funded by the NDIA, through FECCA.*





## Raise Our Voices

The Raise our Voices program, launched in January 2021, aims to develop self-advocacy skills and empower people from migrant and refugee communities living with disability.

ECCV is delivering the program across metropolitan Melbourne, Shepparton and Gippsland, in partnership with Migrant Resource Centre NorthWest, the Ethnic Council of Shepparton & District and Gippsland Multicultural Services.

Raise Our Voices raises awareness about what self-advocacy means, delivers self-advocacy awareness training and information forums for CALD communities and supports peer-led networks and groups activities to empower people with disability, their carers and their families.

Raise our Voices helps people with disability build self-autonomy and self-confidence to voice concerns, gain greater understanding of how to access information, resolve issues and improve their ability to make their own choices and enhance self-management of NDIS plans and support services.

The program will improve understanding of the disability services system and support pathways for people with disability, to ensure that disability services and the NDIS continue to respond to and include the needs of consumers from migrant and refugee backgrounds, their families and carers.

Information sessions have been delivered in Gippsland, Shepparton and Preston, while peer support groups have been established in Broadmeadows, Dandenong, Gippsland and St Albans to provide ongoing support.

A training resource kit was developed with a focus on educating consumers on self-advocacy principles with an intersectional lens based on a human rights framework.

*Funded by Department of Social Services (DSS) as part of the ILC grants program.*



*The Raise Our Voices team at a workshop in Gippsland*





## Speak My Language

Speak My Language (Disability) is a national program being rolled out over two years which aims to empower people with disability from culturally diverse communities through storytelling.

Funded by Commonwealth Department of Social Services, the program is being led by the Ethnic Communities Council of New South Wales and is delivered via an historic partnership between all State and Territory Ethnic and Multicultural Communities' Councils across Australia.

In March 2021, ECCV began recruiting and training bilingual facilitators, also known as “Travellers”, to interview people from their community about how they live positively with disability for a series of podcasts being produced in 25 languages.

The podcasts are an opportunity for people to share their experiences and tips about living well with disability. They also feature interviews with guest speakers from mainstream agencies about their accessible and inclusive initiatives and services.

More than 100 podcasts and radio broadcasts are expected to be produced by Victorian travellers over the two-year project in a range of languages, including Cantonese, Greek, Hindi, Maltese, Mandarin, Nuer South Sudan, Punjabi, Somali and Vietnamese.



## Gambling Harm Prevention

ECCV has actively promoted gambling prevention and working with vulnerable migrant and refugee communities, taking a public health approach to addressing gambling harm in multicultural communities. Since 2017, we have supported the work of the Victorian Responsible Gaming Foundation.

On 16 September 2020, ECCV ran a three-hour forum, Gambling Harm Reduction During COVID-19, focused on gambling-related harm during the pandemic.

Keynote speaker, Associate Professor Charles Livingstone, from Monash University’s School of Public Health and Preventive Medicine, examined the broader effects of COVID-19 on gambling harm among migrant and refugee communities.

Almost 80 people attended the panel discussion, which covered the experience of international students and other temporary migrants during COVID-19, mental health issues connected with the reopening of gambling venues, and lived experience of gambling among young people from migrant communities.

The panel included Tony Phillips, Strategic Advisor, Knowledge and Policy, Victorian Responsible Gambling Foundation, Associate Professor Catherine Gomes, School of Media and Communication, RMIT University, Lunorphare Folly, Youth facilitator, Centre for Multicultural Youth and Gareth Hanlon, Venue Support Worker, Gamblers’ Help North and North Western.



## SUPPORTING SENIORS

### Building Digital Literacy

In July 2020, ECCV launched a pilot project with U3A Network Victoria to build the digital capacities of CALD seniors groups to support social inclusion, cultural connectedness and positive ageing.

Funded by the Victorian Government, the collaborative project focused on seniors clubs, networks and associations in three LGAs - City of Dandenong, City of Kingston and City of Casey - working closely with the Southern Migrant and Refugee Centre and respective Councils.

The project focused on addressing the lack of digital literacy and tools for CALD seniors, which prevented them from accessing grants and actively engaging in social activities, particularly during COVID-19 lockdowns.

The structured training program supports leaders and committee members of CALD seniors' groups to improve their knowledge and skills to use technology, connect with support agencies online, prepare online applications for grants, and arrange digital literacy training for members of their club.

Leaders in seniors clubs quickly learned how to use technology tools, particularly Zoom, to maintain contact with their family, friends, and club members.

U3A delivered up to two hours drop-in digital support sessions weekly, attended by

members of Tamil, Macedonian, Maltese, Chinese, Spanish, Italian, Filipino, Vietnamese, Afghan, Turkish, Cook Islander, and Arabic-speaking communities.

During 2020-21, 60 seniors engaged in training sessions, including general digital literacy sessions and small training sessions for committee leaders on grant applications.

### Seniors Clubs forums

Victoria's CALD seniors' clubs function as positive ageing hubs and have been instrumental in supporting their members emotional and physical wellbeing. This has been crucial during COVID-19, as prolonged lockdowns created significant challenges for seniors, including increased social isolation and disengagement from services.

On 27 October 2020, ECCV and the Municipal Association of Victoria (MAV) co-delivered two forums for regional and metropolitan local governments, sharing ECCV's knowledge and LGAs' good practice to inform councils of CALD seniors' clubs' needs, strengths and challenges during COVID-19.

The forum followed the publication of ECCV's issues brief, *Connecting CALD Seniors during the COVID-19 pandemic*.

A focus was the transition to "COVID Normal" and what positive ageing will look like in the future. Councils heard from seniors' clubs' representatives and discussed current practices to support digital inclusion, grants and planning for safe social gatherings.

## Elder Abuse Prevention

Since 2012, ECCV has been coordinating a state-wide project delivering community education and raising awareness of elder abuse, its prevention and supports for culturally and linguistically diverse communities.

In collaboration with Senior Rights Victoria, ECCV conducts free Elder Abuse Bilingual Community Educator training sessions for people working with CALD seniors, support services or community organisations. We support them to deliver in-language culturally appropriate and safe information sessions to raise awareness of elder abuse in their communities and direct them to the appropriate support services.

The training was adapted in response to COVID-19 restrictions in 2020 and now also runs online. Three sessions were held between December 2020 and May 2021, delivering training to 22 bilingual community educators. In 2020-21, 26 Elder Abuse Prevention information sessions delivered to 227 participants from nine cultural groups

Due to ongoing lockdown in Victoria, many seniors groups stopped meeting face-to-face, impacting the ability to deliver groups information sessions. Some educators were able to deliver community education over the phone through individual welfare checks for seniors, group calls and online platforms such as Zoom and WhatsApp.

ECCV re-established the Project's Advisory Group in December 2020, bringing together stakeholders from across metropolitan and regional Victoria, representing community service providers, legal and advocacy services, ethno-specific organisations, ECCV's Aged Care Policy Committee, elder abuse and family violence experts.

The Advisory Group provides expert advice and support for the ongoing development, implementation and evaluation of ECCV's Elder Abuse Prevention Project.

During the last 12 months, ECCV has developed the MEL framework and refined accompanying tools and resources, which will create a stronger evidence base for the project.



Over 1500 multilingual elder abuse awareness brochures were distributed in community languages.

Through this project, ECCV continues to be an active member of the following key networks: Senior Rights Victoria (SRV) Elder Abuse Roundtable, Elder Abuse Prevention Network (EAPN) - Melbourne Health, Seniors' Police Reference Group (PRG) - Victoria Police, and Elder Abuse Prevention Working Group (EPWG) - Eastern Community Legal Centre (ECLC). ECCV is involved in Family Safety Victoria's (FSV) perpetrator focussed MARAM practice guides consultation and user testing workshops, and is a member of the steering committee for Justice Connect's project Safeguarding Now, Preventing Future Abuse project.

*Funded by DFFH.*





## Older Persons COVID-19 Support Line

To support older people from migrant and refugee backgrounds through COVID-19, ECCV helped connect the Older Persons Advocacy Network (OPAN) to 10 ethno-specific organisations to promote their multilingual Older Persons COVID-19 Support Line (OPCSL).

Information was delivered through various channels, including digitally through email, Facebook and Whatsapp chat groups, telephone calls, printed in-language materials and radio announcements across a number of multilingual channels.

Through this short-term project, OPCSL helped older people in various communities to understand more about COVID-19 and the potential impact on them and their families.

## CAPACITY BUILDING

### Supporting Carers Locally (SCL) project

The Supporting Carers Locally (SCL) program was launched by the Victorian Government in late 2019 to provide grants to carer-focused groups and organisations across the state to run local projects that focused on the need of carers. ECCV was initially funded to support 15 groups.

In late 2020, due to delays to some projects resulting from months of COVID restrictions, a six-month, capacity building project was established to support the 95 grant recipients to overcome challenges, through a partnership between Carers Victoria and Amaze, ECCV, Little Dreamers, Tandem and Valid.

While the SCL project focused on ensuring funded carers groups were moving towards achieving their original outcomes, acquitting projects and providing input into the final evaluation of the project, there was also opportunity to build a capacity and sustainability framework to support local carer groups on an ongoing basis.

This included developing training and resources to develop skills in project management, mentoring and coaching and networking.

Although the implementation of the SCL project was disrupted by COVID-19, the capacity-building project led to a majority of the groups creating flexible and innovative solutions to provide support during restrictions, demonstrating their resilience to carry this into the future challenges.

*Delivered in partnership with Carers Victoria, funded by the Department of Families, Fairness and Housing.*

# REGIONS

Victoria's regional ethnic communities' councils play a vital service and advocacy roles for migrant and refugee communities across the state's eight regions. Each council operates as a peak body in their local region, as affiliates of ECCV.

While the regional ethnic councils have always had close working relationships with ECCV, the pandemic and shift to online meetings during 2020 led to closer collaboration and connections, and a more coordinated response to the impact of COVID-19 lockdowns.

In February 2021, ECCV appointed a dedicated Regional Lead, Bendigo-based Rosita Vincent, to facilitate greater collaboration between regional ethnic councils and ECCV and identify opportunities and priorities to support stronger outcomes for regional migrant and refugee communities.

A Regional Leaders Gathering was held in Shepparton over two days in April 2021, attended by regional Ethnic Council leaders from across the state, ECCV staff and board members, addressing our shared mission,



purpose and alignment.

ECCV has also convened four regional Ethnic Council CEO collaboration workshops, while providing opportunities for regional councils to have greater input into ECCV submissions

Regional ECC network meetings are held monthly and chaired by ECCV's regional Board representative, Dr Sundrum Sivamalai.

ECCV has developed its first Regional Strategy, and will be working with regional ethnic councils to build community capacity and facilitate a coordinated state-wide response to issues impacting migrant and refugee communities.



*ECCV staff and board members with regional representatives at the Shepparton Regional Leaders gathering.*



# EVENTS

During a disruptive year of lockdowns, most ECCV forums and events were delivered online. Though virtual events have the benefit of allowing regional and national participation, we are looking forward to hosting in-person events again, including the FECCA 22 conference in Melbourne in March 2022.



**24 MARCH 2021**

## Member Forum

During Cultural Diversity Week, ECCV held a member forum with guest speaker, Mohammad Al-Khafaji, CEO of FECCA. Members had an opportunity to provide input to ECCV's advocacy priorities and discuss current issues affecting refugee and migrant communities.



**29 APRIL 2021**

## Voices of the Outer South East Public Forum

Hosted by the City of Casey and in partnership with ECCV, Cardinia Shire Council and the City of Greater Dandenong, this in-person forum provided the platform to discuss the establishment of a new grassroots organisation to give a stronger voice to migrant and refugee communities in one of the fastest growing areas in Victoria.

**25 APRIL 2021**

### George Zangalis Memorial

ECCV Chairperson Eddie Micallef paid tribute to the extraordinary life and work of George Zangalis at a special memorial organised by the Greek Community of Melbourne and the Rail, Tram and Bus Union. (pictured with Cavell Zangalis and EO Chris Christoforou).



**17 MAY 2021**

### Recognising Volunteers

During National Volunteer Week, ECCV farewelled long-standing volunteer, John Watts, and recognised his contribution, along with other current and former volunteers. (L-R: Jill Morgan, Catuscia Biuso, Emiliano Zucchi, Jo-ann Stenton, Eddie Micallef, Con Pagonis, Douglas McLaughlin, Chris Christoforou and John Watts.)



**22 MAY 2021**

### Africa Day

ECCV celebrated Africa Day and the contribution of our diverse African community at Melbourne Town Hall.



**3 JUNE 2021**

### Reconciliation Week Member Forum

Sheena Watt MP, the first Aboriginal woman to represent the ALP in Victorian Parliament, was the keynote speaker at ECCV's special Member forum held during Reconciliation Week, which included a workshop with Reconciliation Victoria Co-Chair Uncle Shane Charles and CEO Diana David.



# MEDIA & COMMS

ECCV plays a key role in raising awareness of issues affecting migrant and refugee communities and providing information and resources support to our members and the multicultural sector.

In 2020-21, ECCV focused on building capacity in our communications team to be able to effectively respond to the increased need for relevant and timely news and information, particularly around COVID-19.

ECCV activities and advocacy priorities were promoted through social media, traditional news media and the delivery of ECCV newsletters and sector publications to more than 5120 subscribers.

ECCV's digital engagement increased across platforms. Our social media presence grew in 2020-21, with follower numbers up by 25.6% across platforms (from 6,304 to 7,919 followers). The largest growth has been on LinkedIn, where our audience increased by 97%.

ECCV's website visits increased by 116%, including more than 22,114 new users and 95,000 page views.

From commentary on the lockdown of public housing towers to the COVID-19 vaccination program rollout, ECCV featured across online, print, television and radio news media during 2020-21, including in major news outlets like SBS, ABC, *The Age*, *The Guardian*, and *The New York Times*.

As part of Respect Victoria's 16 Days of Activism Against Gender-Based Violence campaign, ECCV partnered with Multicultural Centre for Women's Health and inTouch Multicultural Centre Against Family Violence to develop social media assets in seven languages, promoting respect and calling out violence against women.





# REACH & ENGAGEMENT

## WEBSITE

Visitors	116.3%	↑
Page views	177.4%	↑
New users	22,114	↑

## SOCIAL MEDIA

New followers	1615	↑
Follower growth	25.6%	↑

### Facebook

Followers	27.2%	↑
Reach	132.6%	↑

### Twitter

Followers	10.3%	↑
Engagement	22.4%	↑

### LinkedIn

Followers	97.0%	↑
Views	382.5%	↑

## MEDIA

News Mentions	38	↑
Media Releases	16	↑

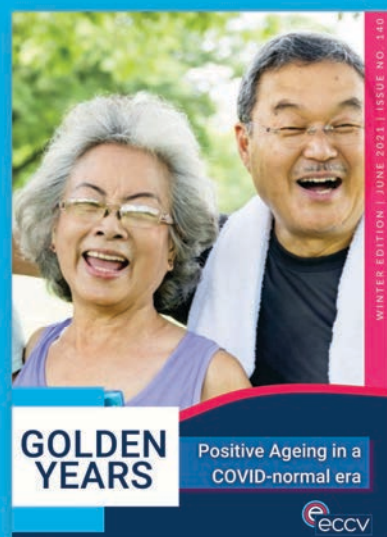
ECCV produces several newsletters and sector bulletins with more than 5120 subscribers across publications.

- eBulletin - our monthly newsletter covering ECCV news, events and opportunities
- Member eNews – latest news, events, opportunities and capacity building resources from and for our members
- Golden Years – quarterly e-magazine for seniors and focused on positive ageing for multicultural communities
- Our Golden Years – twice-yearly print newsletter for ethnic seniors clubs and associations
- NDIS Bulletin – Monthly news and resources on disability for multicultural service providers, carers and people with disability from migrant and refugee backgrounds.

## CONNECT WITH ECCV



Subscribe to our newsletters - [eccv.org.au/media-centre](http://eccv.org.au/media-centre)



# MEMBERSHIP

ECCV is proud to be a member-based peak body representing Victoria's migrant and refugee communities. Our membership base is broad and diverse, representing 269 ethno-specific associations and multicultural organisations run by and for migrant and refugee communities, as well as multicultural service providers, organisations with a focus or interest in multicultural communities, ethnic communities' councils across Victoria, and individuals who support the work we do.

In 2020-21, ECCV welcomed 26 new members, including the African Women's and Families Network, Africause Inc, Australian Afghan Development Organisation, Bahktar Cultural Association, Global Youth Mental Health Awareness (GYMHA) Inc., Settlement Services International and Wellsprings for Women.

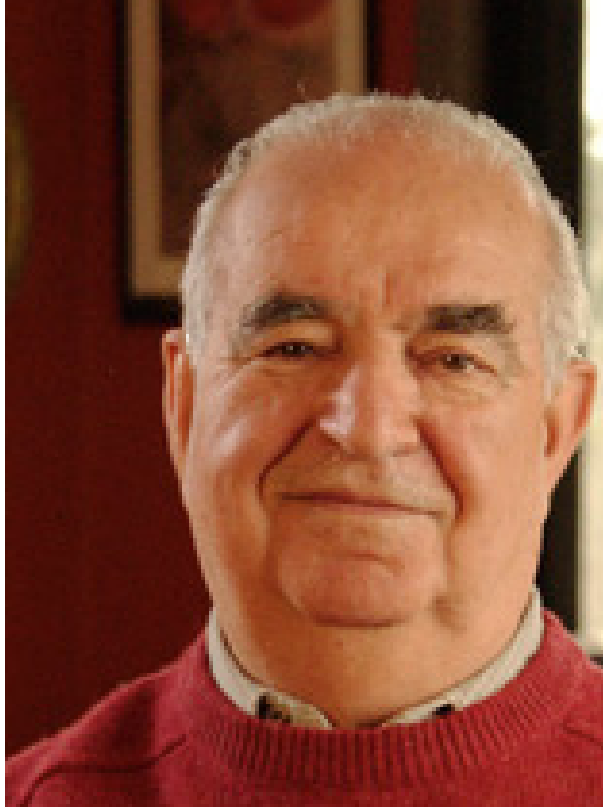
Our new Associate Members were AusCare Home and Community Care Limited, Guide Dogs Victoria, Orange Stone Consulting and Polaron, and we also welcomed 15 individual members from the sector.

## LIFE MEMBERS

### Bruna Pasqua

In December 2020, ECCV awarded Life Membership to Brunna Pasqua in recognition of her decades-long contribution to the ECCV. A trailblazer in multicultural affairs, Brunna served on the ECCV Board as a Director and Office Bearer and is the first woman to be awarded Life Membership.

Brunna has volunteered much of her life to lead and support development in the multicultural sector. She served as a Board Member of Co.As.It. and as Chairperson of the Victorian School of Languages, and also had a stellar public sector career in the federal immigration portfolio.



### Vale George Zangalis (1931-2021)

ECCV was deeply saddened by the passing of George Zangalis on 25 March 2021. George will be remembered for his legacy of community service, political activism and contribution to Australian multiculturalism.

One of ECCV's founders, George was a fierce advocate for migrant and workers rights and a pioneer of multicultural broadcasting in Victoria.

He served on the ECCV Board several times and was honoured as a Life Member in 2020 in recognition of his contribution.

After migrating from Greece in 1950, aged 19, George became involved in the working class and progressive organisations in the Greek community, the wider Australian labour movement, and early multicultural campaigns.

George served on the ABC State and National Advisory Councils and the SBS Board in the early 1980s. He was a founder and former President of Melbourne's ethnic community radio station 3ZZZ and a former President of the National Ethnic and Multicultural Broadcasters' Council of Australia.

His involvement in numerous political, industrial and other campaigns is outlined in his 2009 book, *Migrant Workers and Ethnic Communities. Their Struggles for Social Justice and Cultural Rights: The Role of Greek-Australians*.

# OUR MEMBERS

## Organisational Members (Ordinary & Associate Members)

- ABRISA - Brazilian Association of Victoria
- Acacia Indochinese Community Support Association
- ADEC - Action on Disability Within Ethnic Communities Inc
- Advocacy for Oromia Association
- Afghan Australian Association of Victoria
- Afghan Australian Development Organisation
- Africa Day Australia Inc.
- African Australian Communities Leadership
- African Australian Legal Network
- African Australian Welfare Bureau Inc
- African Think Tank
- African Women's and Families Network
- Africause Inc (African Australian Multicultural Employment and Youth Services)
- AGAPI Care
- Albanian Muslim Society - Shepparton
- Albury-Wodonga Ethnic Communities Council Inc
- Alevi Community Council of Australia
- Arabic Welfare
- Association of Ukrainians in Victoria
- Associazione Nazionale Famiglie Degli Emigrati Incorporated ANFE
- Asylum Seeker Resource Centre
- AusCare Foundation Limited
- Auspire Care
- Australasian Centre for Human Rights and Health
- Australia Chin Communities' Council
- Australia India Society of Victoria
- Australia Western Thrace Turkish Association of Victoria
- Australia-Ceylon Fellowship
- Australian Arabic Council
- Australian Assyrian Arts and Literature Foundation
- Australian Croatian Association
- Australian Croatian Community Services
- Australian Federation of International Students
- Australian Filipino Community Services
- Australian GLBTIQ Multicultural Council
- Australian Iranian Society of Victoria
- Australian Jewish Democratic Society
- Australian Macedonian Human Rights Committee
- Australian Multicultural Community Services
- Australian Muslim Women's Centre for Human Rights
- Australian Pensioners' Voice Inc.
- Australian Romanian Community Welfare Health and Services Association of Victoria
- Australian Slovenian Association Geelong
- Australian Slovenian Social and Sporting Association Melbourne Inc
- Australian Turkish Association Inc
- Australian Turkish Cultural Association
- Australian Turkish Cypriot Cultural and Welfare Association
- Australian Vietnamese Women's Association Inc.
- Australian Yugoslavian Pensioners Group of North Fitzroy
- Azerbaijani Cultural Association of Victoria
- Bakhtar Cultural & Publishing Association
- Ballarat Regional Multicultural Council
- Bapcare Ltd
- Beata Homecare
- Bellarine Community Health
- Bhutanese Community in Australia Inc
- B'nai B'rith Anti-Defamation Commission
- Brotherhood of St Laurence
- Buddhist Discussion Centre
- Cambodian Association of Victoria
- Cambodian Buddhist Association of Victoria
- Cameroon Community of Australia
- Care Africa
- Carepro Disability Service
- Carers Victoria Inc.
- Casa Cultura Inc.
- Casal Catala de Victoria Inc
- Centre Against Sexual Assault
- Centre for Culture, Ethnicity & Health
- Centre For Multicultural Youth
- Chinese Association of Victoria
- Chinese Community Council of Australia (Victoria Chapter)
- Chinese Community Society of Victoria
- Circolo Pensionati San Marco in Lamis Inc
- CO.AS.IT
- Collingwood English Language School
- Communities' Council on Ethnic Issues (Eastern Region)
- Congregational Christian Church of Samoa Community Parish of Glenroy
- Coptic Sudanese Welfare Association of Victoria
- Council of Slovenian Associations of Victoria
- Courage to Care
- Croatian Catholic Welfare Association
- Cultural Infusion
- CultureVerse Multicultural Communication
- Darebin Ethnic Communities Council
- Diversitat
- EEAMA League of Greeks from Egypt and the Middle East
- Eritrean Jeberti Community in Australia Inc.
- Ethnic Communities Council of the South East
- Ethnic Community Broadcasting Association of Victoria (3ZZZ)
- Ethnic Council of Shepparton and District
- Federation of Greek Elderly Citizen Clubs of Melbourne and Victoria Inc.
- Federation of Indian Associations of Victoria
- Federazione Pugliese D'Australia
- FILEF - Federation of Italian Migrant Workers and Families
- Filipino Community Council of Victoria
- Fitzroy Legal Service
- FKA Children's Services
- Fronditha Care
- Gippsland Ethnic Communities' Council
- Gippsland Multicultural Services
- Glen Eira English Language Centre
- Global Youth Mental Health Awareness Incorporation
- Goulburn Valley Ethnic Professionals' Association and African Think Tank
- Greek Democritus League
- Greek Orthodox Community of Melbourne & Victoria
- Guide Dogs Victoria
- Hazara Australian Community Association

- Help Himalayan Youth Foundation
- Immigration Museum
- Indian Care
- Indonesian Community Association of Victoria (IKAWIRIA)
- inTouch Multicultural Centre against Family Violence
- Irish Australian Support and Resource Bureau
- Islamic Association of Monash Mosque
- Islamic Council of Victoria
- Jewish Care
- Jewish Community Council of Victoria
- Keysborough Turkish Islamic and Cultural Centre
- Knox City Council
- Kurdish Democratic Community Centre of Victoria Inc
- Kurdish Yasna Organisation for the Development of Zoroastrian Philosophy of Victoria
- Linda Wyse & Associates
- Loddon Campaspe Multicultural Services Inc.
- Macedonian Community Welfare Association
- Maltese Community Council of Victoria Inc
- Manningham Interfaith Network
- Martin Luther Homes Boronia Inc
- Melbourne Romanian Community Centre Inc
- Metropolitan Fire Brigade, Risk & Resilience Dept.
- MiCare
- Migrant Information Centre Eastern Melbourne
- Migrant Resource Centre North West Region Inc
- Mosaik Experiences
- Multicultural Arts Victoria
- Multicultural Centre for Women's Health
- Multicultural Festival Group
- Muslim Information Network of Australasia
- National Council of Jewish Women of Australia (Victoria)
- Nepalese Association of Victoria
- Nigerian Society of Victoria Inc.
- North East Multicultural Association
- Northern Region Indian Senior Association Victoria
- OrangeStone Consultancy
- Oromia Support Group Australia
- Oromo Community Development Association
- Palliative Care South East Ltd
- Palliative Care Victoria
- Pilipino Elderly Association of South East Region
- Polaron Language Services
- Polish Community Council of Victoria Inc
- PRONIA
- Public Transport Ombudsman
- Refugee and Migrant Communities Network
- Return to Anatolia
- RusCare Ltd
- Russian Ethnic Representative Council of Victoria
- Save the Children Australia
- Scots of Victoria Co-Ordinating Group
- Serbian Community Association of Australia
- Serbian Sports Centre
- Settlement Services International
- Shamama Association of Australia Inc
- Sinhala Cultural and Community Services Foundation
- Slovenian Australian Social & Sport Club "Jadran" Inc
- Slovenian Welfare and Information Office
- South East Community Links (Springvale Community Aid & Advice Bureau)
- South Sudanese Community Association in Victoria
- Southern Ethnic Advisory and Advocacy Council
- Southern Migrant & Refugee Centre
- Spectrum
- Springvale Indochinese Mutual Assistance Association
- Sri Lankan Ethnic Communities Association Inc.
- Sunraysia Mallee Ethnic Communities Council
- TE ROOPU AATAWHAI
- Telugu Language and Culture Foundation of Australia Inc.
- Temple Society Australia TSA
- The Association of Hazaras in Victoria
- The Centre for Multicultural Program Evaluation
- The Committee for Sri Lanka
- The Federation of Chinese Associations VIC Inc
- The Federation of Chinese Organisations from Vietnam, Cambodia and Laos Association of Victoria Inc.
- The Hope Connection
- United Sri Lankan Muslim Association of Australia
- United-Spanish Latin American Welfare Centre
- VICSEG New Futures
- Victorian Arabic Social Services
- Victorian Assyrian Community
- Victorian Elderly Chinese Welfare Society
- Victorian Foundation for Survivors of Torture
- Victorian Health Promotion Foundation (VicHealth)
- Victorian Immigrant and Refugee Women's Coalition
- Victorian Lebanese Community Council Inc.
- Victorian Local Governance Association
- Victorian Maronite Community
- Victorian School of Languages
- Victorian Scottish Union Inc
- Victorian Transcultural Mental Health
- Vietnamese Community in Australia Victoria Chapter
- Wellsprings For Women
- Western English Language School
- Western Region Ethnic Communities Council Inc
- Whittlesea Community Leadership Network Victoria Inc.
- Whittlesea Multicultural Communities Council
- Wyndham Community & Education Centre Inc.
- Zambian Association in Victoria

## Individual Members

- Camuran Albanoi
- Matthew Albert
- Solange Ardiles
- Abhishek Awasthi
- Gergis Ayoub
- Tania Ciotti
- Andrea Cooper
- Tania De Carli
- Hanifa Deen
- John Dernikos
- Sasho Dimcevski
- Senada Ekic
- Teresa De Fazio
- Payam Fazli
- Mohammad Naser Fekrat
- Daniel Gluer
- Nyok John Achouth Gor
- Frank Greenstein
- Asanka Gunasekara
- Betty Haralambous
- Imad Hirmiz JP
- Preeti Jabbal
- Shilpi Jain
- Aayushi Khillan
- Judith Klepner
- Olga Korytsky
- Vijayakumar Kuttappan
- Christine Lee
- Andrew Lee
- Helen Light OAM
- Bruce Luu
- Danijel Malbasa
- Godwin Masuka
- Vivienne McDonald
- Voula Messimeri
- Jill Morgan
- Beryl Mulder
- Charles Njock
- Rajna Ogrin
- Gerald Onsando
- Samli Ozturk
- Con Pagonis
- Barry Palta
- Faezeh Parkes
- Guruswamy Perumal
- Xuyen Pho
- Hannah Piterman
- Ravi Poobalasingam
- Usha M. Rodrigues
- Tharini Rouwette
- Anne Seitz
- Lee Choon Siau
- Terri Soumilas
- Jo Ann Stenton
- Keith Mallalieu Stodden
- Safi Yousuf Taher
- Shuchang (Michael) Tian
- Joy Winstone
- Kawthar Yakan

## Life Members

- Maurice Cauchi
- Peter Mandelj
- Bruna Pasqua
- Ton Westerveld



# FINANCIAL REPORT

## TREASURER'S REPORT

On behalf of the Ethnic Communities' Council of Victoria (ECCV) Board of Directors, I am pleased to present the Treasurer's Report and the 2021 Audited Financial Statements for ECCV.

The audit of financial accounts was undertaken during August 2021 by auditors, Collins & Co.

The final accounts were presented and approved at the November 2021 meeting of the ECCV Board.

Some of the financial highlights for the year included:

- The recording of a surplus of \$80k against a budgeted surplus of \$70k
- 74% growth in revenue on FY19-20
- The increase in sources of funding including projects in the energy sector working with the Department of Environment, Land, Water and Planning (DELWP), the area of mental health, working with Victorian Transcultural Mental Health (VTMH) and new partnerships, including North Western Melbourne Primary Health Network (NWMPHN) and VicHealth.



ECCV has also taken a lead in supporting communities during the pandemic with funding from the Working for Victoria fund and the CALD Taskforce.

I would like to express my gratitude to the Chairperson, my fellow Office Bearers and Board of Directors, as well as to the employees and volunteers of ECCV, for their support and contribution during this challenging time.

Zeynep Yesilyurt  
ECCV Treasurer

# AUDITOR'S REPORT

TOWARDS A VISION SHARED



**Collins & Co  
Audit Pty Ltd**

127 Paisley Street  
Footscray VIC 3011  
Australia

Phone (03) 9680 1000  
Fax (03) 9689 6605

[www.collinsco.com.au](http://www.collinsco.com.au)

**AUDITOR'S INDEPENDENCE DECLARATION  
TO THE DIRECTORS OF  
ETHNIC COMMUNITIES COUNCIL OF VICTORIA INC  
A.B.N. 65 071 572 705**

I declare that to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2021 there have been:

- i. no contraventions of the auditor independence requirements of the *Australian Charities and Not for Profits Commission Act 2012* in relation to the audit; and
- ii. No contravention of any applicable code of professional conduct in relation to the audit.

**Frederik Ryk Ludolf Eksteen CA**  
ASIC Auditor Registration Number 421448

**Collins & Co Audit Pty Ltd**  
127 Paisley Street  
FOOTSCRAY VIC 3011

Dated this 26th day of November 2021

Liability limited by a scheme approved under Professional Standards Legislation  
ABN 33 614 161 796

# FINANCIAL STATEMENTS

## ETHNIC COMMUNITIES COUNCIL OF VICTORIA INC ABN 65 071 572 705

### INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2021

INCOME	2021 \$	2020 \$
Grants	2,556,402	1,522,636
Membership fees	16,077	15,619
Interest received	4,470	5,382
Other income	173,849	75,229
<b>TOTAL INCOME</b>	<b>2,750,798</b>	<b>1,618,86</b>
<b>EXPENDITURE</b>		
Administrative expenses	131,754	122,626
Audit fees	2,600	2,500
Depreciation and amortisation expense	25,941	9,845
Employee salaries and related expenses	2,259,868	1,275,452
Premises expenses	121,193	77,886
Program expenses	119,833	80,808
Travel expenses	9,954	25,321
<b>TOTAL EXPENDITURE</b>	<b>2,671,143</b>	<b>1,594,438</b>
<b>NET SURPLUS/(DEFICIT) ATTRIBUTABLE TO THE ASSOCIATION</b>	<b>79,655</b>	<b>24,428</b>

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

	2021 \$	2020 \$
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	2,330,173	664,020
Trade and Other Receivables	165,633	61,441
<b>TOTAL CURRENT ASSETS</b>	<b>2,495,806</b>	<b>725,461</b>
<b>NON-CURRENT ASSETS</b>		
Non-Current Assets	71,485	37,411
<b>TOTAL ASSETS</b>	<b>2,567,291</b>	<b>762,872</b>
<b>CURRENT LIABILITIES</b>		
Trade and other Payable	525,206	106,429
Grants received in advance	1,585,314	310,384
Employee Entitlement Provisions	127,047	95,990
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,237,567</b>	<b>512,803</b>
<b>NON-CURRENT LIABILITIES</b>		
Non-Current Liabilities	-	-
<b>TOTAL LIABILITIES</b>	<b>2,237,567</b>	<b>512,803</b>
<b>NET ASSETS</b>	<b>329,724</b>	<b>250,069</b>
<b>EQUITY</b>		
Accumulated funds	329,724	250,069
	<b>329,724</b>	<b>250,069</b>

These abridged financial statements are extracts from the audited financial statements of ECCV, as approved by the Board of Directors on 18 November 2021. A copy of the audited Financial Statements is available on request from the registered office of ECCV.

# ECCV BOARD

## OFFICE BEARERS



**EDDIE MICALLEF**  
Chairperson



**JILL MORGAN AM**  
Deputy Chairperson



**JENNY SEMPLE**  
Deputy Chairperson



**MARION LAU OAM JP**  
Secretary



**ZEYNEP YESILYURT**  
Treasurer

## BOARD OF DIRECTORS



**ABIOLA  
AKINBIYI**



**JOSEPH CAPUTO  
OAM JP**



**SIMON JEDWAB**



**JENNY MATIĆ**



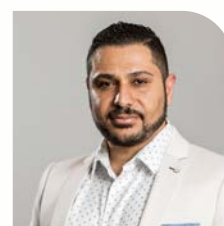
**KRIS PAVLIDIS**



**DR. SUNDRAM  
SIVAMALAI**



**PARSURAM  
SHARMA-LUITAL JP**



**MOHAMMED  
YASSIN**

# ECCV STAFF

## EXECUTIVE OFFICER

Chris Christoforou

## LEADERSHIP TEAM

Rashmi Kumar  
POLICY & ADVOCACY MANAGER

Victoria Kyriakopoulos  
MEDIA & MEMBER ENGAGEMENT  
MANAGER

Diana Mastrantuono  
PROJECTS & CAPACITY  
BUILDING MANAGER

Jiembra Sheils  
BUSINESS MANAGER

Rosita Vincent  
REGIONAL LEAD

## MEDIA, COMMUNICATIONS & MEMBERSHIP

Hella Ibrahim  
Vrinda Rajanahally  
Xiaoran Shi

## OPERATIONS

Matisse Yee

## POLICY & ADVOCACY

Riccardo Armillei  
James Houghton  
Martin Ploughman  
Gabriele Rukas  
Denisse Sandoval

## PROJECTS & CAPACITY BUILDING

Youssif Assafiri  
Surmeli Aydogan  
Ada Chan  
Rahel Davies  
Hayat Doughan  
Nimo Hersi  
Yuli Liang  
Osman Mohamed  
Serap Filiz  
Suzan Saka  
Shivani Sharma

## SML TRAVELLERS

Abdikadir Osoble  
Dabessa Gemelal  
Julie Sciberras

## THANK YOU & FAREWELL

**STAFF:** Tala Abdulhadi, Zuleika Arashiro, Sialofamisialelai Gray, Anjali Nambissan, Nikolaus Rittinghausen, Amena Ziard.

**COMMUNITY OUTREACH TEAMS:** Omotunde Adesanya, Arop Arop, Azal Ahmed, Deepmala Awasthi, Barry Berih, Osama Butti, Ruach Deng, Samson Hailu, Benine Muriithi, Daniel Kuol, Ring Mayar, Athena Papadatos, Shahnour Shah, Nghi Trinh.

**HEALTH CONSUMER REPRESENTATIVES:** Argireta Ateva, Lamija Canca, Katia Kaloustian.





# FUNDERS, SUPPORTERS & CONTRIBUTORS

ECCV was fortunate to receive support from a wide range of organisations and funders in 2020-21. We couldn't do what we do without you. Thank you.

## KEY FUNDERS

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- Australian Government, Department of Social Services
- Australian Government, Department of Social Services/ECCNSW
- Australian Government, Department of Health
- National Disability Insurance Authority/FECCA
- North Western Melbourne Primary Health Network
- Victorian Government, Department of Jobs, Precincts & Regions/Spectrum
- Victorian Government Department of Environment, Land, Water and Planning
- Victorian Government Department of Families, Fairness and Housing

## PROJECT FUNDERS

---

- Carers Victoria
- Ellis Jones
- Respect Victoria/Municipal Association of Victoria
- Older Persons Advocacy Network
- VCOSS
- VicHealth
- Victorian Government Department of Health
- Victorian Responsible Gambling Foundation
- WorkSafe Victoria

## PARTNERS & SUPPORTERS

---

- Alfred Deakin Institute
- Australian Conservation Foundation
- Australian Retail Association
- Australian Multicultural Foundation
- Capire Consulting Group
- Catuscia Biuso
- Community Owned Primary Health Enterprises
- CultureVerse
- Darebin City Council
- Alfred Deakin Institute
- Diabetes Victoria
- ECCNSW
- Federation of Ethnic Communities' Councils of Australia
- Football Victoria
- Gippsland Multicultural Community Services
- InTouch: Multicultural Centre Against Family Violence
- Language Loop
- Leading Progress
- Matthew Albert
- Migrant Resource Centre North Western Melbourne & DnD
- Moray & Agnew
- Moreland City Council
- Multicultural Arts Victoria
- Multicultural Centre for Women's Health
- Port Phillip Council
- Port Melbourne Soccer Club
- Russell Kennedy Lawyers
- Seniors Rights Victoria
- Shepparton Ethnic Communities Council
- ThinkHQ
- University of Melbourne
- U3A
- Victoria University
- Victorian Multicultural Commission
- Victorian Transcultural Mental Health
- Welcoming Australia
- Yuimaru
- Yarra Valley Water

# THANK YOU

## ECCV POLICY & ADVISORY COMMITTEE PARTICIPANTS

### HEALTH & WELLBEING

- Fiona McHugh, Bolton Clark
- Kimberley Wriedt, Victorian Transcultural Mental Health
- Jenan Moubarak, Hannah McLeod and Emily Ryan, Diabetes Victoria
- Jeanine Hourani and Rachael Unwin, Victorian Refugee Health Network
- Rose Dupleix and Nicki Russell, Jean Hailes for Women's Health
- Dylan Jansz, Carers Victoria
- Christian Astourian, Migrant Resource Centre North West
- Bich-Hoa Ha, cohealth
- Jo-Ann Stenton, ECCV Drug Task Force
- Maria Hach and Caroline Ridler, Multicultural Centre for Women's Health
- Tanya McKenzie, Peter MacCallum Cancer Centre
- Bernice Murphy and Siri Gunawardana, Centre for Culture, Ethnicity and Health
- Sandra Morris, Women's Health in the North
- Ayesha Ghosh, Cancer Council Victoria
- Jarran Heywood and Kim van den Nouweland, Department of Health and Human Services/ Department of Health
- Maria Pallotta-Chiarolli, Australian LGBTIQ Multicultural Council
- Agnieszka Kleparska and Grant Liptrot, North Western Melbourne Primary Health Network

### EMPLOYMENT, ENTREPRENEURSHIP, EDUCATION & TRAINING

- Caspar Zika, VICSEG New Futures
- Michael Dove, OriginsInfo
- Stuart Gillespie, Kynnections
- John Sheen, Wyndham Community and Education Centre
- Wilhelm Morgan, Morgan Migration Consultants
- Stephen Sibanda, City of Melbourne
- Willow Kellock, Marianna De Liseo and Naishadh Gadani, Centre for Multicultural Youth
- Kim Nguyen, Marisha Nair and Adelaide Mutinda, ygap
- Casey O'Brien, Diversitat
- Cassandra Martin, Westjustice
- Arie Moses, Thrive Refugee Enterprise
- Lynda Ford, Enterprising Partnerships

### POSITIVE AGEING & AGED CARE

- Alexis Hughes, MiCare
- Alina Urbanczyk, Kingston City Council
- Alisi Fangaloka, SMECC
- Andrew Duncan, DOH
- Apollo Nsubuga-Kyobe, African Think Tank
- Barbara Leon, United Spanish
- Dominika Hadaszczak, Benetas
- Dr Santosh Kumar, Northern Region Indian Seniors Association (NRISA)
- Elize Mahon, DoH
- Elleni Bereded-Samuel, Australian Unity
- Esis Tawfik, Southern Migrant and Refugee Centre (SMRC)
- Evelyn Dowling, VASS
- Fiona McHugh, Bolton Clarke Welfare Association
- Hyein Cho, Monash University
- Josefina Antoniadis, National Ageing Research Institute (NARI)
- Josette Xuereb, DOH
- Kyriaki Menoudea, Federation of Greek Elderly Citizen Clubs of Melbourne and Victoria
- Marijana Andonovski, MCWA
- Marlene Franker, Martin Luther Homes
- Marlon De Leon, FCCV
- Mary Ann Geronimo, FECCA
- Merisa Catic
- Nadereh Edwards, Spectrum
- Nora Fernandes, Palliative Care Victoria (PCV)
- Olga Laoumtzis, Regis
- Robyn Martinez, Diversitat
- Sheila Bangayan, Annecto
- Sophia Koutes, Pronia
- Stratos Efstratiou, Auspire Care
- Sylvia Wan, Southern Migrant and Refugee Centre (SMRC)
- Terefe Aborete, Refugee & Migrant Communities Network
- Teresa Azzopardi, BRMC
- Violet Platt, Palliative Care Victoria (PCV)
- Walaa Sabri, SMECC

**Ethnic Communities' Council of Victoria**  
Suite 101, 398 Sydney Road  
Coburg VIC 3058

[eccv.org.au](http://eccv.org.au)



ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

