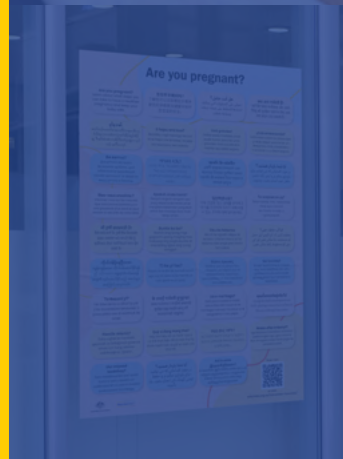


The Social Policy Group

Annual Report 2024-25.

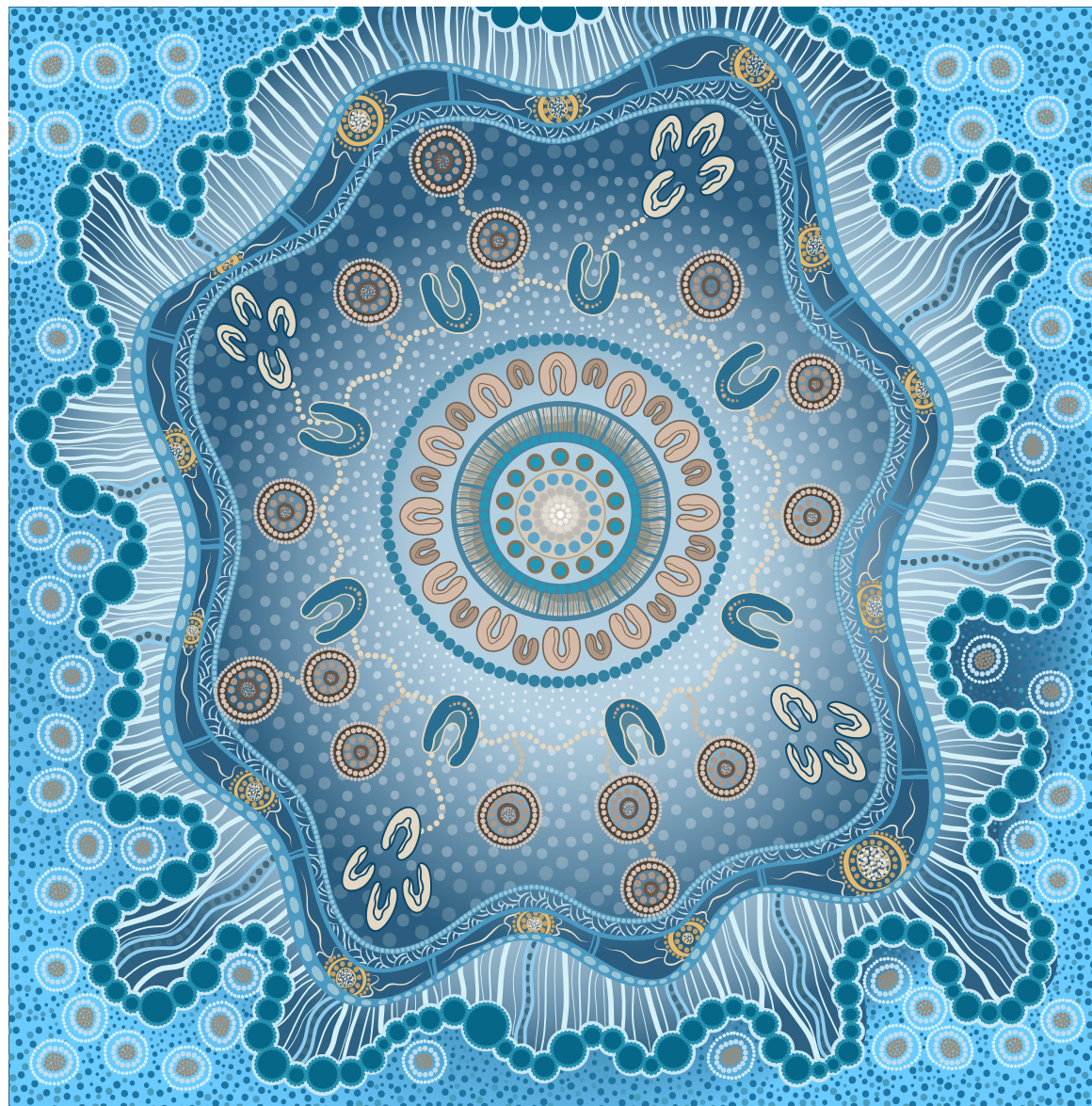


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Acknowledgements.



By Eddie Longford, Indigenous Contemporary Art, ACT

From the artist:

The design tells the story of The Social Policy Group, how it works to link diverse voices and communities with government, while also representing its values of connection and collaboration.

At the centre, a circle represents government, surrounded by u-shapes for people. The Social Policy Group, facing outward, acts as the bridge and protector, connecting communities to policy. The outer u-shapes represent the voices The Social Policy Group works with, linked by a connection line.

The Brindabella Mountains, Murrumbidgee River, and sky form the outer layers, symbolising connection to country, with Mother Earth as the deism protecting and embracing the organisation.

Acknowledgement of Country

The Social Policy Group acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples and the Traditional Custodians and owners of the lands on which we live and work across Australia.

We acknowledge the Ngunnawal and Ngambri people and the Wurundjeri Woi Wurrung people of the Kulin Nation as the Traditional Custodians and Owners of the land on which our offices are situated.

We extend our respects to all Aboriginal and Torres Strait Islander peoples throughout Australia, past and present. We recognise First Nations' ongoing resilience, strength, and stewardship of the land and commit ourselves to ongoing efforts of reconciliation, understanding, and collaboration.

LGBTIQA+ Acknowledgement

The Social Policy Group acknowledges everyone's right to freely identify and affirm their sexual or romantic orientation and gender identity, including terms such as lesbian, gay, transgender, non-binary, gender diverse, genderqueer, queer, aromantic, asexual, bisexual, pansexual, sistergirls, and brotherboys. We support the rights of people born with intersex variations to be free from discrimination and mistreatment based on their sex characteristics.

We pay our respects to our community's lesbian, gay, bisexual, trans, and gender diverse, intersex and queer pioneers and acknowledge the lives of those LGBTIQA+SB persons who never made it to safety.

As an organisation committed to designing and advocating for inclusive social policy, we celebrate our community's diversity and work to eliminate all forms of discrimination throughout Australia's systems.

Victim Survivor Acknowledgement

The Social Policy Group acknowledges the significant impact of family and domestic violence on individuals, families, and communities. We recognise the strength and resilience of the children, young people, and adults who have, and are still experiencing this violence, and pay our respects to those who did not survive and to their loved ones.

About Us.

The Social Policy Group

The Social Policy Group (SPG) is a trusted partner of government, community leaders, and service providers with a proven track record of delivering impactful and responsive social policy solutions for Australia’s communities. As a peak body for settlement, multicultural health, and multicultural affairs, and a recognised leader in best practice and thought leadership across areas such as gender equality, economic analysis, access to justice, and community sector capacity building, SPG plays a pivotal role in fostering equitable social policies through facilitation, evidence-based practice, and collaborative partnerships.



SPG is a leading national voice in social policy with deep expertise across:



Gender equality and women’s economic security



Health equity and access



Settlement and migration policy and capacity building



Justice and community safety



Artificial intelligence and digital policy



Social cohesion and multicultural affairs



Strengthening responses to and understanding of mis- and dis-information

MULTICULTURAL HEALTH
PEAK BODY

MULTICULTURAL
PEAK BODY

SETTLEMENT
PEAK BODY

Our Mission

We strive to make Australia’s policies and systems better serve the diverse people and communities of Australia.

Our Values

Equity

Ensuring that marginalised groups in Australia have fair and equal access to resources and opportunities, empowering them to fully participate in and contribute to society.

Collaboration

Fostering partnerships and alliances with stakeholders across community, providers and government to better serve communities.

Accessibility

Focusing on system navigation and facilitating universal design to ensure systems are inclusive and reflect the communities and groups they serve.

Innovation

Embracing creative and forward-thinking approaches to solve complex social issues facing Australia.

Sustainability

Developing and promoting policies that support long-term social and economic health.

Executive Summary.

The 2024–25 Financial Year was one of conclusion, renewal, and momentum for SPG. It marked the completion of significant projects that shaped the national policy landscape and the launch of new initiatives designed to strengthen community capacity, advance equity, and ensure Australia's diverse communities are heard and supported.



Office for Women National Women's Alliance Forum 2023.

A defining moment of the year was the conclusion of Harmony Alliance: Migrant and Refugee Women for Change, one of Australia's six National Women's Alliances. Over six years, Harmony Alliance amplified the voices of migrant and refugee women, influencing national policy on leadership, health, safety, economic participation, and empowerment. Its legacy reflects the strength of community consultation and collaboration, and SPG's commitment to embedding migrant and refugee women's perspectives into Australia's social policy.



Students receiving trophies at the Multicultural Communities World Cup Football Tournament, supported through CCSP.

Across the year, SPG also delivered initiatives under our three pillars of Systems Analysis, Capacity and Capability Building, and Responsive Policy Solutions. These included major programs in social cohesion, multilingual communications, health equity, access to justice, and settlement best practice. Among them, the Community and Cohesion Support Program (CCSP), funded by the Department of Home Affairs, invested \$3.2 million in 69 grassroots organisations and reached more than 47,500 people nationwide. The program supported Palestinian, Muslim, and Arab communities at a time of heightened tension, enabling community-driven initiatives such as English classes, employment readiness, trauma support, youth leadership, and safe spaces for women and families. Many participating organisations exceeded expectations and secured additional funding, demonstrating the long-term impact of strengthened local capacity.



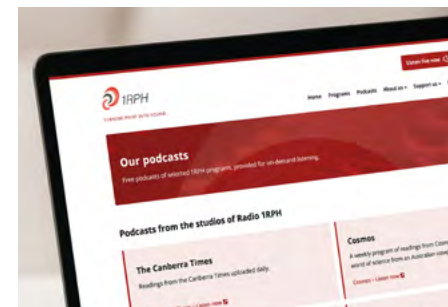
Community members take a moment of reflection at a cancer screening and prevention seminar led by community leader, Bawi Phun Kul, supported by the Enhanced Communications for CALD Communities: Prevention and Management of Chronic Conditions Campaign.

In partnership with the Multicultural Youth Advocacy Network (MYAN) and 40 grassroots organisations, SPG also delivered the Enhanced Communications for Culturally and Linguistically Diverse (CALD) Communities campaign, funded by the then Department of Health and Aged Care. This campaign promoted bowel, breast, and cervical cancer screening by raising awareness, co-designing culturally appropriate resources, and empowering community leaders to share trusted health information within their networks.



SPG's Manager, Multicultural Affairs, Shixi Guo meets Race Discrimination Commissioner, Giridharan Sivaraman, at the National Press Club.

SPG continued to provide thought leadership on pressing policy challenges, such as through our engagement with the Australian Human Rights Commission (AHRC) to examine its capacity to respond to racially motivated mis- and disinformation. After successfully completing Phase 1, SPG was invited to lead Phase 2, equipping the AHRC with tools, frameworks, and strategies to act decisively in an increasingly complex communications environment shaped by digital platforms and declining public trust.



SPG delivered website development services for 1RPH to enhance accessibility for users.

This year also saw the launch of SPG's digital communications services, designed to support not-for-profits and charities with sector-specific communications expertise. Grounded in accessibility and cultural relevance, this service reflects SPG's commitment to ensuring organisations are equipped to engage effectively with the communities they serve.

What unites these achievements is SPG's unwavering commitment to our values of Equity, Accessibility, Innovation, Collaboration, and Sustainability. Across our work in settlement, multicultural health, gender equality, justice, digital inclusion, and social cohesion, we have delivered initiatives grounded in evidence and lived experience, and bridged government priorities with community needs. Looking ahead, SPG will continue to be a trusted partner and national leader in social policy, delivering initiatives that advance equity and accessibility, strengthen social cohesion by addressing mis- and disinformation, expand community capability through new approaches to learning, and inform inclusive policies that respond to the needs of Australia's diverse communities.



Service providers collaborating on settlement challenges at the SETSCoP 2024 National Forum.

Message from the Chair.

It is my great pleasure to present The Social Policy Group's Annual Report for 2024-25.

This year, SPG has again demonstrated the vital role it plays in strengthening Australia's social policy landscape through its deep understanding of, and trust from, the diverse communities we work with, and through our innovative thinking and approach.

What distinguishes SPG is the unique position we hold. As a settlement peak, a multicultural health peak, and now, going forward, as a national multicultural peak, SPG brings the voices of communities into policy debates with authority and credibility. These roles amplify the reach and impact of our work, enabling strong connections across government, service providers, and communities, and ensuring that Australia's systems reflect and serve the diversity of the people they aim to support.

Our achievements this year have been made possible through the trust and support of governments at all levels. We are grateful for the confidence placed in SPG to deliver such wide-ranging initiatives, and for the opportunity to continue shaping inclusive and forward-looking policies on behalf of the communities we serve.

I thank my fellow Board members for their guidance and stewardship, and acknowledge the valuable work of my predecessors and our former Board members. On behalf of the Board I extend my deepest appreciation to our staff. Their expertise, passion, and commitment are what make SPG's impact possible.

As we look to the future, SPG will continue applying its expertise and thought leadership to shape cohesion and inclusion in its role as a trusted partner and national leader in social policy. Together, with the continued support of government and our partners, we will seek to ensure that no community is left behind.

Judge Rauf Soulio AM
Chair



Community members at the Islamic Society of South Australia's Dinner Pearl of Ummah, supported through CCSP.

Message from the CEO.

It is my honour to present The Social Policy Group's Annual Report for 2024–25. Over the past year, SPG has continued to deliver impact across our three pillars: Systems Analysis, Capacity and Capability Building, and Responsive Policy Solutions. From health equity campaigns and sector capacity building, to our ongoing leadership in settlement and multicultural affairs, our work has been grounded in collaboration with government, community leaders, and service providers. At every step, we have applied an innovative and forward-thinking approach, designing solutions not only for today's challenges but for the systems Australia will need tomorrow.

This year, we delivered projects and policy solutions that demonstrated both the depth of our expertise and the urgency of our mission. Central to this has been the publication of *AI and the Great Retrenchment*, the first in our *Forward Guidance* series. Through our advanced economic modelling, this report provides a rigorous analysis of the structural changes artificial intelligence will drive across Australia's economy. Its findings are sobering: without immediate and deliberate intervention, workforce displacement and economic contraction will be felt not only by those already at the margins, but also across the board in professions traditionally seen as aspirational and safe from disruption.

This analysis is more than numbers and forecasts, but a call to action. It reminds us that social policy cannot be separated from economic policy. Structural change, when unmanaged, will amplify inequality and impact growth and opportunity. In downturns and times of retrenchment, it is always the most vulnerable who bear a disproportionate share of the cost. For SPG, this is a reminder of our responsibility: to ensure policy decisions are grounded not only in rigorous evidence but also in equity, accessibility, and long-term resilience.

But while we must anticipate and plan for structural change, it is equally important to recognise the impact of the work we are privileged to deliver every day. Through CCSP, SPG has been able to stand alongside grassroots organisations working at the frontlines of community need. We have seen firsthand the power of small, trusted organisations to provide stability and connection in times of uncertainty. Similarly, our cancer screening campaign reached diverse communities with life-saving health information, co-designed with local leaders to ensure messages resonated and were trusted. These programs remind us that systems change and on-the-ground delivery are inseparable parts of social policy.



Across all our work, from settlement sector leadership and health equity, to justice, gender equality, and digital policy, SPG has sought to bridge evidence and lived experience, research and delivery, government priorities and community needs. We are proud of the role we play as a connector and translator across these spaces.

I want to thank our staff, Board, partners, and community collaborators for their commitment and trust. Together, we have achieved meaningful outcomes this year and laid the groundwork for an even stronger contribution in the years ahead.

As we look forward, we will continue to apply our values of Equity, Accessibility, Innovation, Collaboration, and Sustainability to ensure Australia's systems better serve all its people and that no one is left behind as we navigate the changes ahead.

Carla Wilshire
Chief Executive Officer

Overview.

SPG works across three interconnected areas: Systems Analysis, Capacity and Capability Building, and Responsive Policy Solutions. Through these three key pillars we develop social policy solutions that reflect and serve the needs of our diverse communities across Australia.

Under Systems Analysis, we examine how social policies and programs function in practice, identifying where reforms can deliver more equitable outcomes. This year, our work included CCSP, which enhanced the capability and impact of community grassroots organisations to support Palestinian, Muslim, and Arab communities at a time of critical and immediate need, with the long-term goal of strengthening community connections and fostering inclusion.

Through Capacity and Capability Building we aim to equip people and organisations with the tools and knowledge to navigate systems effectively. Key achievements this year include the Expert Advice: Responding to Mis- and Disinformation project, where we supported the AHRC to evaluate their capacity and advise the best strategies for tackling racially motivated mis- and disinformation in Australia. We also supported sector capability through the launch of digital services for community organisations, expanding opportunities for not-for-profit organisations to access expertise in digital communications.

Within Responsive Policy Solutions, we work to address emerging and critical challenges. Our Enhanced Communications for CALD Communities campaign facilitated information dissemination and empowered diverse communities to understand and access critical cancer screening programs and improve health outcomes.

Together under our three pillars, SPG combines evidence, innovation, and collaboration to ensure systems are more inclusive and effective. The progress made in 2024-25 reflects our ongoing commitment to improving policy outcomes and building programs that enable all communities in Australia to thrive.

Key Achievements.

Community and Cohesion Support Program

\$3.2M
investment

69
grantee organisations

reached more than
47,500 people
nationwide

220+ hours
of one-on-one support for
grantee organisations

CCSP invested \$3.2 million in 69 grantee organisations across Australia between June 2024 and May 2025. Funded by the Department of Home Affairs and delivered by SPG, the program supported Palestinian, Muslim and Arab communities during a period of heightened tension and discrimination following the Israel-Hamas conflict.

The program reached more than 47,500 people through in-person activities. Funded organisations designed and delivered their own initiatives, drawing on community trust and cultural knowledge. Activities addressed urgent and ongoing needs, including English classes, driver education, employment readiness, trauma support, youth leadership, and safe spaces for women and newly arrived families. Many organisations exceeded their planned reach and impact, with several securing additional government funding after CCSP due to strengthened capacity and systems.

SPG supported grantees to deliver their initiatives through group capacity-building sessions, peer learning circles, and over 220 hours of one-on-one support. By partnering with the MYAN, SPG delivered youth-specific webinars and roundtables, ensuring young people's perspectives informed program design and implementation.



Community members at the Islamic Society of South Australia - Dinner Pearl of Ummah. Supported through CCSP.

Funded organisations demonstrated significant impact against program objectives:



Reducing discrimination and bias

Over 35 projects delivered interfaith dialogue, cultural awareness, and anti-racism initiatives that improved understanding and safety for participants.



Promoting belonging and cohesion

More than 60 projects facilitated cultural events, community gatherings, and shared meals, which supported inclusion and social recovery.



Reducing isolation and marginalisation

Over 50 projects provided trauma-informed mental health support, peer connection, and emergency assistance, including counselling for newly arrived families.



Supporting women, youth, and children

At least 19,421 women and 13,238 young people participated in CCSP activities, benefitting from programs designed to strengthen skills, leadership, community connections, and resilience.

SPG's approach to grant management and tailored support gave grantees the flexibility and confidence to respond effectively to community needs while also meeting compliance requirements. This support was particularly critical for organisations new to this type of funding or to the initiatives they were delivering, and proved central to both program success and grassroots capability building. As a result, CCSP not only achieved strong immediate outcomes but also equipped 69 grassroots organisations with the skills, confidence, and structures to sustain and expand their impact well beyond the life of the program.



Students from the Al Siraat College attending Ramadan Dinner. Supported through CCSP.

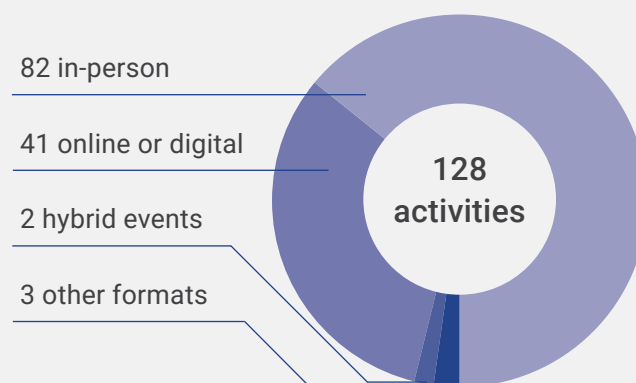
Enhanced Communications for CALD Communities: Prevention and Management of Chronic Conditions Campaign

Between February and November 2024, SPG partnered with the MYAN and 40 multicultural grassroots organisations and community leaders to deliver the Enhanced Communications for CALD Communities: Prevention and Management of Chronic Conditions Campaign. Funded by the then Department of Health and Aged Care, the campaign aimed to increase participation in bowel, breast, and cervical cancer screening by building awareness, developing culturally appropriate resources, and empowering leaders to co-design and share information in trusted ways.

The campaign's objectives

- 1 Increase awareness and participation in bowel, breast, and cervical cancer screening among CALD communities.
- 2 Develop culturally appropriate resources and campaigns tailored to community needs.
- 3 Empower community leaders to co-design and share information in accessible and trusted ways.

The campaign delivered



Community members attending cancer prevention information session led by community leader, Bawi Phun Kul.

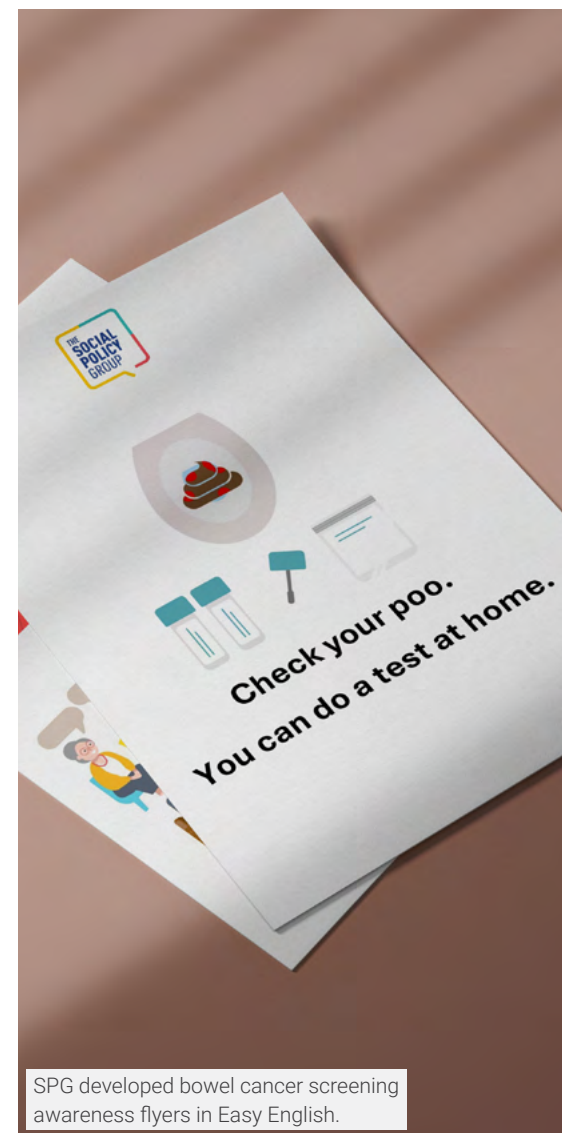
A total of 128 activities were delivered across the funding period, reaching an estimated 83,000 people where reach data was available. These included community engagement sessions, cultural events, workshops, information sessions, digital storytelling, social media campaigns, Q&A videos, digital outreach, distribution of cancer screening materials, information videos, and resource creation. Of these, 82 were in-person events, 41 were online or digital events, two were hybrid in-person and live-streamed, and three were in other formats.

The breadth of activities reflected the diversity of participating communities. Leaders embedded screening messages into culturally familiar formats such as sports competitions, cultural dance performances, women's health expos, and informal gatherings, thereby meeting people where they already felt comfortable. Digital campaigns extended the reach of in-person activities, with in-language videos, infographics, and Q&A sessions providing ongoing access to reliable information.



To extend this impact, SPG adapted campaign information to a range of digital communications products to support information dissemination to multicultural communities. This included cancer screening articles in 20 languages in the MyAus App, a free multilingual mobile resource designed to help migrant, refugee, and CALD communities in Australia access essential information and services.

SPG developed five MyAus App articles that introduced cancer, explained the importance of screening, and provided detailed information on Australia's bowel, breast, and cervical screening programs and how to access them. These were supported by step-by-step guides to help community members book and complete screenings, as well as in-language animations to assist those with low literacy, all within the app. SPG also created a series of three flyers in Easy English format on Australia's bowel, breast, and cervical screening programs, with the goal of explaining the programs specifically for people who have low English literacy. These three flyers are available on the SPG website for download, digital distribution, and for print, and offer an additional alternative way of accessing important cancer screening information for Australia's diverse communities.



SPG developed bowel cancer screening awareness flyers in Easy English.

SPG's role as a broker between policy and community delivery was central to the campaign's success. By translating government health priorities into locally relevant, culturally informed actions, SPG equipped community leaders with the tools, resources, and confidence to lead initiatives that resonated with their audiences. This brokerage model bridged the gap between national cancer screening objectives and the realities of grassroots delivery, ensuring program goals aligned with community needs while maintaining policy integrity.

The campaign demonstrated that trusted local leadership, supported by a well-resourced and strategically coordinated framework, can achieve substantial reach and impact in a short timeframe. Communities shaped the format, language, and style of engagement, while SPG provided overarching structure, funding management, resource development, and strategic guidance to ensure consistency and effectiveness. Together, this partnership delivered tangible outcomes, increasing awareness, strengthening intent to screen, and setting a scalable model for culturally responsive health promotion in Australia.

Australian Human Rights Commission Mis- and Disinformation Project

In 2024, SPG was engaged by the Australian Human Rights Commission (AHRC) to deliver a project to assess the AHRC's capacity and capability to identify and develop a response to racially motivated mis- and disinformation in Australia. After expertly delivering Phase 1, SPG was invited to pitch for and lead Phase 2. This second phase, to be finalised in the first quarter of the 2025–26 Financial Year, will equip the AHRC with the tools, frameworks, and capability to implement meaningful action on racially motivated mis- and disinformation at a time when evidence-based and expert-driven responses are more critical than ever.

Phase 1: Expert Advice, Responding to Mis- and Disinformation

The first phase sought to strengthen the AHRC's understanding of its current capabilities, clarify its role and community expectations as a national human rights institution, and develop safe and sustainable approaches for addressing this growing challenge.

SPG brought together its expertise in community engagement, rigorous research, and systems analysis to deliver a comprehensive assessment. Our work included an internal capacity and capability review of the AHRC, an actor-mapping exercise to identify and recommend key stakeholders, a nationwide community sentiment survey to understand public perceptions and expectations, and an extensive review of the origins and drivers of human rights-related mis- and disinformation.

The project concluded in January 2025 with a suite of detailed reports: an analytical report on the community sentiment survey, an actor-mapping report, and a final report that brought together a literature review, internal capability assessment, and a set of clear policy recommendations. These deliverables provide the AHRC with a robust evidence base and practical guidance to expand its capacity and strengthen its leadership in tackling racially motivated mis- and disinformation in Australia.

Phase 2: Capacity Building, Responding to Mis- and Disinformation

Building on Phase 1 recommendations, SPG worked to expand the Commission's capability to understand the landscape of racially motivated mis- and disinformation, recognise the tactics used to mobilise harmful beliefs and attitudes, and apply effective, rights-centred strategies to address them.

Drawing on our expertise in capability building, systems analysis, and behaviour change communications, SPG designed and delivered a four-part workshop program. These sessions unpacked the origins and drivers of racially motivated mis- and disinformation, the strategies used to spread and entrench it, its intersection with broader human rights issues, and practical approaches to countering it. Each workshop translated complex research and situational analysis into applied learning, giving AHRC staff tools they could adapt directly to their work.

The program culminated in a Strategic Communications Framework due for final completion in September 2025, created by SPG to guide the AHRC in applying best practice to future campaigns and engagement. The framework sets out clear objectives, evidence-based messaging, targeted audience insights, and responsive strategies to ensure communications are timely, effective, and grounded in community trust.

Together, the workshops and framework provide the AHRC with the knowledge, tools, and strategies to address racially motivated mis- and disinformation in a challenging communications environment shaped by digital platforms, emerging technologies, and growing threats to public trust.

Launch of Digital Services for the Community Sector

In 2024–25, SPG launched its digital communications services to expand the support available to not-for-profits and charities. This initiative was created to give organisations access to communications expertise from within the sector itself, ensuring that services are tailored to their needs, responsive to their communities, and grounded in accessibility and cultural relevance.

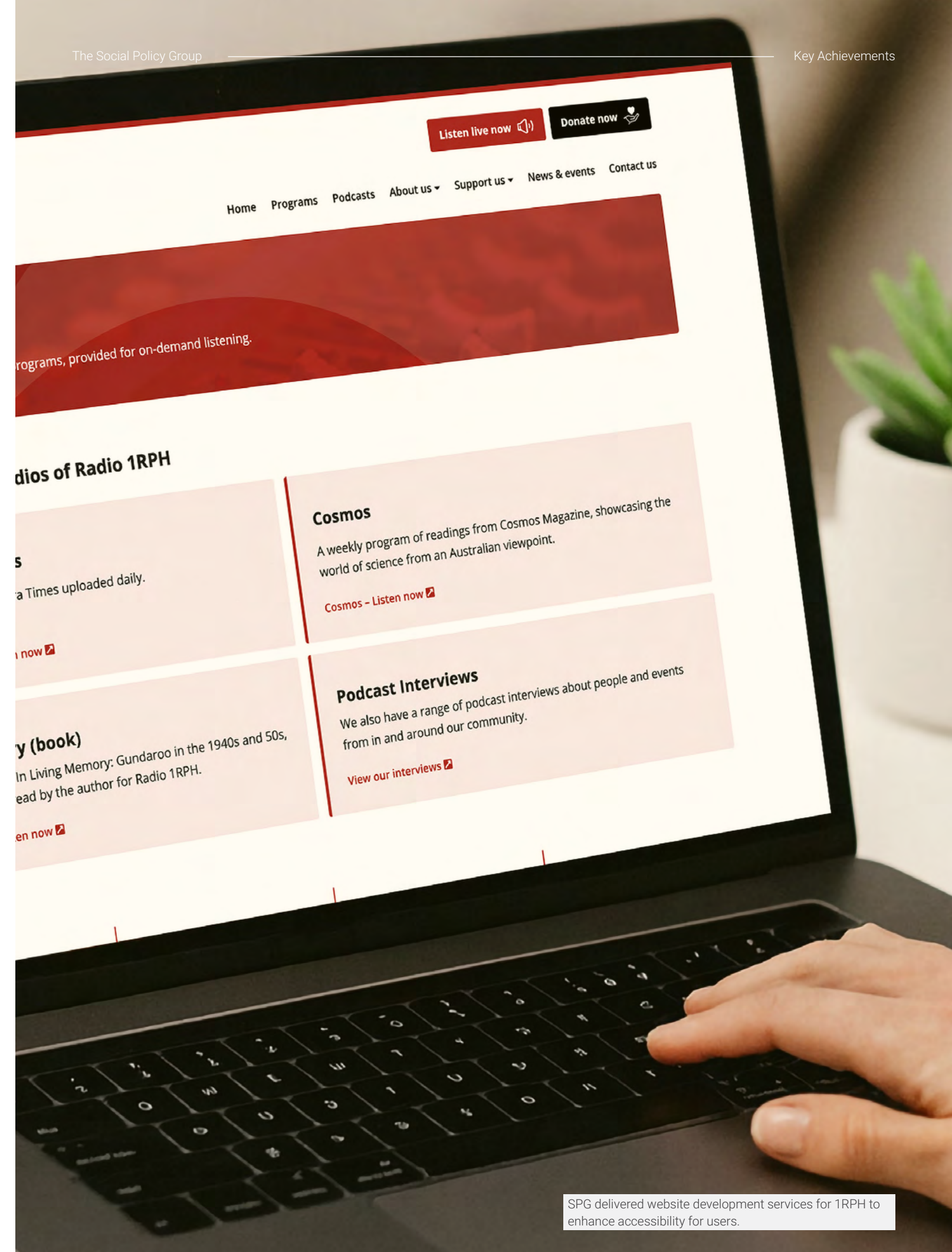


SPG delivered website development services for 1RPH to enhance accessibility for users.

Building on SPG's strengths in multilingual communication and inclusive design, our digital team worked alongside partners to enhance their online presence and strengthen community connection. We developed and maintained websites that were functional, accessible, and engaging, and delivered design updates that better reflected organisational missions and resolved technical challenges to ensure smooth user experiences.

Recognising that effective communication must reach people in the languages they use every day, we provided translation and adaptation services that enabled organisations to share vital information widely and inclusively. Our visual design work further supported campaigns and community engagement, producing culturally appropriate posters, flyers, and digital graphics that captured attention and built trust.

This year's work showed how practical, affordable digital support can strengthen the capacity of not-for-profits and charities to serve their communities. By combining technical skills with an understanding of accessibility and cultural relevance, our digital team helped partners communicate more effectively, expand their reach, and deliver services that are truly inclusive. This approach reflects SPG's commitment to collaboration, innovation, and ensuring that all communities can access the information and resources they need.



SPG delivered website development services for 1RPH to enhance accessibility for users.



SACA delivers Youth Empowerment Multicultural Communities World Cup Football Tournament through CCSP support.

Our Impact.

SPG achieves its impact by serving as a bridge between communities, organisations, and government. We identify community needs, translate them into practical solutions, and connect stakeholders to ensure that policies and services are responsive and inclusive. Through this role, we empower communities with knowledge, strengthen organisations with tools, and build trust through accessible, culturally responsive information. Our impact is measured in the lasting connections we create, the informed communities we support, and a sector better equipped to meet the diverse needs of the people it serves.

Communities Engaged

349

partnerships and collaborations

128

community activities targeting health

50+

projects supported to provide trauma-informed mental health support, peer connection, and emergency assistance, including counselling for newly arrived families

60+

projects supported to facilitate cultural events, community gatherings, and shared meals, which supported inclusion and social recovery

130K+

community members engaged through initiatives and programs

35+

projects supported to deliver interfaith dialogue, cultural awareness, and anti-racism initiatives



CALD youth enjoying the Wollongong Beach recreational activity delivered by the Somali Australian Community Association of NSW (SACA), supported through CCSP.

Digital and Online Tools

SPG's digital and online tools extend our impact nationally by providing accessible platforms for information and resources across our areas of work. Designed with accessibility in mind and translated into multiple languages, these tools equip stakeholders with practical support that strengthens their services, while also empowering communities and individuals with information to navigate systems and opportunities. The growing number of active users demonstrates their value as trusted, inclusive, and impactful resources that contribute to more equitable outcomes. These include websites such as Healthy Horizons, SETSCoP Members Hub, Legal Literate, Information on QLD Magistrates Courts, MRHP, CCSP, Women's Safety Hub, Men Health Culture for men of refugee and migrant backgrounds, Men Health Culture for organisations working with men from refugee and migrant backgrounds, and our own SPG website.

61K+

total active users across our website portfolios

The MyAus App

The MyAus App is a free, multilingual digital platform designed to empower new migrants, refugees, students, and visa holders to settle and live in Australia.

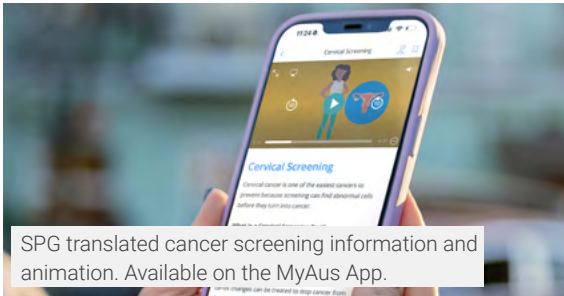
105K+

people reached through digital platforms, including websites, social media, and mobile applications

Combining user-friendly navigation with an intuitive interface, the app provides essential support in key areas such as housing, healthcare, education, and employment. It helps users navigate the complexities of Australia's three tiers of government and access vital information about systems and services. Whether it's navigating public transport, opening a bank account, raising a family, accessing Medicare, or understanding work rights, the MyAus App serves as a trusted resource. Available in 20 languages, it aims to simplify settlement and foster social cohesion.

45 languages

translated across animations, factsheets, and mobile app articles



SPG translated cancer screening information and animation. Available on the MyAus App.

Animations

As part of the Cancer Screening Campaign and the Workplace Safety Rights project, the MyAus App significantly expanded its educational resources by adding seven new animations overlayed in all 20 languages on the app. These include vital topics such as What is Cancer, What is Cancer Screening, Bowel Cancer Screening, Breast Cancer Screening, and Cervical Screening, as well as key workplace topics like Types of Employees and Minimum Wage and Wage Theft. These additions aim to empower multicultural communities with accessible, easy-to-understand information, promoting early detection of cancer, and raising awareness of fundamental workplace rights. By breaking down complex topics into engaging visual content, the MyAus App is helping to reduce health and workplace inequities across Australia.



SPG's Instagram grid. 2025 Federal Election voting information awareness campaign.

Social Media

In 2024–25, SPG streamlined its digital presence to one official page each on LinkedIn, Facebook, and Instagram, supported by MRHP and SETSCoP newsletters. This focused approach ensures clear, coordinated messaging and stronger engagement across audiences.

During the 2025 Federal Election, SPG used these channels to promote multilingual civic participation resources. Instagram Reels released over two weeks received more than 2,000 views, helping raise awareness of Harmony Votes and the MyAus App.

The engagement and reach across all platforms in 2024–25, illustrate the growing role of digital communications in amplifying SPG’s impact.

Multilingual Access

Across 2024–25, SPG produced and translated resources in multiple languages to ensure communities have access to trusted, accessible information. With the aim of empowering people to engage confidently with the systems that shape their lives, this work spans factsheets, animations, mobile app content, social media, websites, and print materials.

Amharic	Arabic	Bengali	Bismala	Burmese
Simplified Chinese	Traditional Chinese	Dari	Dinka	English
French	Greek	Hazaragi	Hindi	Indonesian
Italian	Japanese	Karen	Kiribati	Kirundi
Korean	Kurdish Kurmanji	Maori	Mongolian	Nepali
Pashto	Persian	Portuguese	Punjabi	Samoan
Sindhi	Sinhalese	Somali	Spanish	Swahili
Tagalog	Tamil	Tetum	Thai	Tigrinya
Tongan	Turkish	Ukrainian	Urdu	Vietnamese

Our Partnerships and Collaborations

Australian Government Departments and Agencies

- 1. Attorney-General’s Department
- 2. Australian Human Rights Commission
- 3. Australian Institute of Criminology
- 4. Department of Education
- 5. Department of Employment and Workplace Relations
- 6. Department of Health and Aged Care
- 7. Department of Home Affairs
- 8. Department of Industry, Science and Resources
- 9. Department of Social Services
- 10. Fair Work Commission
- 11. Fair Work Ombudsmen
- 12. National Accreditation Authority for Translators (NAATI)
- 13. Office for Women
- 14. Services Australia

Peak Body and Representative Organisations

- 15. Centre for Women’s Safety and Wellbeing
- 16. Ethnic Community Council of NSW
- 17. Ethnic Community Council of QLD
- 18. Ethnic Communities Council of WA
- 19. FECCA
- 20. Islamic Council of Victoria
- 21. Multicultural Communities Council of South Australia
- 22. Multicultural Youth Advocacy Network (MYAN) Australia
- 23. Settlement Council of Australia (SCOA)
- 24. Victorian Immigrant and Refugee Women’s Coalition
- 25. Welcoming Australia
- 26. Women with Disability Australia

Service Providers

- 27. 54 reasons
- 28. Access Community Services
- 29. Accessible Diversity Services Initiative (ADSI)
- 30. Advance Diversity Services
- 31. Afghan Women’s Empowerment Association Melbourne
- 32. Afghan Women on the Move
- 33. Afghan Women’s Organisation in Victoria
- 34. African Sub-Sahara International Development Agency
- 35. African Women’s and Families Network
- 36. African Women’s Federation of SA
- 37. Africause
- 38. Albury-Wodonga Ethnic Communities Council
- 39. Albury-Wodonga Volunteer Resource Bureau
- 40. AMES Australia
- 41. Anglicare NT
- 42. Anglicare SA
- 43. Arabic Welfare
- 44. Arise Women Support Association
- 45. Asian Women at Work
- 46. Association for Services to Torture and Trauma Survivors (ASeTTs)
- 47. Assyrian Australian Association
- 48. Asylum Seekers Centre
- 49. Australian Chaldean Family Welfare
- 50. Australian Migrant Resource Centre
- 51. Australian Muslim Women’s Centre for Human Rights
- 52. Australian Refugee Association
- 53. Australian South East Asian Women’s Association
- 54. Ballarat Regional Multicultural Council

- 55. Bathurst Information & Neighbourhood Centre
- 56. Bendigo Community Health Services
- 57. Beryl Women
- 58. Bundaberg & District Neighbourhood Centre
- 59. Cambodian Australian Welfare Council of NSW
- 60. CatholicCare Tasmania
- 61. CatholicCare Victoria
- 62. Centacare Far North Queensland
- 63. Centacare South West NSW
- 64. Centre for Culture Ethnicity & Health
- 65. Centre for Multicultural Youth
- 66. Centre for Muslim Wellbeing Limited
- 67. Chinese Australian Services Society
- 68. Chinese Community Social Services Centre
- 69. Circle Green Community Legal
- 70. Communicare
- 71. Community Action
- 72. Community Corporate
- 73. Community Migrant Resource Centre
- 74. Community Northern Beaches
- 75. CORE Community Services
- 76. Corporation of the Roman Catholic Diocese of Toowoomba Catholicare, The
- 77. Cultura
- 78. Cultural Diversity Network
- 79. Drummond St Services
- 80. Dubbo Neighbourhood Centre
- 81. East African Women’s Foundation
- 82. Edmund Rice Centre WA
- 83. Edmund Rice Community Services
- 84. Empower Living
- 85. Ethni Well Sisters
- 86. Ethnic Community Council of NSW
- 87. Ethnic Council of Shepparton & District

- 88. Fitness for Purpose
- 89. George Steet Neighbourhood Centre Association
- 90. Gippland Multicultural Services
- 91. Glow Up Careers
- 92. Granville Multicultural Community Centre Incorporated
- 93. GyMEA Community Aid and Information Service
- 94. Host International
- 95. Iceberg Foundation, The
- 96. Immigrant Women’s Speakout Association
- 97. Immigration Advice and Rights Centre
- 98. Inala Community House
- 99. Intereach
- 100. InTouch Multicultural Centre Against Family Violence
- 101. Iranian Community Organisation
- 102. Ishar Multicultural Women’s Health Centre
- 103. Islamic Women’s Association of Australia
- 104. Jetsuit Social Services
- 105. Kateb Hazara Association
- 106. Lassa
- 107. Latrobe Community Health Service
- 108. Local Kind Northern Beaches
- 109. Loddon Campaspe Multicultural Services
- 110. Louisa Domestic Violence Service
- 111. Manning Valley Neighbourhood Services
- 112. Many Coloured Sky
- 113. Migrant and Refugee Settlement Services (MARSS)
- 114. Melaleuca Refugee Centre Torture and Trauma Survivors Service of the NT
- 115. Melkite Charitable Foundation
- 116. MercyCare
- 117. Metro Assist
- 118. MiCare

- 119. Middle Eastern Communities Council of SA
- 120. Migrant and Refugee Settlement Services of ACT
- 121. Migrant Centre Organisation, The
- 122. Migrant Information Centre
- 123. Migrant Resource Centre, Southern Tasmania
- 124. Migrant Resource Centre Northern Tasmania
- 125. Migrant Resource Centre, North West Region
- 126. Migrant Women in Business
- 127. Mission of Hope
- 128. Mount Druitt Ethni Communities Agency
- 129. Multicultural Australia
- 130. Multicultural Communities Council Gold Coast
- 131. Multicultural Communities Council of Illawarra
- 132. Multicultural Communities Council of SA
- 133. Multicultural Communities Council of WA
- 134. Multicultural Community Centre
- 135. Multicultural Community Services of Central Australia
- 136. Multicultural Council of Northern Territory
- 137. Multicultural Council of Wagga Wagga
- 138. Multicultural Families Organisation
- 139. Multicultural Futures
- 140. Multicultural HIV and Hepatitis Service (MHAHS)
- 141. Multicultural Services Centre of Western Australia
- 142. Multicultural Youth Affairs Network of NSW
- 143. Multicultural Youth South Australia
- 144. MultiLink Community Services
- 145. Muslim Women Australia – United Muslim Women's Association
- 146. Muslim Women Association of South Australia
- 147. Muslim Women Support Centre WA
- 148. Nambour Community Centre
- 149. Nepean Multicultural Access
- 150. New England Family Support Service
- 151. North Coast Settlement Services (St Vincent de Paul Society NSW)
- 152. Northern Settlement Services (Mosaic)
- 153. NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
- 154. NT Working Women's Centre
- 155. Orange City Council
- 156. Palestinian Australians Welfare Association Incorporated
- 157. Palestinian Christians in Australia
- 158. Pilbara Community Legal Service
- 159. Professional Migrant Women
- 160. PRONIA
- 161. Quenbeyan Multilingual Centre
- 162. Queensland Program of Assistance to Survivors of Torture and Trauma
- 163. Rahma Health Ltd
- 164. Rainbow Coast Neighbourhood Centre
- 165. Refugee and Immigration Legal Service
- 166. Roman Catholic Trust Corporation for the Diocese of Cairns, The
- 167. Save the Children Australia
- 168. Settlement Services International
- 169. Shakti Migrant & Refugee Women's Support Group NSW
- 170. Sisters 4 Sisters Support Services
- 171. Sister Works
- 172. Sitara's Story
- 173. South East Community Links
- 174. South West Healthcare
- 175. Southern Migrant and Refugee Centre

- 176. Spectrum Migrant Resource Centre
- 177. St Vincent De Paul Society, Canberra/ Goulburn
- 178. St Vincent De Paul Society, NSW
- 179. Sunraysia Mallee Ethnic Communities Council
- 180. Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)
- 181. Sydney Multicultural Community Services
- 182. Sydwest Multicultural Community Services
- 183. Sydwest Community Services
- 184. Townsville Multicultural Support Group
- 185. Umuntu Ngabantu
- 186. United Spanish Latin American Welfare Centre
- 187. Uniting, Tasmania
- 188. Uniting, Victoria
- 189. Uniting Communities
- 190. Victoria Afghan Associations Network
- 191. Victorian African Health Action Network
- 192. Victorian Arabic Social Services
- 193. Wellsprings for Women
- 194. Western Sydney Migrant Resource Centre
- 195. Whittlesea Community Connections
- 196. Wimmera Southern Malle Development
- 197. Women's Safety Services
- 198. Wyndham Community and Education Centre
- 199. Yellow Butterfly Support Services
- 200. ACT Chinese Australian Association
- 201. Alawi Islamic Social Centre
- 202. Alo Enlightened Women
- 203. Arab Council Australia
- 204. Arabic Education Society
- 205. Association of Ukrainians in Victoria
- 206. Australia Light Foundation
- 207. Australian Arabic Cultural Forum
- 208. Australian Islamic House (Liverpool), The
- 209. Australian Palestinian Club, The
- 210. Australian Women & Children Protection and Development
- 211. Bachar Houli Foundation Ltd
- 212. Bakhtar Community Organisation
- 213. Big Thick Energy
- 214. Canberra Palestinian Community CPC
- 215. Celebrating and Conserving Cultures
- 216. Darusalam Society Incorporation
- 217. Filipino Advocates for Change and Transparency
- 218. Food for Thought Network
- 219. Gaza Association Australia Incorporated
- 220. Glimmer of Hope Incorporated
- 221. Hazara Shamama Association
- 222. Hispanic Women Association of SA
- 223. Indian Society of WA
- 224. Indian Squad Women's Association
- 225. Iraqi Australian University Graduates Forum
- 226. Islamic Community Milli Gorus Dandenong Inc
- 227. Islamic Community Milli Gorus Meadow Heights Inc
- 228. Islamic Malay Australian Association of NSW Inc.
- 229. Islamic Society of South Australia
- 230. Islamic Women's Welfare Association
- 231. Malaga Multicultural Alliance Inc
- 232. Melkite Welfare Association
- 233. Moslem Alawi Youth Movement Incorporated
- 234. Multicultural Mailer Inc
- 235. National Zakat Foundation
- 236. Ondru
- 237. Operation Stitches

Community and Grassroots Organisations

238. Outloud Inc
239. Pacific Womens Professional and Business Network
240. Pacificwin
241. Pakistanis in Australia
242. Palestine Australia Relief and Action Foundation Ltd
243. Palestine Israel Ecumenical Network Incorporated
244. Palestinian Community of Western Australia
245. Plate It Forward Inc
246. Refugee Council of Australia
247. SalamFest Inc
248. Somali Australian Community Association of NSW (SACA)
249. Somali Australian Friendship Association
250. Somali Welfare & Cultural Centre Inc
251. Sudbury Community House Association
252. Tasmanian Palestine Advocacy Network (TPAN)
253. Tongan Association Canberra and Queanbeyan
254. The Australian Islamic House (Liverpool)
255. The Australian Palestinian Club Limited
256. UMNT
257. United Muslims of Canberra
258. United Through Football Inc.
259. Urban Society SA
260. Women of Colour
261. Women’s Welfare Australia

Community Leaders

262. Anup Shakya
263. Bawi Phun Kul
264. Daniela Castro
265. Florencia Laurito
266. Gupi de Zavalia
267. Julian Lataquin

268. Kween G
269. Mai Kanhukamwe
270. Shamita Sivabalan
271. TF Pascal
272. Weli Costa
- Academia, Research and Education Organisations
273. 89 Degrees East
274. Al Siraat College
275. Australasian Centre for Human Rights and Health
276. Australasian Institute of Judicial Administration
277. Edith Cowan University
278. Guilford Young College
279. Islamic Sciences and Research Academy
280. Linda Wyse & Associates (LWA)
281. Minarah College
282. Melbourne University
283. Monash University
284. National Ethnic Disability Alliance
285. National Judicial College of Australia
286. Rainbow Migrants Living Lab (Edith Cowan University)
287. Racial Justice Centre, The
288. Regional Australia Institute
289. Royal Melbourne Institute of Technology (RMIT) University
290. University of Adelaide
291. University of South Australia
292. UNSW Andrew & Renata Kaldor Centre for International Refugee Law
293. National Ethnic Disability Alliance
294. National Judicial College of Australia
295. Women’s Health Matters

National and Civil Society Alliances

296. Australian Chinese Women’s Federation
297. Australian Graduate Women

298. Australian National Women’s Chinese Federation
299. Australian Islamic Medical Association
300. Australian National Committee of Refugee Women (ANCORW)
301. African Women’s Association
302. African Women Australia
303. Good Shepherd
304. National Women’s Safety Alliance
305. National Rural Women’s Coalition
306. National Advocacy Group on Women on Temporary Visa Experiencing Violence
307. Older Women’s Network
308. Palestine Australia New Zealand Medical Association (PANZMA)
309. Rural Australians for Refugees
310. Somali Health Professionals
311. Women Empowerment and Leadership

International

312. Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)
313. Commission on the Status of Women

Courts and Judicial Bodies

314. ACT Civil and Administrative Tribunal
315. Administrative Review Tribunal
316. Children’s Court of New South Wales
317. Council of Australasian Tribunals
318. Council of Chief Justices Australia and New Zealand
319. County Court of Victoria
320. Federal Court of Australia
321. Federal Circuit and Family Court of Australia
322. District Court of New South Wales
323. District Court of Queensland
324. District Court of South Australia
325. District Court of Western Australia

326. Judicial College of Victoria
327. Judicial Commission of New South Wales
328. Local Court of New South Wales
329. Local Court of the Northern Territory
330. Magistrates Court of the Australian Capital Territory
331. Magistrates Court of Queensland
332. Magistrates Court of South Australia
333. Magistrates Court of Tasmania
334. Magistrates Court of Victoria
335. New South Wales Civil and Administrative Tribunal
336. Northern Territory Civil and Administrative Tribunal
337. Queensland Civil and Administrative Tribunal
338. South Australian Civil and Administrative Tribunal
339. State Administrative Tribunal
340. Supreme Court of the Australian Capital Territory
341. Supreme Court of New South Wales
342. Supreme Court of the Northern Territory
343. Supreme Court of Queensland
344. Supreme Court of South Australia
345. Supreme Court of Tasmania
346. Supreme Court of Victoria
347. Supreme Court of Western Australia
348. Tasmanian Civil and Administrative Tribunal
349. Victorian Civil and Administrative Tribunal



Settlement service providers attend the National SETSCoP Forum 2024 in Canberra, held at Old Parliament House.

Special Feature Harmony Alliance: Migrant & Refugee Women for Change

Funded by the Office for Women, the National Women's Alliances play a critical role in understanding the experiences of women in Australia and informing government policy responses. In 2017, SPG was funded to establish and lead Harmony Alliance. Through Harmony Alliance and its 600-member Council, SPG represented the diverse voices of migrant, refugee, and CALD women for six years.



Harmony Alliance members at an Alliance launch event in Melbourne, 2018.



HARMONY ALLIANCE

MIGRANT & REFUGEE WOMEN FOR CHANGE

Across extensive consultations, submissions, events, partnerships, and projects, SPG ensured that multicultural women's perspectives were central to policy development, providing government with evidence-based, intersectional gender equality advice. Harmony Alliance worked to redress the underrepresentation of migrant and refugee women in decision-making, evolving from a focus on representation to a combined approach of grassroots consultation, capacity building, and evidence-based advocacy at both national and international levels.

The objectives of the Alliance were:

To strengthen a strategic approach to the empowerment of migrant and refugee women across policy areas.

To enable an effective voice for migrant and refugee women in domestic and international policy.

To advance migrant and refugee women's participation in economic, social, cultural, civil, and political life.

Key Achievements

Through its initiatives, communications, research, community consultations, expert advice, and publications, Harmony Alliance created an enduring legacy, embedding the perspectives of migrant and refugee women in decision-making and shaping policy well into the future.

Harmony Alliance produced 56 publications, including research reports, submissions, and position papers, which informed national policy and ensured the lived experiences of migrant and refugee women were reflected in decision-making.

A hallmark of Harmony Alliance's legacy was its groundbreaking research. In 2024, the *National Study on Workplace Sexual Harassment* was launched by Sex Discrimination Commissioner Dr Anna Cody. Led by Professor Marie Segrave, it was the first comprehensive study of its kind, amplifying the voices of more than 850 migrant and refugee women and providing an evidence base to guide policy on workplace safety. In 2023, Harmony Alliance, in partnership with Women with Disabilities Australia and the National Ethnic Disability Alliance, released *Accessing Formal Supports in Australia: The Experiences of CALD Women with Disabilities*, highlighting systemic barriers and offering recommendations to improve equity and inclusion. Earlier, in 2020, the *Safety and Security Study* with Monash University surveyed 1,392 women nationwide, producing valuable insights on safety, employment, and institutional trust during the COVID-19 pandemic.

Harmony Alliance at the Office for Women Forum 2023 alongside the National Women's Alliances peers.

Harmony Alliance achieved significant policy influence through targeted submissions on systemic and emerging issues. In 2024 alone, Harmony Alliance contributed to consultations on AI guardrails, hate crimes legislation, and civil protections against forced marriage. These submissions raised critical concerns about how rapid technological change and legislative frameworks impact migrant and refugee women, while also offering practical reforms to strengthen inclusivity and protection. Over its lifetime, Harmony Alliance contributed insights on a wide range of issues, from family and domestic violence to employment reform, consistently shaping government responses with evidence-based recommendations.

Harmony Alliance also developed innovative digital resources to support migrant and refugee women's participation, safety, and wellbeing. Harmony Votes provided in-language electoral resources across 11 languages, accessed by thousands of women during state, territory, and federal elections. Healthy Horizons, delivered in partnership with The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG), improved health literacy for migrant and refugee women through practical, accessible tools supported by medical expertise. In collaboration with the AustralAsian Centre for Human Rights and Health, Harmony Alliance produced animations and resources on dowry abuse, made available in five languages for communities and service providers. These initiatives demonstrated Harmony Alliance's capacity to combine evidence, grassroots engagement, and digital innovation to extend its reach and impact.

Harmony Alliance launch event in Melbourne, 2018.

Capacity building was further supported through the Women's Hub, which provided eLearning courses as well as step-by-step guides on governance, project management, finance, risk and talent management, and workplace health and safety. These resources complemented earlier guides on leadership, teamwork, and strategy, leaving behind a suite of tools for grassroots organisations to strengthen governance and sustainability.

Harmony Alliance also created spaces for dialogue and leadership development. Initiatives such as the Intersectionality Webinar Series engaged over 500 participants in 2020, sparking cross-sector conversations on how intersecting forms of discrimination shape migrant and refugee women's experiences. Harmony Empowers supported personal and professional development pathways through speaker series and online resources, supporting women to enhance leadership skills and participation in public life.

Over the last six years, Harmony Alliance was guided by the leadership, expertise, and lived experience of its Council, whose input and influence were central to its success. Harmony Alliance also drew strength from its broad membership base, whose engagement and support ensured that the work remained grounded in the realities of migrant and refugee women's lives. Together, these achievements demonstrate how Harmony Alliance combined research, advocacy, digital innovation, and capacity building to influence national conversations, strengthen community capability, and ensure migrant and refugee women's perspectives shaped Australia's policy landscape.



Harmony Alliance at the Office for Women Forum 2023 alongside the National Women's Alliances peers.



Harmony Alliance survey launch event, 2019.

Council Members

- | | | |
|-----------------------|--------------------------|------------------------------|
| 1. Adama Kamara | 13. Juliana Nkrumah AM | 25. Rana Ebrahimi |
| 2. Anyier Yuol | 14. Khadija Gbla | 26. Rita Anwari |
| 3. Carla Wilshire OAM | 15. Maha Krayen Abdo OAM | 27. Dr Sabrin Farooqui OAM |
| 4. Carmel Guerra OAM | 16. Dr Manjula O'Connor | 28. Sahar Okhovat |
| 5. Corinne Kemp | 17. Maria Dimopoulos AM | 29. Sandra Elhelw |
| 6. Dewani Bakkum | 18. Maria Osman | 30. Shukufa Tahiri |
| 7. Elizabeth Tunha | 19. Michal Morris | 31. Tamara Stewart-Jones |
| 8. Fabiola Campbell | 20. Minh Nguyen | 32. Tina Douvos-Stathopoulos |
| 9. Felicity Fast | 21. Natalia Muszkat | 33. Uieta Kaufusi |
| 10. Gail Ker OAM | 22. Nesreen Bottriell | 34. Violet Roumeliotis |
| 11. Jeanette Hourani | 23. Nyadol Nyuon OAM | |
| 12. Jill Morgan | 24. Pefi Kingi | |

Research

2018

Migrant and Refugee Women’s Voices Survey Report and *Path to Nowhere Report* - both provide foundational data and narratives on migrant and refugee women’s experiences in Australia.

2019

A strategic approach to improving employment outcomes of women from migrant and refugee backgrounds in Australia - provides a recommended roadmap for achieving better employment results, outlining key steps toward this goal.

2020

Emerging Insights from our *National Survey on Dowry Abuse* - builds evidence around a culturally specific form of gender-based violence affecting migrant and refugee communities in Australia.

2021

Migrant and Refugee Women in the COVID-19 pandemic: Impact, resilience, and the way forward - based on our national consultations, this report presents key issues faced by migrant and refugee women in the context of the pandemic, and essential considerations for policy responses to ensure equitable outcomes for migrant and refugee women in the recovery process.

2021

Situation Analysis: Migrant and Refugee Women’s Experiences of Policing and Good Practice in Police Responses - based on our research with police jurisdictions across Australia to understand systems and processes in place to facilitate culturally appropriate and gender responsive engagement with migrant and refugee women.

2023

Accessing Formal Supports in Australia: The Experiences of CALD Women with Disabilities - explores intersectional barriers to service access among migrant and refugee women with disabilities.

2024

Migrant and refugee women: A national study of experiences of, understandings of and responses to workplace sexual harassment - the first comprehensive national and international study on migrant and refugee women’s safety in the workplace.

Resources

Harmony Votes
April 2022

Harmony Votes is a digital initiative providing in-language information and resources to support migrant and refugee women’s civic participation. Available in 11 languages, it offers accessible information on how, when, and where to vote, and has been accessed by thousands of women across federal, state, and territory elections.

Healthy Horizons
November 2022

Healthy Horizons was a joint project between Harmony Alliance and RANZCOG. It delivers practical health literacy tools to improve migrant and refugee women’s access to reliable health information, combining grassroots perspectives with clinical expertise.

Impact

30+

council members

750+

individual members

26

consultations

5

membership forums

4.1K+

social media Followers

200+

organisational members

25

submissions

10

advisory groups

58

newsletters

Informing Policy: Harmony Alliance Submissions and Consultations

2017

- *Response on Increased Waiting Periods for Newly Arrived Migrants to Access Welfare*, December 2017, Australian Government
- *2018-19 Pre-Budget Submission*, December 2017, The Treasury



2018

- *International Women's Day 2018, Response to Government and Opposition Policy Priorities*, March 2018, Australian Government and Opposition
- *Submission to the Inquiry into the Social Services Legislation Amendment (Encouraging Self-sufficiency for Newly Arrived Migrants) Bill 2018*, April 2018, Parliament House, Senate Standing Committee on Community Affairs
- *Submission to the Inquiry into the Australian Citizenship Legislation Amendment (Strengthening the Commitments for Australian Citizenship and Other Measures) Bill 2018*, April 2018, Parliament House, Senate Legal and Constitutional Affairs Committee
- *Open Letter to Female Members of Parliament and Senators*, May 2018, Australian Parliament and Senators
- *Submission to the Future Employment Services Consultation*, August 2018, Department of Jobs and Small Business, Active Labour Market Assistance Branch
- *Submission to the Inquiry into the Practice of Dowry and Incidence of Dowry Abuse in Australia*, August 2018, Parliament House, Senate Legal and Constitutional Affairs Committee
- *Submission to the Inquiry into the Appropriateness and Effectiveness of Jobactive*, September 2018, Parliament House, Senate Education and Employment Committees
- *Submission to the Consultation on the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022*, September 2018, Department of Social Services
- *Submission to the Consultation on the National Women's Health Strategy 2020-2030*, November 2018, Department of Health, Disability and Ageing



2019

- *Submission to the Review into Integration, Employment and Settlement Outcomes for Refugees and Humanitarian Entrants*, January 2019, Department of Prime Minister and Cabinet
- *Pre-Budget Submission 2019-20*, January 2019, The Treasury
- *Submission regarding the 63rd Session of the United Nations Commission on the Status of Women (CSW63)*, March 2019, Department of Prime Minister and Cabinet, Office for Women



2020

- *Submission to the second Consultation on Religious Discrimination Bill*, January 2020, Attorney-General's Department
- *2020-21 Pre-Budget Submission*, January 2020, The Treasury
- *Submission to Joint Select Committee on Australia's Family Law System*, January 2020, Parliament House, Joint Select Committee on Australia's Family Law System
- *Submission to Consultation on National Action Plan to Combat Modern Slavery 2020-24*, January 2020, Department of Home Affairs
- *2020-21 Pre-Budget Submission*, January 2020, The Treasury
- *Submission to the Retirement Income Review*, February 2020, The Treasury
- *Submission to Inquiry into the Australian Government's Response to the COVID-19 Pandemic*, May 2020, Department of the Senate
- *Supplementary 2020-21 Pre-Budget Submission: Measures required to ensure migrant and refugee women's inclusion in COVID-19 response and recovery*, July 2020, The Treasury
- *Submission to Inquiry into Family, Domestic and Sexual Violence*, July 2020, House of Representatives Standing Committee on Social Policy and Legal Affairs
- *Submission to Public Consultation on National Stillbirth Action and Implementation Plan*, July 2020, Department of Health, Disability and Ageing, Primary Care Division, Maternity Policy Team



2021

- *Joint Submission for Consultation on English Language Requirement and New Sponsorship Framework for Partner Visa Program with inTouch Multicultural Centre Against Family Violence and Monash Gender and Family Violence Prevention Centre*, March 2021
Department of Home Affairs
- *Submission to the Review of the Workplace Gender Equality Act 2012*, November 2021, Department of Prime Minister and Cabinet, Workplace Gender Equality Agency (WGEA)
- *Submission into the Religious Discrimination Bill 2021 and related bills*, December 2021, Parliamentary Joint Committee on Human Rights



2022

- *2022-23 Pre-Budget Submission*, January 2022, The Treasury
- *Submission to the Inquiry into Social Media and Online Safety*, January 2022, Parliament House, Select Committee on Social Media and Online Safety
- *Submission to the Inquiry into the Social Media (Anti-Trolling) Bill 2022*, March 2022, Senate Legal and Constitutional Affairs Committee
- *Submission to the Joint Select Committee on Parliamentary Standards – Terms of Reference 2022*, September 2022, Parliament House
- *Submission to the Employment White Paper – Terms of Reference*, November 2022, The Treasury, Employment Taskforce
- *Submission in response to the Australian Skills Guarantee Discussion Paper*, December 2022, Department of Employment and Workplace Relations
- *Submission to A Migration System for Australia's Future*, December 2022, Department of Home Affairs



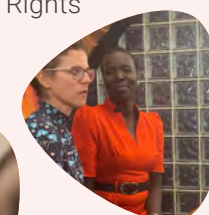
2023

- *Submission in response to the Draft National Strategy for the Care and Support Economy*, June 2023, Department of Prime Minister and Cabinet, Care and Support Economy Taskforce
- *Submission in Response to the International Gender Equality Strategy*, September 2023, Department of Foreign Affairs and Trade, Gender Equality, Disability and Social Inclusion Branch
- *Submission to the Multicultural Framework Review*, October 2023, Department of Home Affairs
- *Consultation Paper Response, Family Law Amendment Bill (No. 2) 2023, Joint Submission inTouch, Multicultural Centre Against Family Violence and Harmony Alliance: Migrant and Refugee Women for Change*, November 2023, Attorney-General's Department



2024

- *Submission in Response to the Consultation on Introducing Mandatory Guardrails for Artificial Intelligence in High-Risk Settings*, September 2024, Department of Industry, Science and Resources
- *Submission for the Inquiry into the Criminal Code Amendment (Hate Crimes) Bill 2024 [Provisions]*, November 2024, Senate Legal and Constitutional Affairs Committee
- *Submission in Response to Consultation on Enhancing Civil Protections and Remedies for Forced Marriage*, September 2024, Attorney-General's Department
- *National Advocacy Group (NAG) on Women on Temporary Visas Experiencing Violence – Executive and National Advocacy Group (NAG) on Women on Temporary Visas Experiencing Violence – General*, Ongoing contribution
- *Contribution to Dowry Abuse Working Group (DAWG)*, AustralAsian Centre for Human Rights and Health (ACHRH), InTouch, Good Shepherd





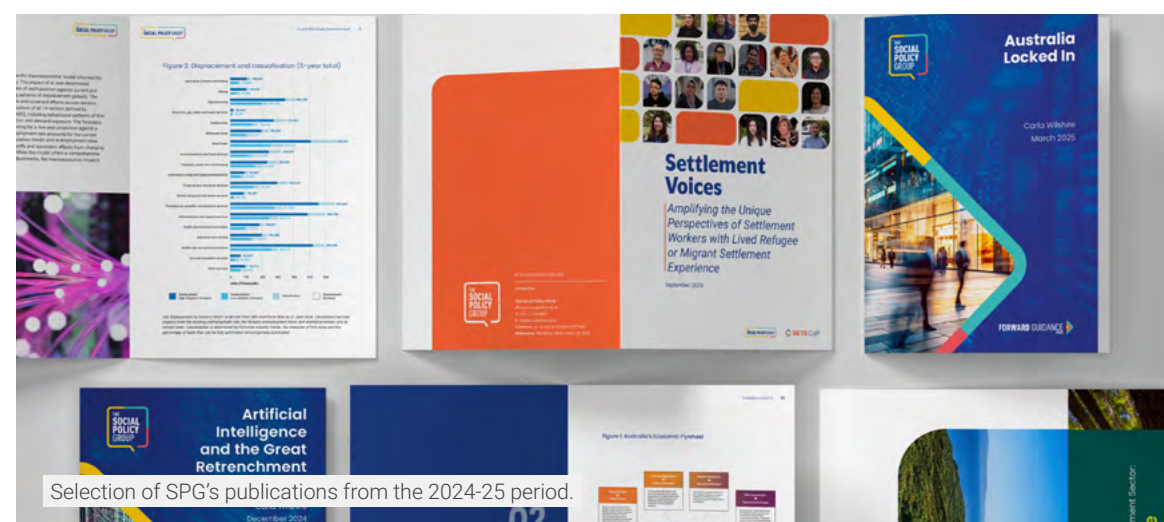
Settlement service providers attend the 2024 SETSCoP National Forum in Canberra held at Old Parliament House.

Core Activities.

SPG's core activities capture the breadth of our work across core areas of expertise, including digital and multilingual communications; community engagement and consultation; gender equality and women's economic security; health equity and access; settlement and migration policy; justice and community safety; artificial intelligence and digital policy; social cohesion and multicultural affairs; and addressing misinformation. They encompass publications, submissions, consultations, and both online and in-person events that engage stakeholders nationally. Through this work, SPG facilitates collaboration across government departments, sector partners, academia, and community organisations, ensuring that diverse communities are represented in policy and practice. These activities highlight SPG's role in coordination and thought leadership, and our impact in shaping inclusive systems and outcomes at a national level.

Publications, Reports, and Submissions

SPG's publications and submissions draw on robust evidence, sector engagement, and lived experience to inform policy, build capacity, and drive systemic impact across Australia's diverse communities.



1. July 2024 - *Settlement Insights SETSCoP Special Edition Newsletter: Working with Older Migrants*, Settlement Engagement and Transition Support program Community of Practice (SETSCoP), The Social Policy Group
2. August 2024 - *Migrant and refugee women: A national study of experiences of, understandings of and responses to sexual harassment in the workplace, Australia's National Research Organisation for Women's Safety*, The University of Melbourne, Griffith University, Harmony Alliance: Migrant and Refugee Women for Change
3. September 2024 - *Submission in Response to Consultation on Enhancing Civil Protections and Remedies for Forced Marriage*, Australian Government, Attorney-General's Department, Harmony Alliance: Migrant and Refugee Women for Change
4. September 2024 - *Submission in Response to the Consultation on Introducing Mandatory Guardrails for Artificial Intelligence in High-Risk Settings*, Australian Government, Department of Industry, Science and Resources, Harmony Alliance: Migrant and Refugee Women for Change
5. October 2024 - *Submission to consultation on clarifying and strengthening regulation of AI in healthcare*,¹ Therapeutic Goods Administration (TGA), The Social Policy Group
6. October 2024 - *Submission to the public consultation on Safe and Responsible Artificial Intelligence in Healthcare*, Department of Health and Aged Care, The Social Policy Group

1. SPG raised concerns that proposed amendments to the *Therapeutic Goods Act 1989* would not adequately address the unique challenges of AI technologies.

7. October 2024 - *Submission to the Department of Industry, Science and Resources, Proposals Paper for Introducing Mandatory Guardrails for AI in High-Risk Settings*, The Social Policy Group
8. November 2024 - *Submission to the Senate Legal and Constitutional Affairs Committee, Criminal Code Amendment (Hate Crimes) Bill 2024*, The Social Policy Group
9. November 2024 - *Submission for the Inquiry into the Criminal Code Amendment (Hate Crimes) Bill 2024 [Provisions]*, Senate Legal and Constitutional Affairs Committee, Harmony Alliance Migrant and Refugee Women for Change
10. December 2024 - *Artificial Intelligence and The Great Retrenchment, Forward Guidance Series*, December 2024, Carla Wilshire OAM
11. January 2025 - *National 2024 SETSCoP Forum Report*, The Social Policy Group
12. January 2025 - *Settlement Insights SETSCoP Special Edition Newsletter: LGBTIQ+ Migrant and Refugee Safety and Inclusion in Settlement*, Settlement Engagement and Transition Support program Community of Practice (SETSCoP), The Social Policy Group
13. March 2025 - *Australia Locked In, Forward Guidance Series*, Carla Wilshire OAM
14. April 2025 - *Settlement Insights SETSCoP Special Edition Newsletter: Refugees and Migrants Finding Meaningful Work*, Settlement Engagement and Transition Support program Community of Practice (SETSCoP), The Social Policy Group
15. April 2025 - *Response Submission National Accreditation Authority for Translators and Interpreters (NAATI) Language Service Provider Endorsement Model*, The Social Policy Group
16. May 2025 - *Centrepay Submission to Services Australia*, The Social Policy Group
17. June 2025 - *Settlement Voices: Amplifying the Unique Perspectives of Settlement Workers with Lived Refugee or Migrant Experience*, The Social Policy Group
18. June 2025 - *Settlement Lived Experience Staff Framework co-design through SETSCoP, drawing on consultations from Settlement Voices*, The Social Policy Group
19. June 2025 - *The Environmentally Sustainable Settlement Sector: A Greenprint for the Australian Refugee and Migrant Settlement Sector*, The Social Policy Group
20. June 2025 - *Issues Brief for Department of Home Affairs: Youth in Refugee and Migrant Settlement*, The Social Policy Group
21. July 2025 - *Contribution to Australia's 4th Universal Periodic Review – 2025-26, Joint NGO Report on Behalf of the Australian NGO Coalition*

Consultations and Roundtables

SPG brings its expertise across our breadth of focus areas through consultations and contributions to policy development. We work with government, research institutions, and sector partners to ensure diverse perspectives inform decision-making. These contributions, many of them ongoing, help shape more inclusive and responsive policies that reflect the needs and strengths of Australia's diverse communities.

Gender Equality and Women's Economic Security

- February 2024 – *Safety by Design Roundtable*, Department of Social Services
- May 2024 – *Adolescent Boys Trial Consultation*, Department of Social Services
- May 2024 – *National Plan Advisory Group*, Department of Social Services
- May 2024 – *Roundtable on Prevention Approaches in Higher Education*, Department of Education
- May 2024 – *Australian Research Council (ARC) Linkage Project*, Monash University, InTouch, WESNET
- August 2024 – *2021-2024 ANROWS Sexual Harassment Research Program*, Monash University, ANROWS, AHRC
- September 2024 – *Annual Membership Forum*, Department of Industry, Science and Resources
- September 2024 – *Gender Impact AI Roundtable*, Department of Industry, Science and Resources, Office for Women, Department of the Prime Minister and Cabinet
- September 2024 – *Consultation on Forced Marriage*, Attorney-General's Department
- September 2024 – *Anti-Racism Campaign Rebrand Focus Session*, AHRC
- September 2024 – *National Anti-Racism Framework Multicultural Advisory Group*, AHRC
- September 2024 – *Preventing violence against women from migrant and refugee backgrounds: Consultation findings report*, Our Watch
- September 2024 – *Decadal Plan for Future Female Entrepreneurship and Leadership (2024–2034) Expert Panel*, 89 Degrees East
- October 2024 – *Leaving Violence Program communication research consultation*, Department of Social Services
- November 2024 – *Systems Abuse Reform Consultation*, Office for Women, Department of the Prime Minister and Cabinet
- November 2024 – *Inquiry into the Criminal Code Amendment (Hate Crimes) Bill 2024 [Provisions]*, Senate Legal and Constitutional Affairs Committee
- November 2024 – *Consultation with Harmony Alliance Council for the Inquiry into the Criminal Code Amendment (Hate Crimes) Bill 2024 [Provisions]*, Senate Legal and Constitutional Affairs Committee
- 2024 – *National Multicultural Advisory Group*, Services Australia



Harmony Alliance at the Office for Women Forum 2023 alongside the National Women's Alliances peers.

- November 2024 – *National Multicultural Advisory Group Refugee-serving Co-design Workshop*, Services Australia
- December 2024 – *Digital ID Trust Exchange Proof of Concept Roundtable*, Services Australia
- 2024 – *Joint CEDAW Shadow Report*, National Rural Women's Coalition, National Women's Alliances
- 2024 – *National Women's Health Advisory Council*, Department of Health and Aged Care
- Ongoing – *Dowry Abuse Working Group*, ACHRH, InTouch, Good Shepherd
- Ongoing – *National Advocacy Group on Women on Temporary Visas Experiencing Violence – Executive*, Department of Home Affairs, National Women's Alliances
- Ongoing – *National Advocacy Group on Women on Temporary Visas Experiencing Violence – General*, Department of Home Affairs, National Women's Alliances
- Ongoing – *National Women's Health Advisory Council*, Department of Health and Aged Care
- Ongoing – *Human Trafficking and Modern Slavery Research Network*, Australian Institute of Criminology
- Ongoing – *Embrace Multicultural Mental Health*, Mental Health Australia
- Ongoing – *Policy and Advocacy Advisory Committee*, National Women's Safety Alliance



Community members attending cancer awareness and prevention information session, led by community leader, Bawi Phun Kul, supported by the Enhanced Communications for CALD Communities: Prevention and Management of Chronic Conditions Campaign.

Health Equity and Access

- September 2024 – *Department of Health and Aged Care*, CALD Australian Pregnancy Care Guidelines Expert Stakeholder Workshop
- October 2024 – *Improving Multicultural Health in Australia Roundtable, CALD Advisory Group*, Department of Health and Aged Care
- October - December 2024 – *CALD Communities Health Advisory Group*, Department of Health and Aged Care
- Ongoing – *Living Evidence for Australian Pregnancy and Postnatal Care (LEAAP) Steering Committee*
- Ongoing – *National Lung Cancer Screening Program (NLCSP)*, Lung Foundation Australia
- March 2025 – *National Audit of Early Pregnancy Assessment Services (EPAS) Clinics*²
- March & June 2025 – *Living Evidence for Australian Pregnancy and Perinatal Care (LEAAP) Steering Committee*³
- April 2025 – *Miscarriage Parent Information Pack Research*,⁴ National Miscarriage Education and Awareness Program, Department of Health and Aged Care
- May 2025 – *Miscarriage Parent Information Pack Consultation*,⁵ National Miscarriage Education and Awareness Program, Department of Health and Aged Care
- May 2025 – *Phase 2 Implementation of Culturally Responsive Hearing Services Consultation*, University of Queensland CALD Hearing Health Project
- June 2025 – *Draft 2025 Guidelines for the Early Detection of Prostate Cancer*⁶
- June 2025 – *Sexual and Reproductive Health Monitoring Framework Consultation*,⁷ Australian Institute of Health and Welfare

2. Highlighted CALD service design gaps, interpreter needs, and equity-first redesign of early pregnancy care.

3. Provided equity-focused input on syphilis testing guidelines, including risks of stigma and inconsistent definitions for CALD groups.

4. Raised systems literacy and multilingual access issues, and shared best-practice SPG examples.

5. Advised on CALD stigma, emotional burden, and culturally responsive resource formats.

6. Addressed CALD equity considerations in guideline development, cultural literacy, co-design, dissemination, and monitoring.

7. Advised on inclusion of migrant and refugee health indicators in SRH data strategy.

Settlement and Migration Policy and Capacity Building

- July 2024 – *Humanitarian Integration and Settlement Program (HISP) Consultation Session*, Department of Home Affairs
- October 2024 – *Evaluation of Economic Pathways to Refugee Integration (EPRI) Grants Program*, Department of Home Affairs
- December 2024 – *Human Trafficking & Modern Slavery Research Program (HTMS) Research Network Meeting*, Australian Institute of Criminology
- February 2025 – *Safety by Design Roundtable*, Department of Social Services
- March 2025 – *Community Refugee Integration and Settlement Pilot (CRISP) Consultation*, SCOA and Department of Home Affairs
- Ongoing – *Community Services Advisory Group (CSAG)*, Department of Social Services
- Ongoing – *National Multicultural Advisory Group (NMAG)*, Services Australia
- Ongoing – *Pacific Engagement Visa (PEV) Community Consultation Forum*, Department of Foreign Affairs and Trade

Justice and Community Safety

- November 2024 – *Biannual Meeting of the Judicial Council on Diversity and Inclusion (JCIDI)*
- November 2024 – *Biannual Meeting of the Diversity and Inclusion Justice Network (DIJN)*
- December 2024 – *6th Annual Meeting of ARC Linkage Project – 'Access to justice in interpreted proceedings: the role of Judicial Officers'*
- May 2025 – *Biannual Meeting of the JCIDI*
- May 2025 – *Biannual Meeting of the DIJN*

Artificial Intelligence and Digital Policy

- October 2024 – *Consultation submission on Safe and Responsible AI in Australia: Proposals Paper for Introducing Mandatory Guardrails for AI in High-Risk Settings*,⁸ Department of Industry, Science and Resources
- March & June 2025 – *DVA AI Advisory Board*,⁹ Department of Veterans' Affairs

8. SPG addressing gaps and risks in Australia's proposed approach.

9. SPG advised on culturally inclusive design and risk mitigation in AI use for veteran health and service delivery.

Gender Equity

Harmony Alliance

In its final year of operation, Harmony Alliance continued to strengthen the national voice of migrant and refugee women through research, advocacy, and engagement. Between July and November 2024, the Alliance undertook significant activities that contributed to government consultations, policy submissions, and the development of digital and practical resources.



Harmony Alliance Membership Forum, 2019.

Membership and Engagement

Membership continued to grow, with 30 new individual members joining during the 2024-25 period, bringing total membership to more than 750. Communications channels remained strong, with seven newsletters published and significant growth across social media platforms. LinkedIn impressions exceeded 53,000, while Reach on Instagram and Facebook increased by 170 and 252 per cent respectively.



Harmony Empowers launch, 2019.

Capacity Building and Resources

New capacity building guides were released on governance, project management, finance, risk management, talent management, and workplace health and safety, complementing earlier resources on leadership and strategy. Harmony Votes was also updated to support civic participation, providing electoral resources in 11 languages for the ACT, VIC, and QLD elections. The platform received 9,500 visits between July and December 2024, with high engagement in Simplified Chinese, Vietnamese, Korean, Thai, and Persian.



Harmony Alliance alongside other National Women's Alliances at the Office for Women Forum 2022.

Collaboration and Partnerships

Harmony Alliance worked closely with government, statutory bodies, and sector partners during 2024. Key contributions included:

Participation in the AHRC's Racism. It Stops With Me consultation for campaign rebrand.

Input to Our Watch's *Preventing Violence Against Women from Migrant and Refugee Backgrounds* consultation findings report.

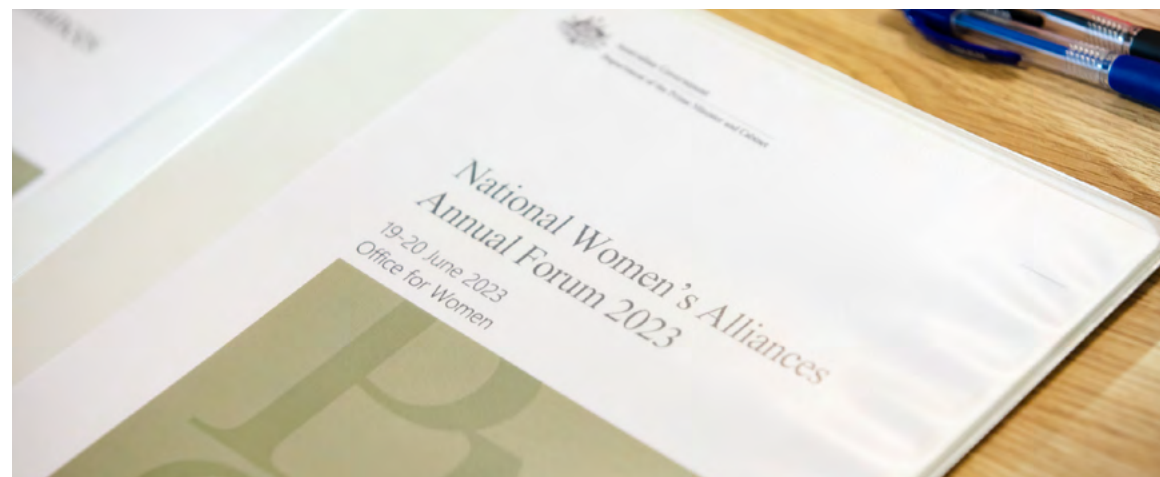
Representation on national advisory bodies including the National Advisory Group for Women on Temporary Visas Experiencing Violence, National Plan Advisory Group with DSS, National Multicultural Advisory Group with Services Australia, National Women's Health Advisory Council with the Department of Health and Aged Care, the Human Trafficking and Modern Slavery Research Network with the Australian Institute of Criminology, and the Policy and Advocacy Advisory Committee with the National Women's Safety Alliance.

Collaboration with Women with Disabilities Australia and the National Ethnic Disability Alliance to release *Accessing Formal Supports in Australia: The Experiences of CALD Women with Disabilities*.

Contributions to the *2024 Joint CEDAW Shadow Report* alongside other National Women's Alliances.

Ongoing involvement in the Dowry Abuse Working Group (ACHRH, InTouch, Good Shepherd) and the Decadal Plan Expert Panel (89 Degrees East).

Representing migrant and refugee women's voices by joining a national coalition of non-government organisations contributing to *Australia's 4th Universal Periodic Review 2025-26*, 17 July 2025.



Consultations and Policy Contributions

During 2024, Harmony Alliance actively engaged with government and sector stakeholders to ensure migrant and refugee women's perspectives were reflected in national policy discussions. The Annual Membership Forum in September was repurposed to respond rapidly to government proposals on AI guardrails. Input gathered from members and communities emphasised that AI has the potential to reinforce systemic discrimination and surveillance against racialised groups. These insights directly informed the Alliance's submission, which called for stronger safeguards in high-risk settings.

The Alliance also consulted its Council to inform its *submission to the Senate inquiry into the Criminal Code Amendment (Hate Crimes) Bill 2024*. While welcoming the Bill as a step forward, the submission recommended strengthening provisions on urging violence and creating new offences for threats against targeted groups. In September 2024, Harmony Alliance contributed to Attorney-General's Department consultations on forced marriage, highlighting the risks faced by migrant and refugee women, young women, and girls, and recommended reforms to strengthen civil protections and remedies.

Engagement extended beyond formal submissions. In February 2024, Harmony Alliance participated in the Department of Social Services' Safety by Design roundtable on family and domestic violence. Applying a multicultural and trauma-informed lens, the Alliance raised the challenges faced by women with low literacy and complex settlement needs, and the risk of misinformation in navigating support systems.

Ongoing contributions also strengthened national policy networks. Harmony Alliance continued its role in the *National Advocacy Group on Women on Temporary Visas Experiencing Violence*, contributing through both the Executive and General groups. Harmony Alliance provided regular input on the risks faced by women on temporary visas and supported work to update the *Blueprint for Reform: Removing Barriers to Safety for Victims/Survivors of Family and Domestic Violence on Temporary Visas*. In addition, Harmony Alliance remained active in the Dowry Abuse Working Group with ACHRH, InTouch, and Good Shepherd, supporting the development of multilingual resources and animations for service providers and communities.

Research and Projects

Harmony Alliance completed its contribution to the ARC Linkage Project Accessing the Family Violence Provision, delivered in partnership with Monash University, InTouch, and the Women's Services Network. This work added to the evidence base on family violence and migration, complementing the Alliance's broader research and advocacy agenda.

Council and Advisory Groups

During 2024, the Harmony Alliance Council convened five meetings, with an average participation rate of 64 per cent. Members contributed to consultations and submissions throughout the year. Expressions of Interest were called for the Young Women's Advisory Group, receiving 13 applications, and the inaugural meeting of the Individual Members Advisory Group was held prior to the conclusion of Harmony Alliance. With the closure of Harmony Alliance, these governance structures were not renewed.



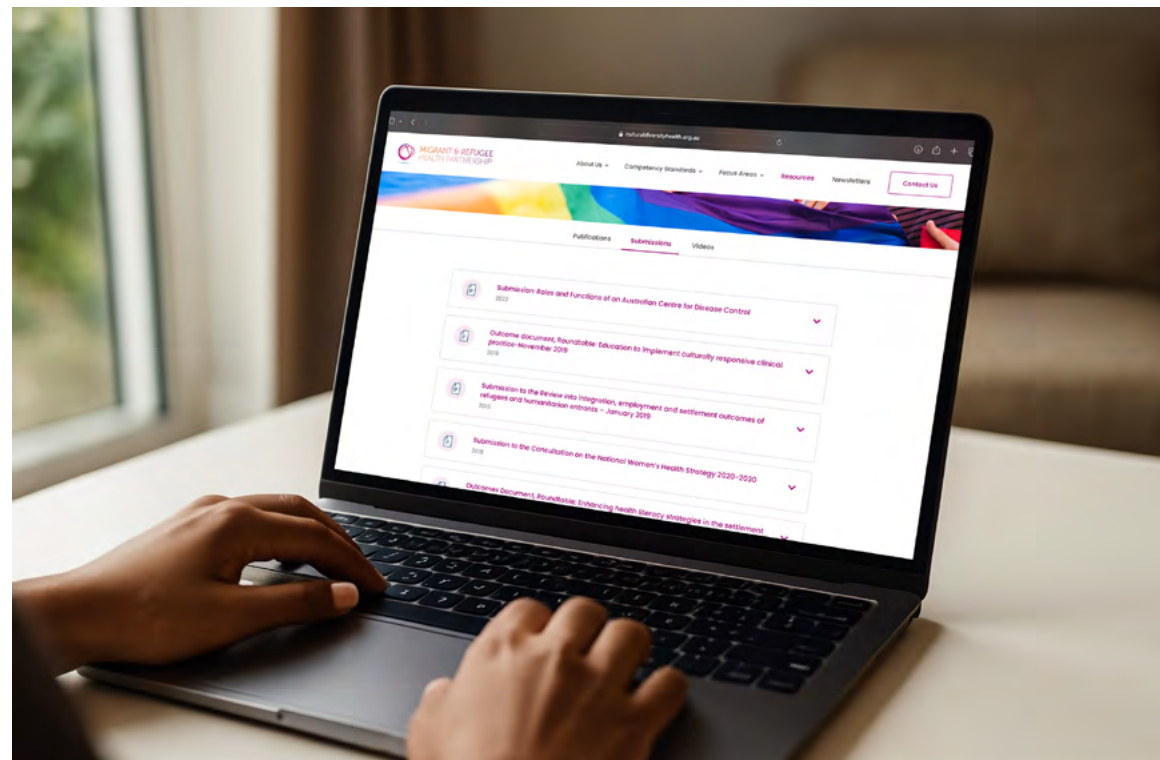
Harmony Alliance Chair, Nyadol Nyoun OAM, preparing to address the National Press Club of Australia, 2021.

Health

Multicultural Health Peak body including MRHP and MRHP Council

As a designated multicultural health peak body, SPG plays a central role in ensuring that health systems reflect and respond to the needs of CALD, migrant, and refugee communities. Through the Migrant and Refugee Health Partnership (MRHP) and its Council, SPG provides evidence-based advice, fosters cross-sector collaboration, and champions culturally responsive reforms across policy, service delivery, and workforce capability.

Over 2024–25, SPG delivered a series of initiatives that strengthened the national health agenda. Central to this was the MRHP Council's leadership in producing two major consultation reports: *Aligning CALD Health Access Priorities with Australian Government Policies* and *Towards Better CALD Health Data: A National Opportunity*. Together, these reports identified systemic access barriers, policy blind spots, and data deficiencies, while recommending practical reforms including a national minimum CALD health dataset, stronger interpreter workforce pathways, and federally coordinated equity frameworks.



The Council also advanced future-focused work on digital transformation in health. *The AI Clinical Guidance and Workforce Considerations for CALD Populations* report laid the foundation for clinician-oriented resources to guide safe, equitable adoption of AI tools in diverse healthcare settings. This work highlights risks of algorithmic bias, misclassification, and linguistic exclusion, while proposing safeguards to ensure technology enhances rather than undermines equity.

Through regular newsletters, forums, and webinars, MRHP amplified CALD community perspectives. This included highlighting grassroots responses to health crises under CCSP, sharing case studies of culturally safe health promotion, and disseminating multilingual resources such as the Healthy Horizons women's health initiative and cancer screening content in the MyAus App.

The MRHP Council itself, comprised of representatives from peak medical colleges, professional bodies, and community leaders remains a critical policy forum. In 2025, it refreshed its Terms of Reference, expanded membership, and strengthened its position as a trusted advisor to government. Council Members contributed expert insights to national initiatives ranging from miscarriage education to prostate cancer guidelines, ensuring CALD equity was embedded in clinical standards, and preventive health priorities.

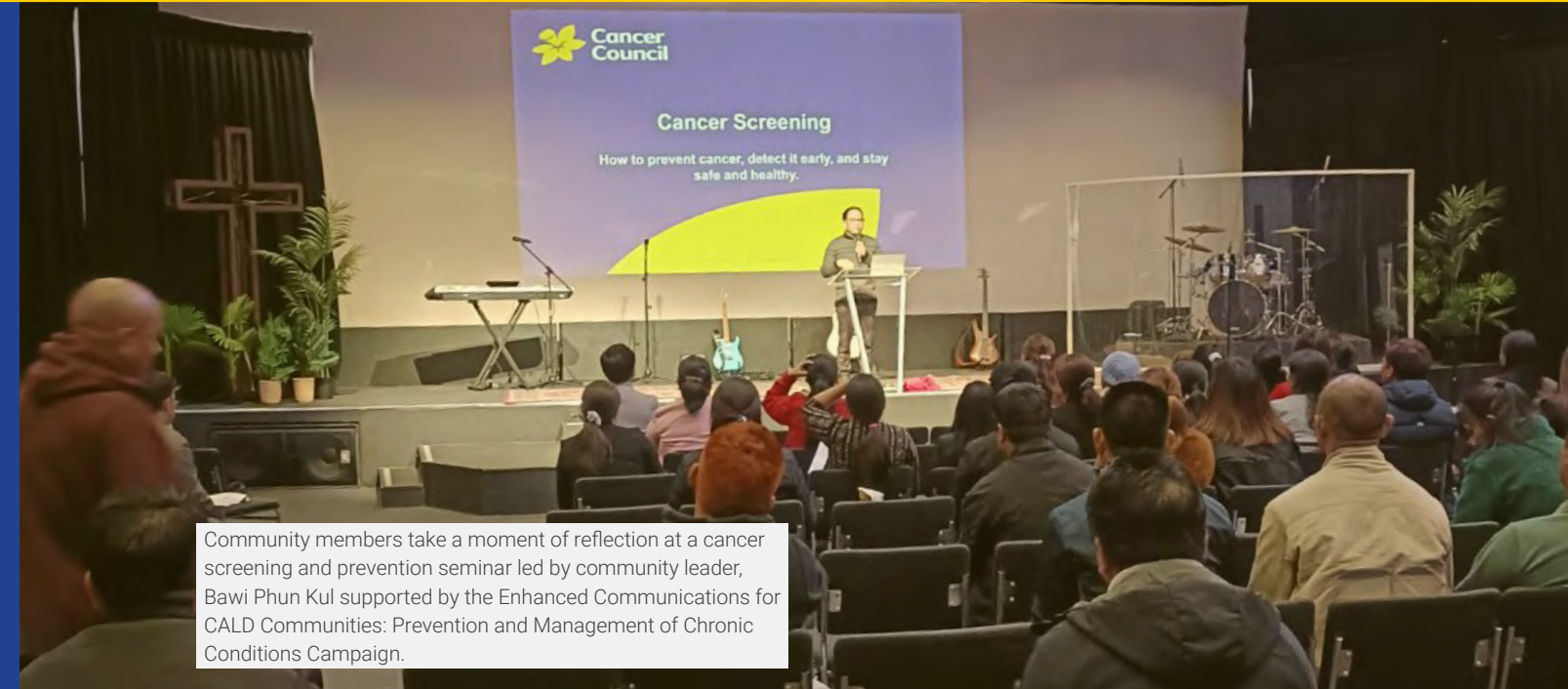
Through this body of work, SPG has demonstrated the unique value of a multicultural health peak: brokering between communities, clinicians, and government; embedding lived experience into national reforms; and advancing the principle that equitable health access is foundational to social cohesion.

Case Study: Cancer Screening

SPG partnered with the MYAN and 40 grassroots organisations to deliver the Enhanced Communications for CALD Communities: Prevention and Management of Chronic Conditions Campaign. Funded by the then Department of Health and Aged Care, the campaign aimed to increase participation in bowel, breast, and cervical cancer screening. The project combined community-led activities with in-language resources to ensure screening information was accessible, trusted, and relevant. Over the campaign period, 128 activities reached an estimated 83,000 people, making it one of SPG's largest health engagement initiatives to date.

Grassroots leadership was central to the campaign's success. SPG worked with organisations and community leaders to embed cancer screening messages into familiar and culturally appropriate settings. These ranged from sports competitions and cultural festivals to women's health expos and small group sessions. Digital storytelling, Q&A videos, and in-language social media campaigns extended this reach, creating ongoing access to reliable health information. This approach empowered community leaders to co-design activities, strengthening both the campaign's relevance and community confidence.

To accompany community-led engagement and campaign promotion, SPG developed a comprehensive suite of multilingual resources designed for broad reach and accessibility, with the aim of improving health outcomes by increasing awareness and uptake of cancer screening. This included five in-app articles in 20 languages on the MyAus App, providing clear information on cancer, the importance of screening, and guidance on accessing bowel, breast, and cervical screening programs. SPG also produced in-language animations to support individuals in navigating the screening process, along with three Easy English flyers, enabling people with low English literacy to independently access screening program information. These resources increased opportunities for diverse communities to be empowered to navigate Australia's health system through information and delivery tailored to their needs. By combining policy expertise with practical resource development, SPG served as a bridge between government health priorities and the realities of community delivery. Communities determined how information was best shared, while SPG provided the overarching framework, funding management, and development of resources. Together, this approach increased awareness, encouraged participation in screening programs, and demonstrated an effective model for culturally responsive health promotion in Australia.

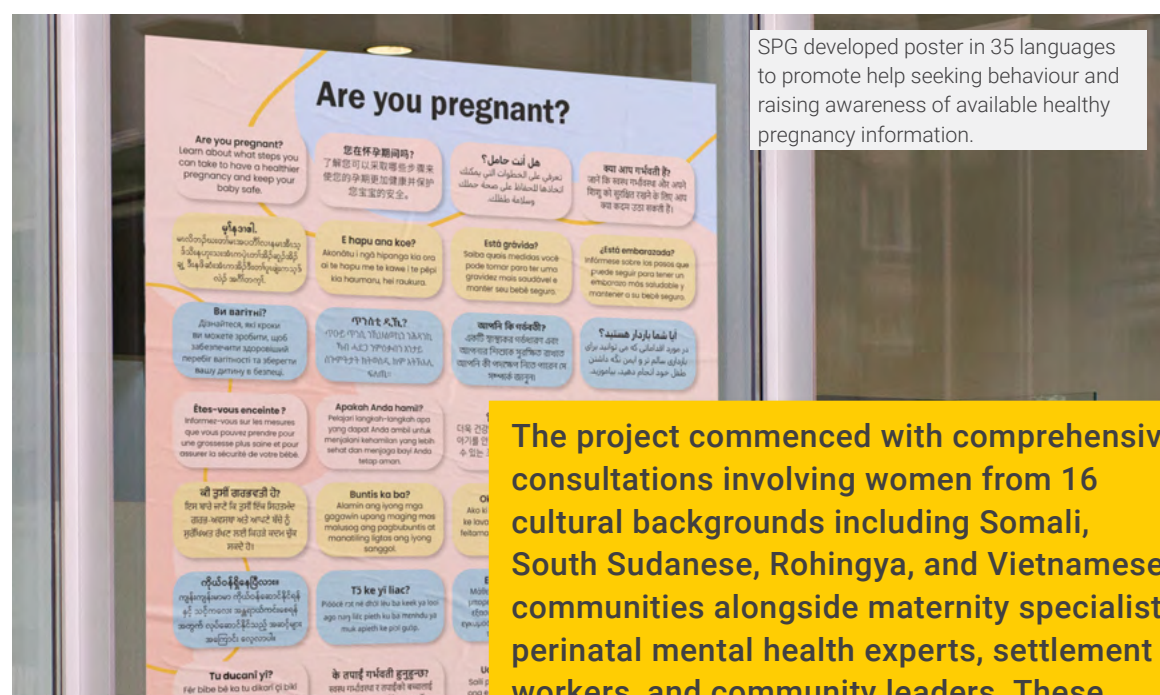


Below: Flyer produced by AWOTM.



Stillbirth Prevention Education and Awareness: Phase 1

SPG delivered the first phase of the Stillbirth Education and Awareness Project under the then Department of Health and Aged Care. This national initiative sought to reduce persistent inequities in stillbirth prevention by addressing critical gaps in awareness and healthcare access for migrant and refugee women. Women from CALD backgrounds face distinct barriers to perinatal care, including limited culturally responsive support, minimal appropriate multilingual resources, and different community expectations. Phase 1 was designed to bridge these divides through co-designed resources, meaningful community engagement, and strong collaboration with health professionals and service providers.



The project commenced with comprehensive consultations involving women from 16 cultural backgrounds including Somali, South Sudanese, Rohingya, and Vietnamese communities alongside maternity specialists, perinatal mental health experts, settlement workers, and community leaders. These discussions revealed significant information gaps on stillbirth prevention, women's healthcare rights, and available mental health and pregnancy loss services. Importantly, the consultations emphasised the need for multilingual, accessible, and culturally sensitive resources that would resonate both with women actively seeking information and with those who may only encounter messaging incidentally in community spaces.

Guided by these insights, SPG updated the original deliverables to better reflect community needs and avoid duplicating existing materials. The final suite of Phase 1 resources included:

Social Media Reels

Five 30-second social media reels in 20 languages, adapted from the Safer Baby Bundle, covering key topics such as smoking, side-sleeping, timing of birth, baby's growth, and monitoring movements.

Social Media Assets

Three series of social media tiles in 11 languages, addressing themes including pregnancy healthcare costs, accessing healthcare in Australia, and support for positive mental health care during pregnancy.

Information in 20 languages

An article on the MyAus App in 20 languages, explaining stillbirth prevention advice, the pregnancy journey in Australia, interpreter access, and perinatal mental health supports.

Multilingual Poster

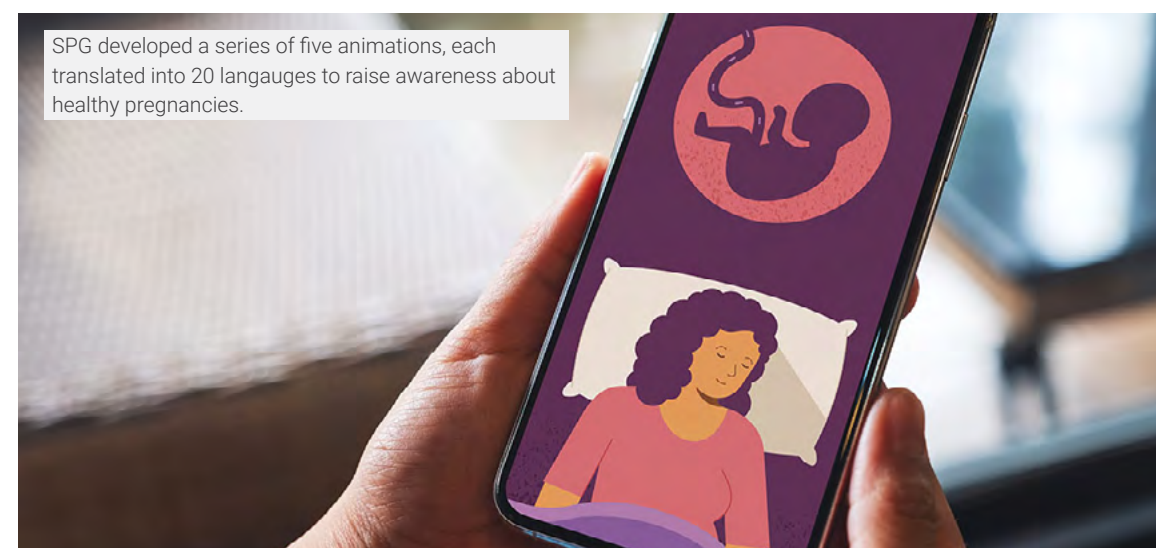
An A3 multilingual poster directing women to in-language stillbirth resources via QR code, placed in community hubs, settlement services, and local councils.

Conversation Guides

Two conversation guides, one for community leaders and one for settlement providers, offering practical advice on raising the subject sensitively and encouraging help-seeking behaviour.

Language Expansion

Expansion of the Safer Baby Bundle booklets into five new languages (Amharic, Farsi, Kirundi, Somali, Tamil), ensuring broader reach of evidence-based advice.



The resources were widely disseminated through a coordinated communications plan. SPG produced a stakeholder kit, published all resources on the Healthy Horizons website, and shared them via newsletters, health networks, and SPG's extensive social media channels. Presentations to service providers and community members further extended reach.

Evaluation findings highlighted the success of Phase 1. Community consultation participants reported significantly increased knowledge of stillbirth risks and greater confidence in discussing prevention strategies. Ninety per cent felt comfortable contributing to the co-design process, and 100 per cent reported feeling better informed. Social media activity generated over 2,700 impressions and 298 engagements, while targeted email campaigns achieved high open and click-through rates. Health and settlement providers endorsed the resources as both relevant and accessible, committing to integrate them into their frontline practice.

Beyond the outputs, Phase 1 delivered valuable lessons. Consultations revealed a pressing need to better align resources with community information touchpoints, to address cultural reluctance in discussing pregnancy loss, and to highlight the availability of perinatal mental health support. SPG's ability to adapt deliverables ensured that resources were not only clinically accurate but also practical, shareable, and responsive to community realities.

The first phase of the Stillbirth Education and Awareness Project has laid strong foundations for future action. It has demonstrated how co-design, cultural sensitivity, and innovative dissemination strategies can empower CALD women to make informed choices during pregnancy, while equipping service providers with the tools to offer respectful and accessible care. As SPG moves into Phase 2, these insights will inform the continued development of interventions that reduce health inequities, strengthen trust between CALD communities and healthcare providers, and contribute to lowering stillbirth rates nationally.



AI Policy and Safety

AI and the Great Retrenchment- Policy Impact and Public Dialogue

In December 2024, SPG released *AI and the Great Retrenchment*, the inaugural report in our Forward Guidance series. This report presented groundbreaking economic modelling on the impact of artificial intelligence on Australia's labour market, warning that up to one-third of the workforce could experience unemployment by 2030 under high adoption scenarios. By analysing the displacement risks across all major industry sectors, the report provided the first comprehensive assessment of Australia's vulnerability to AI-driven disruption and underscored the urgent need for an industrial strategy that secures long-term resilience.



The release of the report generated significant media attention and policy interest. National outlets highlighted SPG's findings on Australia's structural risks, particularly our reliance on service industries, raw material exports, and professional sectors highly exposed to automation. The report established a clear evidence base on the social and economic implications of emerging technologies, bridging the gap between technical innovation and community impact.

Importantly, the report catalysed public debate on the disproportionate effects of AI on vulnerable groups, including casualised workers, small businesses, and regional communities. It also reinforced the centrality of social policy in shaping equitable responses to technological disruption, ensuring that reskilling pathways, safety nets, and industrial diversification are pursued in tandem.

The traction this report achieved reflects the critical role of SPG in advancing evidence-based policy outcomes. By connecting economic modelling with social impact, we not only informed government, industry, and community stakeholders, but also strengthened Australia's capacity to prepare for transformative change. The Forward Guidance series launched with this report demonstrates SPG's commitment to providing foresight, shaping national dialogue, and ensuring that policies governing AI and digital transformation are guided by fairness, inclusion, and long-term social resilience.



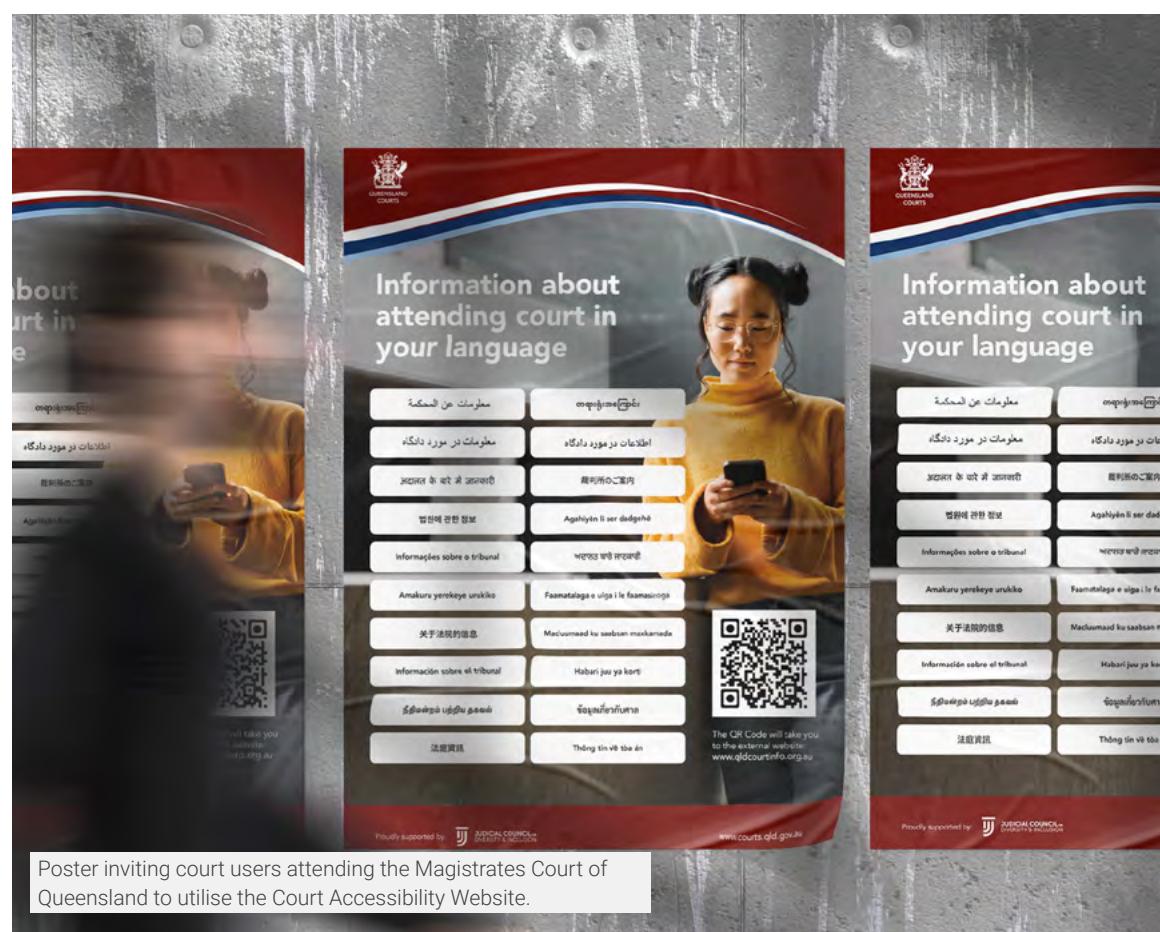
Justice

The Judicial Council on Diversity and Inclusion

SPG provides the Secretariat for the Judicial Council on Diversity and Inclusion (JCIDI), and the Diversity and Inclusion Justice Network (DIJN).

The JCIDI is an advisory body formed to assist Australian courts, judicial officers, and administrators to positively respond to diverse needs, including, but not limited to, the particular issues that arise for Aboriginal and Torres Strait Islander communities, migrants and refugees, LGBTIQ+ people, people with disabilities, CALD people, women, and older people.

The DIJN is the formal network of Diversity and Inclusion Advocates across Australia, consisting of representatives from each court and tribunal, and focused on providing advice and assisting in the development of resources related to the work of the JCIDI.



Poster inviting court users attending the Magistrates Court of Queensland to utilise the Court Accessibility Website.

Key Achievements

Court Access Website

From September to December 2024, SPG piloted the Court Access Website in the Magistrates Court of Queensland, with funding from the Queensland Department of Justice. The website provides clear, plain-language information about court processes in 20 high-need languages and is accessible via QR codes displayed in ten court foyers across the state.

Content for the website was drafted by representatives from the JCIDI and the DIJN, including Chief Justice Helen Bowskill, Deputy Chief Magistrate Anthony Gett, and Judge Dzenita Balic, and included information on topics such as lawyers, bringing children to court, domestic violence safe rooms, and court protocol. Feedback on the project was gathered through direct engagement with registry staff prior to the pilot launch and informed the practicalities of the project.

The website reached over 657 unique users across the two-month pilot and was accessed over 1,000 times by mid-2025. English was the most frequently accessed language, with 588 users, illustrating the value of the resource for court participants seeking clear, accessible information regarding court procedures. Additionally, sustained requests for the

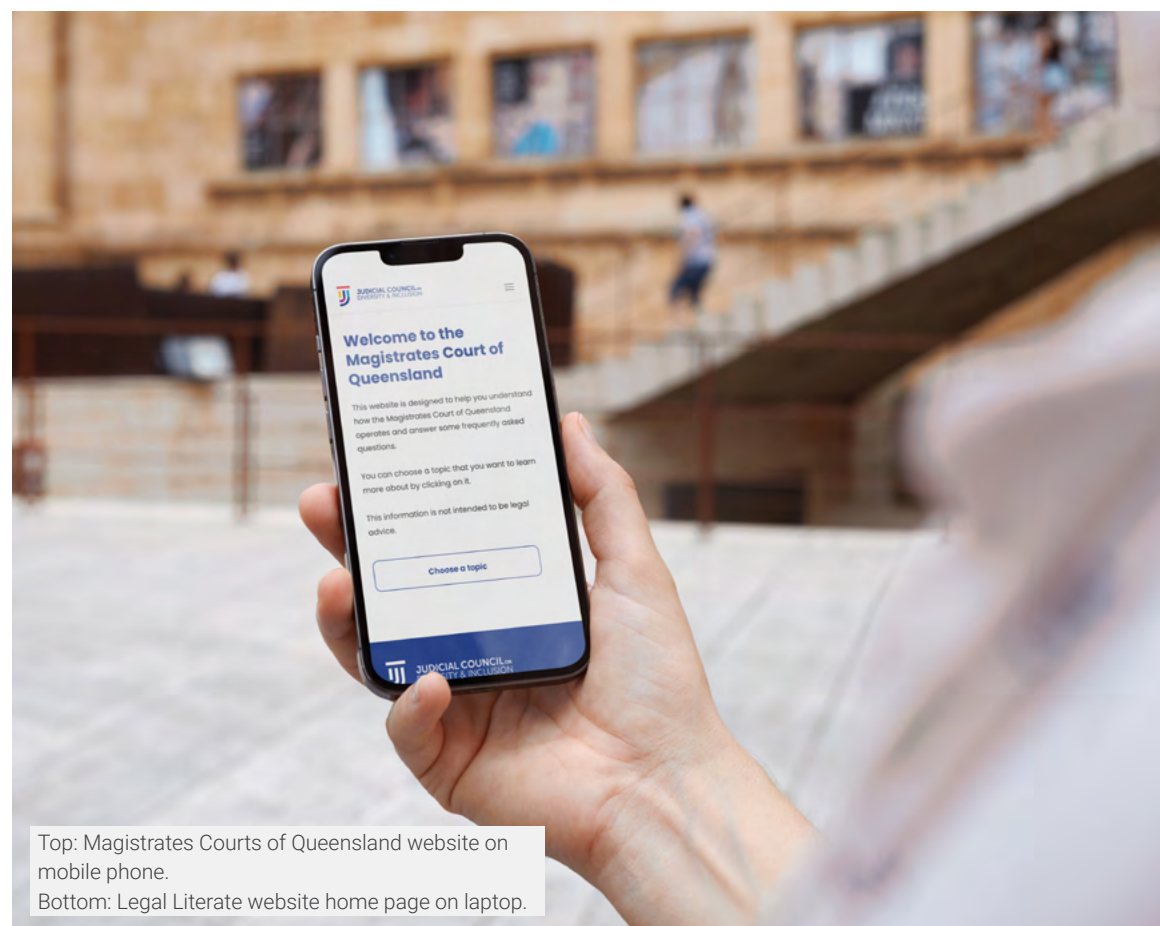
resource in other languages, totalling 582 by the end of the pilot, demonstrate significant engagement from linguistically diverse communities.

SPG delivered the final report to the Queensland Department of Justice in December 2024, and recommendations from the pilot, including availability of the information in Easy English, production of animations and videos, and expansion of the resource to other courts, continue to guide the work of the JCIDI and the DIJN.

Legal Literate

Legal Literate is a glossary website that provides plain English definitions of common legal terms, designed for interpreters and court users with limited English proficiency. The specialised language used in courts and tribunals creates challenges for translators and interpreters and can be difficult to navigate for court users who have limited English proficiency or low literacy levels. Legal Literate is an easy-to-use, practical tool that helps interpreters translate more effectively, increases court users' fluency in proceedings, and supports them in navigating the intimidating language of legal processes.

Originally designed as an app, with content written by members of the JCIDI, Legal Literate was adapted into a website by SPG in 2025 to facilitate regular reviews, enable offline usage, and increase accessibility for users.



Supporting Collaboration across the Judiciary

As the Secretariat for the JCDI and the DIJN, SPG facilitates collaboration across the judiciary. The JCDI has representation from courts and tribunals, as well as organisations such as NAATI, the National Judicial College of Australia, and youth and disability advocates, while DIJN consists of Diversity and Inclusion Advocates from every court and tribunal in Australia who are proponents of greater inclusion within their jurisdiction. Both organisations meet biannually to discuss challenges for diverse communities in the court system, and to share knowledge and collaborate on innovative, judiciary-driven solutions.

The Council and Network also see engagement between the judiciary and community leaders, professional associations, academics, and people with lived experience. The biannual meetings serve as a forum for leading advocates to engage with senior judicial figures on issues such as youth justice, discriminatory treatment of LGBTQIA+ communities by the justice system, and the experience of people with Fetal Alcohol Spectrum Disorder (FASD) in the courts. Guest speakers at 2024-25 meetings included:

**Charlie King, Nikita Miller
& Robert Cross
(No More Foundation)**

Domestic and family violence prevention in remote Indigenous communities

**Dr Rowena Friend
(Charles Darwin University)**
Access to justice for people with FASD

Dr Felicity Bell (UNSW)
Artificial intelligence in legal translation

Rodney Croome (Equality Australia)
Access to justice for LGBTQIA+ communities

**Dr Robin Banks
(University of Tasmania)**
Judicial discrimination

Settlement and Migration



Attendees at the National SETSCoP Forum 2024, held at Old Parliament House in Canberra.

SPG is a designated peak body in Migration and Refugee Settlement. SPG builds capacity and capability across the settlement sector, partners with settlement service providers and government to make the Australian settlement system more responsive, and provides thought-leadership alongside the settlement staff that comprise the sector.

As part of the peak body role, SPG facilitates the Settlement Engagement and Transition Support Community of Practice (SETSCoP), which brings together 103 service providers who support refugees and vulnerable migrants to enable sharing and learning, and improve outcomes for people supported through the Australian SETS Program and the wider community.



Service providers at the Victorian SETSCoP State and Territory Meeting, March 2025.



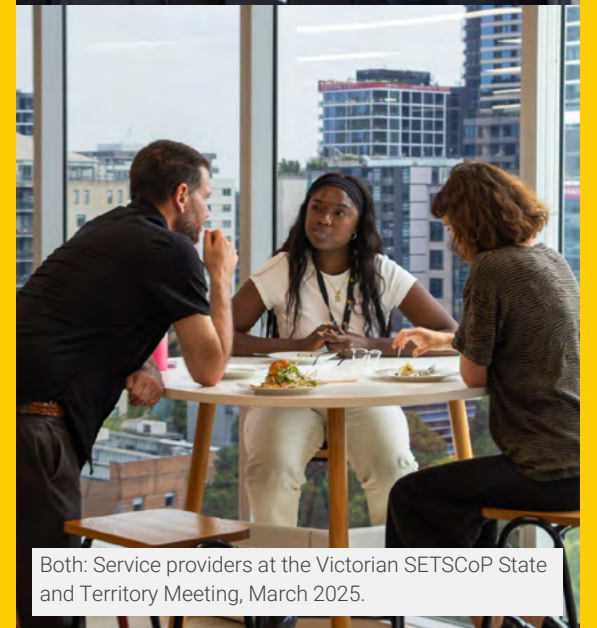
Service providers at the New South Wales and Australian Capital Territory SETSCoP State and Territory Meeting, March 2025.

SETSCoP

With the commencement of the new 2024–27 SETS program, SETSCoP provides an essential platform for collaboration, enabling providers to share practice insights, respond to emerging challenges, and strengthen outcomes for refugees and vulnerable migrants.

As the facilitator of the SETSCoP, SPG connects providers, builds sector capacity, and platforms expertise from across the network. Importantly, SPG synthesises frontline settlement service experience to inform the government in policy and program development. Through State and Territory meetings, thematic subgroups, webinars, and the National Forum, SPG supports peer-to-peer learning and showcases innovative practice. For example, recent SETSCoP initiatives have highlighted child-centred approaches in settlement, sector responses to misinformation, and strategies for strengthening social cohesion.

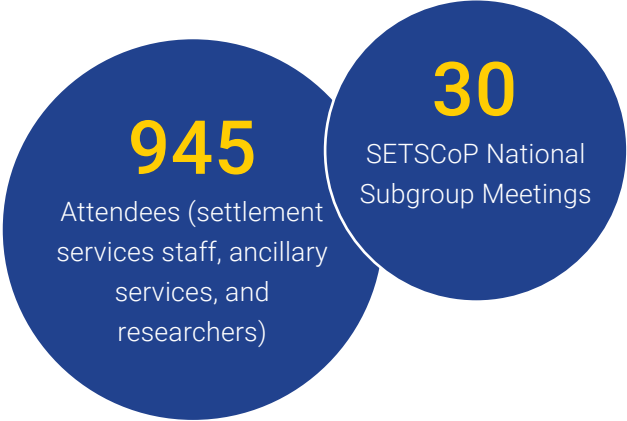
By facilitating SETSCoP, SPG helps to embed continuous improvement across the settlement sector, provides thought leadership on complex and cross-cutting issues, and ensures that the voices and experiences of frontline practitioners inform program and policy development.



Both: Service providers at the Victorian SETSCoP State and Territory Meeting, March 2025.

Key Events and Capacity Building Highlights

The 2024-25 Financial Year marked the first year of the renewed SETS program as well as a number of new providers. SPG worked to support their successful commencement in delivering the SETS program, including running a dedicated session for new providers.



July - December, 2024

August

National SETSCoP Forum 2024: fostering collaboration, shaping a shared direction for settlement services, and raising awareness of the diversity of communities seeking settlement support.

September

Working with Pacific Islander Migrants and Communities Webinar.

October

Social Enterprise – Power of Collaboration Webinar (collaborated with SCOA and Social Enterprise Australia (SEA)).

October

Five in-person State and Territory Meetings.

November - December

Convened 10 online SETSCoP Subgroup Meetings. Guest speakers included:

- Ian Seal and Many Coloured Sky team – new SETS provider, specialist LGBTIQ+ services.
- Dr Lukasz Kryzyzowski, Rainbow Migrants Living Lab, Edith Cowan University.
- Shannon White, MYAN FUSE 2025 program.
- Mae De Sesto, Migrant Resource Centre (MRC) Tasmania – Homestay Program.
- Mariam Deng, Australian Muslim Women Centre for Human Rights (AMWCHR) – Voices for Change: Engaging Muslim Men in Prevention of Family Violence.

December

SETS New Providers: SETSCoP Virtual Roundtable.

December

Convened online DEX Peer-to-Peer Exchange Session.

December

Community Refugee Sponsorship Australia (CRSA) Community Refugee Integration and Settlement Pilot (CRISP) Information Session Webinar.

January - June, 2025

February

Domestic and Family Violence (DFV) in Settlement Webinar.

February

Online SETS Staff Wellbeing session with Dr Ruth De Souza.

March

Convened 10 online SETSCoP Subgroup Meetings:

- Michelle Hage, Arabic Welfare – settlement capacity building in practice.
- Anu Krishnan, InTouch – inLanguage, inCulture case management approaches.
- Sasha Block, Regional Australia Institute – refugee and migrant settlement and employment in regional areas.
- Yvonne Kelly, Glow Up Careers – AI in recruitment.
- Walk on Walk Strong team, STARTTS – lived experience capacity building, peer-led models and training.
- Shannon White, MYAN Australia – National Policy Alliance (NPA) launch.

March - May

Six in-person State and Territory Meetings: connected providers, government and community leaders across six jurisdictions to share knowledge, strengthen collaboration, and address key settlement challenges, including centering children, countering misinformation, and improving service coordination.

May

Convened online DEX Peer-to-Peer Exchange Session #2.

May - June

Convened 10 online SETSCoP Subgroup Meetings:

- Andrea Obeyesekere, Centacare Far North Queensland (FNQ) and Kate Corrigan (SCOA) – Settlement Community Engagement Framework and Toolkit.
- Carmen Garcia, Community Corporate – Working with employers and end-to-end recruitment.
- Dr Tina Dixon and Dr Renee Dixon, Forcibly Displaced People Network (FDPN) – Roadmap to Action.
- Ninawa Nano, Assyrian Resource Centre – Men's support programs in Western Sydney.
- Ben Cording, Tenants Victoria – Supporting SETS client tenants.
- Rana Ebrahimi, MYAN Australia – Advocacy for refugee and migrant youth issues to 2025 Federal Election.
- Dr. Jessica Botfield, Monash Health – young refugees and migrants navigating sexual and reproductive healthcare.

June

Convened online SETSCoP CEO Forum.

Case Study: National SETSCoP 2024 Forum

In August 2024, SPG facilitated the National SETSCoP Forum at Old Parliament House, Canberra. The Forum brought together more than 140 participants, including SETS providers, government officials, sector leaders, and policy specialists, to explore the future direction of settlement services under the 2024–2027 program.

Through four panel discussions and interactive workshops, the Forum provided a platform for expert and lived experience perspectives on the sector's key priorities: strategic direction, wellbeing, economic participation, and working with diversity. These sessions showcased SPG's role in connecting stakeholders, coordinating dialogue, and platforming expertise from across the settlement sector.

Workshops translated high-level discussions into practical strategies, emphasising place-based approaches, community-led initiatives, and sustainable partnerships. Participants identified shared priorities such as embedding lived experience in program design, expanding peer-led supports, and strengthening cross-sector collaboration to align settlement with housing, employment, and health policy.

By convening SETS providers nationally, SPG creates a platform where collective expertise translates into shared strategies, strengthening the sector's ability to deliver better outcomes for refugee and migrant communities.

140

Participants (SETS providers, government officials, sector leaders, and policy specialists)

The Forum reaffirmed the sector's commitment to building a cohesive, resilient, and inclusive settlement system. Outcomes are now guiding SPG's facilitation of SETSCoP in 2024–25, including capacity-building initiatives, networking opportunities, and structured engagement with government.



The First Assistant Secretary for Migration, Citizenship and Humanitarian Policy Andrew Kiley delivers keynote at the National SETSCoP 2024 Forum.



National SETSCoP 2024 Forum attendees listening and working through workshop activities.

Case Study: Domestic and Family Violence in Settlement Webinar

In response to feedback from the settlement sector, SPG convened a national webinar to address the growing need to strengthen practitioner responses to DFV within migrant and refugee communities. The event recognised that while SETS providers are not DFV-specific services, they are often the first point of contact for clients experiencing violence.

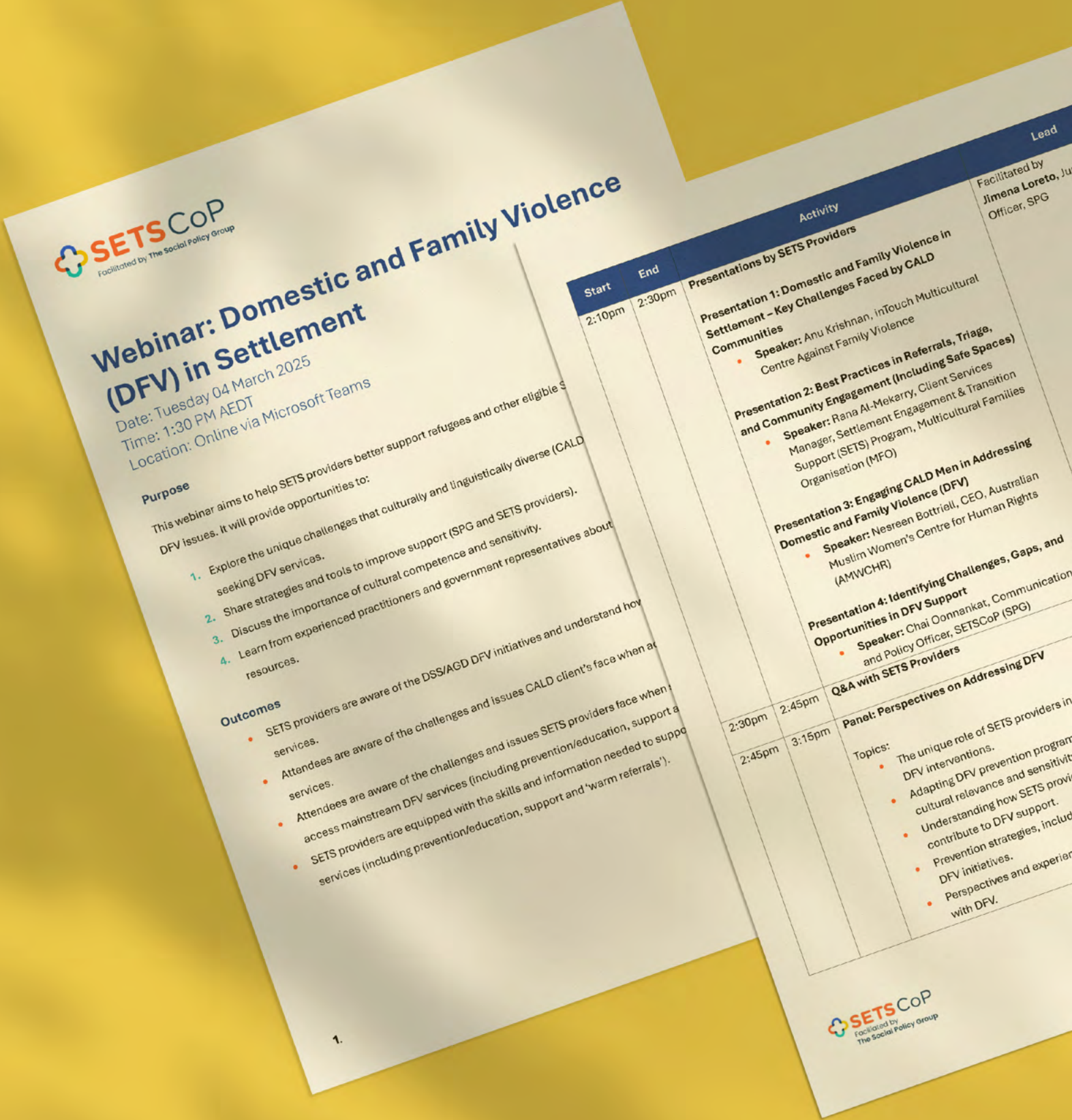
180+

Participants from across Australia, demonstrating the sector's appetite for capacity building in this area.

The webinar was designed to build shared understanding of the systematic and cultural barriers that affect help-seeking, highlight government initiatives, and provide practical strategies for culturally responsive and trauma-informed support. Contributors included representatives from government departments, frontline organisations, specialist and mainstream DFV services, researchers, and lived-experience advocates, reflecting the breadth of expertise needed to address this complex issue.

Across presentations and facilitated panel discussions, speakers explored the importance of community-led approaches, trust-building, and effective referral pathways. Participants also discussed limitations of mainstream DFV responses and the gaps in service integration, underscoring the need for stronger collaboration across systems.

The webinar drew more than 180 participants from across Australia, demonstrating the sector's appetite for capacity building in this area. Post-event materials, including summary notes and slides, were circulated to all SETS providers to support continued learning. Insights from the webinar are informing SPG's ongoing work to better align settlement DFV responses, including the development of tailored practical resources that strengthen early identification, prevention and referral.



Domestic and Family Violence
in Settlement Webinar agenda.



The Environmentally Sustainable Settlement Sector: A 'Greenprint' for the Australian Refugee and Migrant Settlement Sector (The Greenprint).

Greening the Settlement Sector

In 2025, SPG published *The Environmentally Sustainable Settlement Sector: A 'Greenprint' for the Australian Refugee and Migrant Settlement Sector (The Greenprint)*, a discussion paper proposing practical pathways for embedding sustainability across the settlement sector. The Greenprint responds to the urgent reality that climate change is already reshaping lives in Australia, with escalating heatwaves, fires, floods, and other extremes disproportionately affecting disadvantaged communities, including refugees and migrants. It recognises the dual role of settlement services: reducing their own environmental footprint while supporting communities to equitably participate in Australia's transition to a low-carbon future and build communities' resilience and adaptive capacity in the context of a changing climate.

The Greenprint outlines four areas for action:



By situating settlement services within Australia's wider decarbonisation and resilience agenda, *The Greenprint* provides a practical framework for collective action. It sets the stage for deeper engagement with sector stakeholders, co-design of practical initiatives, and policy dialogue at the intersection of climate and migration.



Community Consultation Report: Fair Work Commission CALD Community Engagement Strategy

Fair Work Commission

SPG collaborated with the Fair Work Commission (FWC) to develop a robust CALD Community Engagement Strategy. This project was grounded in meaningful consultation and engagement, aiming to strengthen the FWC's capacity to connect with CALD communities, improve access to Fair Work resources, and build stronger trust in FWC's services.

As part of this process, SPG organised two in-depth consultation sessions with 50 participants from a wide range of CALD backgrounds. These sessions were complemented by one-on-one discussions with community organisations that provide direct support to migrant workers. This combination of approaches enabled a detailed exploration of CALD communities' awareness of and interactions with the FWC.

Discussions at the consultation sessions covered levels of community understanding of the FWC's role, perceptions of its services, existing levels of trust, and tailored engagement methods for different communities. Participants contributed significant insights, which offered a clearer view of the barriers to engagement and identified opportunities for strengthening connections. Participants' feedback on the draft report was strongly positive, demonstrating both participant support for the initiative and recognition of the collaborative process.

Importantly, the consultations included voices from multiple language groups and community organisations, ensuring broad representation. These contributions informed a set of actionable recommendations designed to embed culturally sensitive strategies that enhance accessibility, build trust, and ensure fair access to the FWC's services.

In December 2024, the FWC published its *Community Engagement Strategy 2025-27: Supporting access to justice for culturally and linguistically diverse (CALD) communities*, which adopted the majority of findings and recommendations from the consultation sessions.

This project highlighted the value of targeted engagement and collaboration in addressing the systemic barriers CALD communities face. By amplifying the perspectives of those most affected, SPG assisted the FWC to develop an inclusive, evidence-based CALD engagement strategy that aligns with and supports its organisational objectives as well as the affected communities.



Settlement Voices

In 2024–25, SPG conducted action research and published *Settlement Voices: Amplifying the Unique Perspectives of Settlement Workers with Lived Refugee or Migrant Experience*. As the peak body for refugee and migrant settlement, SPG recognised that workers with lived experience are central to the sector, yet too often under-acknowledged in policy and program design. More than half of settlement workers have lived migration experience, and nearly one in ten have experienced forced displacement themselves.

The project engaged 20 settlement workers across Australia in in-depth consultations, guided by a trauma-informed approach. Practitioners shared insights shaped by their own migration and refugee journeys, reflecting on the benefits and challenges of bringing lived experience into frontline service delivery. The methodology placed participants at the centre, ensuring their perspectives shaped the project narrative and outcomes.

The consultations confirmed that lived experience is a strategic asset. Workers' cultural knowledge, bilingual and bicultural capabilities, and peer understanding build trust with clients and improve outcomes. At the same time, systemic barriers persist: workforce insecurity, blurred professional boundaries, and the under-recognition of lived experience as professional expertise.

The Settlement Voices report distils these insights, providing an evidence base for government, sector leaders, and practitioners. It highlights the central role of lived experience in effective settlement practice and calls for structures that embed lived experience in decision-making, leadership, and workforce development. Building upon this report, SPG is developing a Lived Experience Framework for the settlement sector. This resource will cement lived experience expertise as a cornerstone of effective practice, enabling stronger and more inclusive outcomes for refugees and migrants.



“It’s important to have lived experience workers, but it’s also important for lived experience workers to feel like the responsibility is shared with everyone... The resettlement experience is not just all in the hands of someone with lived experience. It needs to be a collective effort.”

Aisha Mahdi
MYAN NSW, Sydney, NSW

“You need to consult the relevant people who have lived experience, who have work experience in the area... it will influence the outcomes of the program.”

Farida
Communicare, Perth, WA



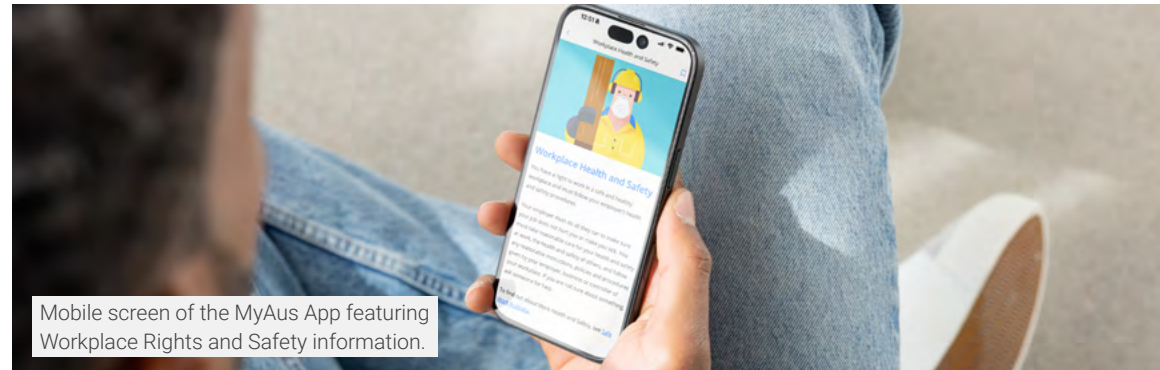
“When organisations acknowledge lived experiences and the unique skills that lived experience workers hold, it gives those staff a real chance to professionally thrive and develop. It is then, that settlement teams flourish and the power of lived experience in settlement provision is captured in improved settlement outcomes.”

Nay Chee Aung
Bendigo Community Health Services, Bendigo, VIC

“But I think there’s a point where it’s like, all right, you’ve heard it all, and you know it all, let’s actually fix the institutions. Let’s restructure the way that things are working themselves, so that [lived experience workers] don’t have to keep telling the same story.”

Shamiram Yalda
MYAN NSW, Sydney, NSW





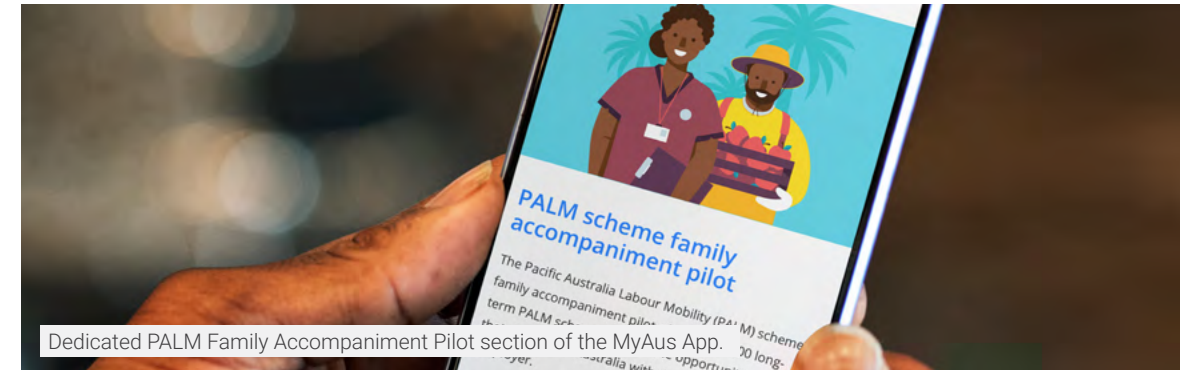
Mobile screen of the MyAus App featuring Workplace Rights and Safety information.

New Workplace Rights and Safety Content in the MyAus App

The MyAus App is a free, multilingual tool that aims to support migrant and refugee communities to navigate Australian systems with confidence throughout their settlement journey. By providing accurate, practical information in 20 languages, the MyAus App addresses barriers to access and supports equitable participation in Australian society. With more than 47,000 downloads, it has become an important mechanism for strengthening settlement outcomes and fostering social cohesion.

In 2024–25, SPG led a project to revise the entire Workplace Rights and Safety category of the MyAus App. Migrant and refugee communities often face multiple barriers to employment and can be vulnerable to exploitation. Drawing on community consultation, our expertise in translating complex information, and our deep understanding of the challenges migrant and refugee communities face in accessing meaningful employment, SPG developed resources that make workplace systems and protections clearer and more accessible.

SPG delivered 12 new culturally appropriate articles and significant updates to eight existing articles. New topics added include minimum wage and wage theft, unpaid work, types of employees, work rights on visas, employment services, protection against exploitation and modern slavery, support services for workers, and employment contracts. Two new multilingual animations, covering types of employees and minimum wage rights, were also developed to help explain complex concepts in an accessible format. These resources ensure that migrant and refugee workers have the information they need to understand their rights, navigate Australian workplace systems, and engage more fully in the labour market.



Dedicated PALM Family Accompaniment Pilot section of the MyAus App.

PALM Phase 2

In the Financial Year 2023–2024, SPG collaborated with the Department of Foreign Affairs and Trade to adapt the MyAus App further through its integration with the Pacific Australia Labour Mobility (PALM) program. As part of the Family Accompaniment Pilot, SPG developed a specialised section on the MyAus App with culturally relevant resources in English, Kiribati and Tetum. This new written content and animations supported pre-departure briefings and eased the transition for workers and their families arriving in Australia.

Recognising the usefulness of these resources and following the expansion of the PALM Scheme to Fiji, Tonga and Vanuatu, in the Financial Year 2024–2025, SPG was further engaged by the Department of Foreign Affairs and Trade and expanded the PALM section to two additional languages, Bislama and French, to support new arrivals under the PALM Scheme. Each PALM language has 313 articles and 22 animations with tailored information for the families coming under the PALM Family Accompaniment Pilot. The tailored resources supported pre-departure briefings and have been proven again as helpful for the settlement journey of the PALM workers and families arriving in Australia.

Case Study: Community and Cohesion Support Program

CCSP was delivered by SPG from June 2024 to May 2025. Funded by the Department of Home Affairs, it enabled 69 grassroots organisations to respond quickly and effectively to the needs of Palestinian, Muslim, and Arab communities during a period of heightened discrimination and social tension.

Unlike traditional service models, CCSP placed decision-making in the hands of communities. Organisations drew on their cultural knowledge and trusted networks to design initiatives that addressed immediate priorities and longer-term needs, from settlement support and trauma counselling to youth leadership and women's empowerment. More than 47,500 people took part in funded activities, highlighting the scale and reach of this grassroots approach.

Lessons from the program included the need for longer funding periods to reduce strain on under-resourced organisations, the importance of tailored and culturally safe capacity building for volunteer-led groups, and the value of engaging delivery teams early to strengthen understanding of objectives and improve outcomes.

Key Findings

Community-led delivery is highly effective, scalable, and offers clear value.

Short-term funding creates delivery strain. Longer timeframes would improve planning, reduce burnout, and support deeper engagement.

Culturally tailored capacity building and flexible grant management models directly contribute to program success.

The success of CCSP demonstrates that grant management grounded in trust, flexibility, and partnership can deliver immediate outcomes and long-term capacity. In under 12 months, the program reached tens of thousands of people, strengthened grassroots organisations as credible partners in service delivery, and delivered culturally responsive support in areas often missed by mainstream systems.



"For many of the newly arrived participants, the support they received helped ease the challenges of settling in and made them feel seen, valued, and embraced. Ultimately, this project became more than a support initiative, it became a catalyst for community building and showing what's possible when people come together with compassion and purpose."

Arab Council Australia

CCSP Grantee activity; Australian Islamic House Girls Day Camp Vouchers.



"The participant was a Year 10 Arabic-speaking Muslim boy... His sense of empowerment and confidence grew immensely through the CCSP initiatives. He developed a stronger sense of identity and pride in his culture and Islamic values. He now feels more capable of speaking up and leading change."

Al Siraat College

CCSP Grantee activity; ALF Youth CCSP Soccer Academy.



"We had participants who went from complete isolation to leading workshops for others."

Outloud

CCSP Grantee activity; Al Siraat College Ramadan Dinner.



Attendees at the National SETSCoP Forum 2024, held at Old Parliament House, Canberra.

Upcoming Initiatives.

As we look forward to the 2025–26 Financial Year, SPG will continue to focus on Systems Analysis, Capacity and Capability Building, and Responsive Policy Solutions, building on its commitment and momentum to ensure Australia's social policy approaches meet the needs of all communities and strengthen social cohesion.

Multicultural Peak Body

Following the recommendations from the *Multicultural Framework Review Report Towards Fairness: A Multicultural Australia for All*, SPG has been funded by the Department of Home Affairs as a national Multicultural Peak Body.

SPG is uniquely positioned to work with the Australian Government to strengthen Australia's inclusive national identity. SPG works collaboratively with a diverse and large network of stakeholders, including individual advocates, community leaders, industry experts, and service providers that share a common interest in fostering inclusive and equitable social policies. SPG engages with multicultural communities in an inclusive and representative manner, ensuring that diverse voices inform and lead our work. Through expert facilitation, targeted initiatives, informed practice, and national collaborative partnerships, SPG engages across its network to represent the unique needs of CALD communities across Australia.

SPG is excited to take up this opportunity as a national multicultural peak body, adding to the important portfolio of work across SPG supporting inclusive and culturally appropriate policy and service delivery for migrants, refugees and multicultural communities in Australia. SPG is looking forward to working with the Australian Government to strengthen Australia's multicultural capacity, and to foster greater understanding and appreciation of Australia's inclusive national identity, civics and citizenship, and multicultural and multi-faith diversity.

Community Capability Building through eLearning

In 2025–26, SPG will expand its eLearning platform to address training needs identified across the settlement sector. Consultations with providers have highlighted significant gaps in support for frontline staff, particularly in responding to DFV. To meet this need, SPG will develop new eLearning courses tailored for settlement service providers that will feature audio-visual case studies, practitioner voices, and interactive learning tools to make training more practical, accessible, and effective.

This new focus builds on the success of the existing MyAusLearning suite, which delivered a wide range of courses with strong uptake and positive feedback. Since their launch, more than 350 enrolments have been recorded, with participants rating the courses an average of 4.4 stars and most indicating they have applied their learnings in practice. Feedback also revealed that while the current DFV course met the needs of specialist workers, it did not equip frontline staff with the specific skills required for early recognition, response, and referral. A new platform and refreshed course design will address these gaps.

SPG is uniquely placed to lead this next stage of eLearning. With established expertise in developing sector-specific courses, strong partnerships with SETSCoP providers, and credibility with practitioners, SPG will ensure the content is evidence-based and directly informed by lived experience. Lessons drawn from current course delivery and user feedback will shape the design and ensure continuous improvement.

Through this expansion, SPG aims to lift the quality and consistency of settlement services across Australia. By building the confidence and capability of frontline staff, the new courses will support more effective responses to DFV, and ultimately improve outcomes for clients and communities.

Inclusive Justice Project: Improving Access to Justice for People with Cognitive Disability

SPG has partnered with the Victorian Advocacy League for Individuals with Disability (VALID) and the RMIT University Centre for Innovative Justice (RMIT CIJ) to deliver an innovative framework supporting access to justice for people with cognitive disabilities. The framework will be built through consultation with people with cognitive disability who have lived experience of the justice system, and co-produced with judicial officers and tribunal members.

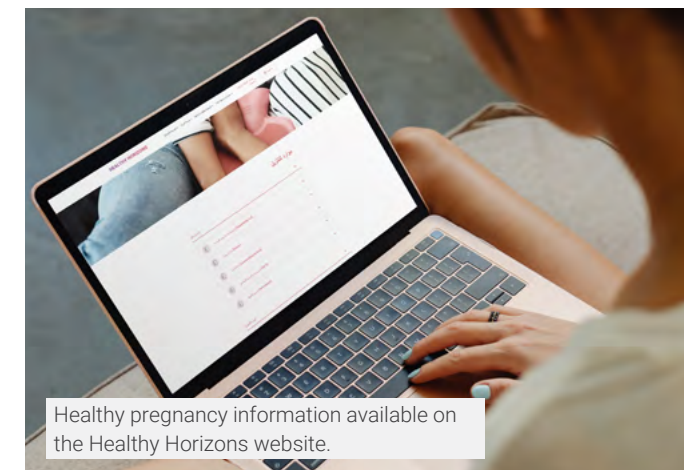
SPG has proven experience facilitating consultation between people with lived experience and the judiciary, through the JCDI and the DIJN, to develop robust guidelines and frameworks for access to justice. The Path to Justice series, which outlines barriers to justice for women from migrant and Indigenous backgrounds, and the Recommended National Standards for Working with Interpreters and Courts and Tribunals, provide clear, informed, and evidence-based guidance to improve the responsiveness of the justice system to the needs of diverse communities.

People with intellectual and cognitive disability are overrepresented in the justice system, and experience unique barriers to access justice. This project responds directly to Recommendation 8.11 of the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability*. SPG aims to build the capacity of courts and tribunals to improve justice outcomes for people with cognitive and intellectual disabilities. By improving awareness within and capacity of the judiciary, both through the framework and its associated training, but also the consultation process itself, SPG collaboratively seeks to drive change from within institutions and facilitate the development of policy by people with lived experience.

This framework will also lay the foundations for training and other guidance for the judiciary and court administrators to reduce barriers in the justice system.

Stillbirth Prevention Education and Awareness: Phase 2

SPG will deliver the next phase of our stillbirth prevention initiative, building on insights gained in Phase 1. This stage will mainly focus on implementation, ensuring CALD communities, particularly of African, South Asian and Middle Eastern backgrounds, can access trusted, practical information. We will produce high-quality, printable flyers in 11 languages, designed to complement the digital resources created in Phase 1, and distribute them through health providers, settlement services, and community networks.



Healthy pregnancy information available on the Healthy Horizons website.

A targeted social media and communications plan will amplify reach, supported by four culturally responsive webinars co-designed with health experts, peer organisations, and community leaders. Together, these activities will further embed prevention advice, improve perinatal health literacy, expand awareness of perinatal mental health support, and reduce inequities in access to stillbirth prevention information.

AI Clinical Guidance and Workforce Considerations for CALD Populations

Led by SPG, the MRHP Council will progress the next phase of its work on AI in healthcare, focusing on the development of practical, clinician-facing guidance to support safe, equitable use of AI tools with CALD, migrant, and refugee patients. Building on the preliminary development report, the project will expand consultations with clinicians, CALD health experts, professional colleges, and consumer advocates to refine core competencies, cultural safety indicators, and consent protocols for AI-enabled care.

This work will culminate in a draft guidance resource to be tested with frontline health practitioners and embedded into workforce training frameworks. Alongside this, the Council will advocate for stronger policy alignment by engaging with regulators, digital health agencies, and vendors to ensure CALD equity is integrated into procurement and governance. These steps position the Council to lead nationally on culturally responsive, future-ready health technology standards.



Attendees at the SETSCoP 2024 National Forum held at Old Parliament House, Canberra, August 2024.



SPG's National Director – Migration, Settlement and Justice, Nick Ross, addressing the settlement sector at the National SETSCoP 2024 Forum.



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