

Ballina Refugee Settlement Support Group: Resource Kit



ABSTRACT

This kit identifies resources that will help to support successful settlement of refugees and people seeking asylum in the Ballina region.

Table of Contents

PREFACE AND ACKNOWLEDGEMENT	3
<u>INTRODUCTION.....</u>	<u>4</u>
REFUGEES GLOBALLY.....	4
REFUGEES IN AUSTRALIA.....	4
A REFUGEE’S STORY.....	4
MIND MAP.....	6
<u>BR4R REFUGEE SETTLEMENT SUPPORT GROUP</u>	<u>7</u>
THE REFUGEE SPONSORSHIP RESOURCE KIT.....	7
SECTIONS IN THE RESOURCE KIT.....	8
SANCTUARY NORTHERN RIVERS	9
<u>HEALTH AND SOCIAL SERVICES.....</u>	<u>11</u>
HEALTH.....	11
STARTTS — NSW SERVICE FOR THE TREATMENT AND REHABILITATION OF TORTURE AND TRAUMA	
SURVIVORS	11
BALLINA DISTRICT HOSPITAL AND LISMORE BASE HOSPITALS	11
NSW REFUGEE HEALTH SERVICE	12
BALLINA COMMUNITY HEALTH CENTRE.....	12
SOCIAL SERVICES.....	12
CENTRELINK	12
MUTUAL OBLIGATIONS	13
ST. VINCENT DE PAUL – MARY’S PLACE.....	13
THE FAMILY CENTRE.....	13
BRIGHTER FUTURES	14
FUNDING GRANTS THROUGH THE WALTER AND ELIZABETH HALL FOUNDATION.....	14
SOCIAL INCLUSION	15
FINDING ACTIVITIES.....	15
HOLIDAY PROGRAMS AND CHILDCARE	16
HOLIDAY AND AFTER-SCHOOL CARE.....	16
COMMUNITY GARDENS.....	17
RELIGIOUS WORSHIP.....	17
COMMUNITY CENTRES	17
SPORTING CLUBS.....	18
VOLUNTEER PROGRAMS THROUGH BALLINA SHIRE COUNCIL	18
DISCOVER BALLINA COAST AND HINTERLAND.....	18
THE NORTHERN RIVERS BUSHWALKERS CLUB	18
BUSHWALKING NSW	18
NORTHERN RIVERS COMMUNITY GALLERY & IGNITE STUDIOS.....	18
ARTS NORTHERN RIVERS.....	19
<u>EMPLOYMENT.....</u>	<u>20</u>
THE JOB APPLICATIONS.....	20
RECRUITMENT AGENCIES.....	20

JOB REQUIREMENTS	21
SMART AND SKILLED PROGRAM	21
LOCAL JOB AND TRAINING ORGANISATIONS	21
FAIRWORK OMBUDSMAN NSW	22
DELOITTE: ACCESS ECONOMICS: SEIZING THE OPPORTUNITY: MAKING THE MOST OF THE SKILLS AND EXPERIENCE OF MIGRANTS AND REFUGEES	22
REFUGEE COUNCIL OF AUSTRALIA.....	22
RECOGNITION OF OVERSEAS QUALIFICATIONS.....	23
CENTRE FOR POLICY DEVELOPMENT (CPD).....	23
REFUGEE COUNCIL OF AUSTRALIA: FARMING INITIATIVES	23
THRIVE REFUGEE ENTERPRISE	23
SOURDOUGH BUSINESS PATHWAYS	24
THE SOCIAL STUDIO.....	24
ISLAMIC BANKING	24
<u>EDUCATION.....</u>	<u>25</u>
INTRODUCTION	25
REFUGEES AND EDUCATION.....	25
PUBLIC, PRIVATE SCHOOLS AND OTHER LEARNING INSTITUTIONS	25
ENROLMENT INFORMATION	25
NSW PUBLIC SCHOOLS.....	26
PRIVATE SCHOOL GUIDE – NORTH COAST AND NORTHERN RIVERS	27
ASSOCIATION OF INDEPENDENT SCHOOLS OF NSW: EMPOWERING INDEPENDENT EDUCATION.....	27
ADULT MIGRANT ENGLISH PROGRAM	27
DRIVER’S LICENCE.....	27
CURRENT OVERSEAS LICENCE	27
IF UNABLE TO PROVIDE AN OVERSEAS LICENCE	27
NEW LICENCE	28
DRIVER EDUCATION	28
THE DRIVE TIME PROGRAM	28
STARRTS REFUGEE SETTLEMENT KIT	28
ADULT EDUCATION AND TRAINING.....	28
RSA AND FOOD HANDLING COURSES — ONLINE.....	29
MONEY	29
MONEYSMART – BUDGET PLANNER.....	29
LEARN TO SWIM	29
COMPUTER LITERACY	29
LIVING IN AUSTRALIA	30
<u>ACCOMMODATION</u>	<u>31</u>
THE REFUGEE COUNCIL OF AUSTRALIA	31
ACTING AS AN INTERMEDIARY	31
INFORMATION ON HOUSING AND RENTING FOR REFUGEES	32
ADVICE FOR YOUNG RESIDENTS FROM YOUNG RESIDENTS.....	32
<u>REFUGEE STORIES.....</u>	<u>33</u>
<u>ORGANISATIONS - REFUGEE AND ASYLUM SEEKERS.....</u>	<u>34</u>

AHRC – AUSTRALIAN HUMAN RIGHTS COMMISSION.....	34
AMNESTY INTERNATIONAL	34
ASRC - ASYLUM SEEKER RESOURCE CENTRE.....	34
ASYLUM SEEKERS CENTRE	34
FOUNDATION HOUSE	35
RACS – REFUGEE ADVICE AND CASEWORK NETWORK.....	35
RED CROSS.....	35
REFUGEE COUNCIL OF AUSTRALIA.....	35
REFUGEE WEEK	35
ROADS TO REFUGE.....	36
SSI – SETTLEMENT SERVICES INTERNATIONAL.....	36
STARTTS	36
UNHCR	36
MIGRANT RESOURCE CENTRES	37
NATIONAL DIRECTORY OF ASYLUM SEEKER AND REFUGEE SERVICE PROVIDERS:.....	37
<u>REFERENCE LIST</u>	<u>38</u>

Preface and Acknowledgement

This resource kit has been produced by the Ballina Region for Refugees Sponsorship Group and may be shared with other groups as part of the Community Refugee Sponsorship Initiative.

This is a work-in-progress document which will be edited by the Group as the kit is put in practice.

Ballina Region for Refugees would like to thank Rachel Welstead for all the work she has done in helping to produce the kit.

Introduction

The following introduction explores the issue of displaced people – refugees and asylum seekers – from a global perspective, the Australian experience and the Ballina region. The importance of understanding the big picture is shown in the vision and goal of Ballina Region for Refugees (BR4R):

The vision of Ballina Region for Refugees is to welcome, respect and support refugees and people seeking asylum.

Our goal is to promote the acceptance and integration of refugees and people seeking asylum in Australia, by thinking globally and acting locally. (BR4R, 2021)

Refugees globally

Globally refugees are a growing phenomenon. The statistics from UNHCR Refugee Data Finder (2020) shows that from mid-2020, there are 80 million forcibly displaced people: this has grown considerably in the last 10 years. People who are displaced come from five main countries, namely, Syria, Venezuela, Afghanistan, Somalia, South Sudan and Myanmar. Over half of these are refugees displaced within their own countries (45.7 million). The remainder are refugees fleeing to another country (26.3 million) and asylum seekers (4.2 million). 86% of people who are displaced are hosted in developing countries. Returned refugees were 120,000 and 17,400 were resettled (UNHCR, 2020). The amount of resettlement is significantly low.

Refugees in Australia

Australia has a refugee settlement process, with the Australian government claiming that it is one of the most generous and supportive countries. The Refugee Council of Australia (2020a) disputes the Australian government's claim and cites the UNHCR's figures that rank Australia as 25th overall, 29th per capita and 60th relative to GDP over a 10-year period.

Another related claim about Australia is that it is a successful multicultural society, that is inclusive of people from diverse ethnic, cultural and religious backgrounds. However, government policies reminiscent of the White Australia Policy continue to restrict who is permitted to settle in Australia. For example, the Immigration Act 1958 (Cth) gives the government the right to have asylum seekers or refugees arriving without a visa by boat to be placed in detention outside of Australia (Roads to Refuge, 2020a).

A Refugee's Story

There are many stories of people from refugee backgrounds who have settled in Australia. One of the most extraordinary is the story of Deng Thiak Adut who came from South Sudan where he experienced life as a child soldier and escaped to Kenya before arriving in Australia.

Now Deng Adut has co-founded a law firm and works as a criminal and human rights lawyer, community leader and advocate. He was the 2017 New South Wales Australian of the Year.

In an interview (Mottram, 2015), Deng Adut discusses many of his experiences including intense culture shock when he first arrived in Australia. One example was having to remove the wrapper from a burger before eating it. Another was blowing up a can of soft drink which he had tried to warm up in the microwave.

In an interview with Mottram (2015) Deng Adut said:

No matter how many journeys, how many problems, how many obstacles you have in your way, you have to acknowledge that your disadvantage is not entirely your disadvantage, .

It could be your advantage if you followed a way with the right ingredients or the right training or the right kind of people .

Learning is a marathon, you've got to take it slowly, you've got to take time to get there and it shouldn't be rushed.

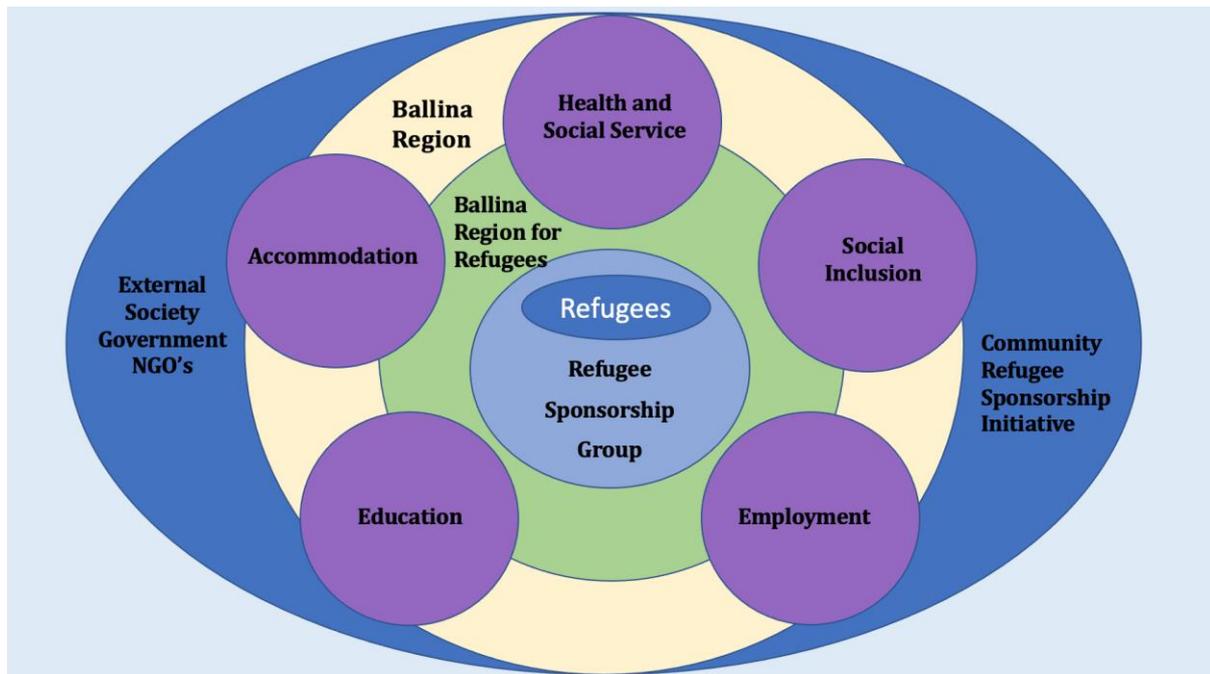
Please watch a video released through the University of Western Sydney about his journey: https://www.westernsydney.edu.au/unlimited/stories_of_unlimited

Adut does not think he has achieved anything special as he sees others are not that different from him. They have just not been offered the same opportunities. He knows of others from the same background who have taken similar paths as him, are overqualified and cannot find meaningful employment (Mottram, 2015).

Adut s story highlights both the difficulties and the possibilities open to a refugee with the right support. Where culture shock and racism can impact heavily and negatively, just as much as a supportive community can enable social and economic achievements. Also, settlement and social inclusion takes time and effort for the individual and the community supporting them.

Mind map

This map shows the different levels in Australian society that directly or indirectly influence the settlement process of refugees in the Ballina region. Sponsored individuals arrive to the care of the Ballina refugee settlement support group. Through mentoring by the group, the refugee will potentially form connections with the group's members who will help connect them socially with other sections of the community such as the BR4R membership, the Ballina region and beyond.



BR4R Refugee Settlement Support Group

The Ballina Region for Refugees (BR4R) Settlement Support Group (henceforth, the Group”) has been established to promote Ballina Council’s Status as a Refugee Welcome Zone. The Group is also part of the nationwide Community Refugee Sponsorship Initiative (CRSI). The benefit to Ballina shire is to create a more diverse community that is multiculturally aware and inclusive.

CRSI has been developed as an affordable and inclusive sponsorship model. The purpose of the program is to increase the number of refugees into Australia and to engage with the broader Australia community. This is similar to the Canadian scheme that has also been successfully adopted in other countries.

In Ballina, the overall cultural and religious diversity is lower than average nationally and in NSW. According to the ABS (2017) the Ballina region’s cultural demographics show that most residents are predominantly born in Australia (81.3%), only speak English at home (89%) and, where a religion is stated, Christianity (63%) is the most prominent religion.

Within Australia there are 21 groups who participate in this pilot CRSI sponsorship program, with over half in regional areas. The aim of the Ballina Group is for social connections to be created between refugees and people seeking asylum and the local community as part of successful settlement into the area. Social connections and employment together are recognised as essential for success in this process.

The refugee sponsorship resource kit

The purpose of this resource kit is to provide information for mentors to support mentees during settlement. It is important to understand the issues and be prepared to support newcomers holistically with a view to their achieving social and economic empowerment. There is strong evidence that refugees and asylum seekers arriving on humanitarian visas often find it difficult to attain social and economic achievements while having to deal with social and institutional racism. The sponsorship program in other countries has been shown to reduce these barriers with a higher success rate of long-term settlement (ASRC, 2020).

Welcoming the stranger by Regnault (2019) shares a way to build connections and communities. He provides a framework developed from the New Zealand experience of refugee settlement.

Regnault has identified four common overlapping threads in this building process:

- Clarify intentions and values
- Form a group of people to extend the hand of friendship
- Think about the place we inhabit
- Knowledge about the people and culture along with self-knowledge

Underlying these threads are three core values – authenticity, humility and empowerment.

- Authenticity includes friendships that goes beyond friendliness to investment in the relationship
- Humility is about listening and unconditional giving as there are times where different worldviews often lead to misunderstandings – it takes time to build trust. Allow time and go inward to discover our own biases and to see from other’s perspectives.
- Empowerment is about capacity building for decision-making and autonomy in the new resident’s own lives rather than supporting their achievements, aims and goals. Also, support given needs to be empowering rather than ways that reinforce dependence and power imbalance.

Alan (2009) shows that empowerment involves goals and related processes. For effective social inclusion, new residents need to not only reach their aims and goals, but it is even more important that they are able to become self-directed through understanding the processes required to reach those aims and goals. For example, how to find and apply for jobs or accommodation. These are necessary processes which promote self-direction and empowerment.

Extending the hand of friendship involves developing an equal relationship that requires time to listen and to show respect (Regnault, 2019). This includes understanding that new residents are the experts of their own experience and that listening to their stories and respecting their differences provides a space for empowerment to grow (Alan, 2009). This includes the way problems are identified, solutions are discussed, the language used, and links to others (Ife cited in Alan, 2009).

The concept of place is important when involved in activities within the local community. Connections are able to be formed organically and helps to create a sense of belonging (Regnault, 2019).

Knowledge about the new residents and their culture is important when extending the hand of friendship (Regnault, 2019). To build bridges requires an ability to see the similarities between individuals and to be able to celebrate differences. Curiosity about our own values and those of others creates mutual respect. Where biases are brought to consciousness, they form the foundation to strengthen the developing friendships.

Sections in the resource kit

For long-term sustainable development, the BR4R refugee settlement support group has identified five key areas that need to be developed for long-term sustainable and successful settlement of new residents in our region. These are:

- Health and Social Services
- Social Inclusion
- Employment

- Education
- Accommodation

The following outlines each section with ideas and information to encourage self-directed decision-making for new residents based on individual needs and empowerment. Building capacity, resilience through connection, authenticity, humility and extending the hand of friendship are all important elements to achieve sustained and successful settlement.

Before presenting these five sections, a brief note on the experience of Sanctuary Northern Rivers is both pertinent and useful.

Sanctuary Northern Rivers

Sanctuary Northern Rivers has had a wealth of experience working with refugees especially from South Sudan. The group has provided some valuable information about how it went about assisting these refugees to settle in the Lismore region during 2008 and beyond. They include:

1. Centrelink
2. Banking
3. Tax file number
4. Medicare
5. Schools
6. Translation Services
7. Counselling
8. Housing
9. Driving Licence
10. English Classes

The following is a timeline developed by Sanctuary Northern Rivers. This timeline is very important because, when the new residents arrive, they lose their refugee status and need to take action immediately to ensure access to social and other services.

On the first day

- Call Centrelink: <https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/foreign-passport-holders,-permanent-migrants-and-temporary-visitors---tfn-application/>
- For any emergency help to go directly to a hospital

The first two weeks of the entrants arrival

- Open bank accounts
- Tax file number: <https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/foreign-passport-holders,-permanent-migrants-and-temporary-visitors---tfn-application/>
- Medicare
- Centrelink appointments
 - Health/travel concession card
 - Bank account details
 - Tax file number
- Enrol children in school
 - Documentation
- Use Translating and Interpreting Service (TIS) to translate documents
- Organise counselling if required
- Department of housing (rent assistance?)

The first month

- Register in English classes
- Register with Job Network
- Start learning about public transport and shops

The first six months requires intensive support, followed by gradual withdrawal. It has taken about a year with some families to build trust.

The issues of dignity when mentoring adults is relevant when offering information and having necessary conversations. Difficult conversations have occurred about parenting in Australia and may need further assistance. Parenting groups have been helpful for socialising.

When working with different agencies, it was helpful to have just one contact for everyone in order to avoid having to retell information and for ongoing support for families outside mentoring. This includes Centrelink and other services.

BR4R Refugee Settlement Support Group

Health and Social Services

There are a variety of different services that may be useful for various issues. The NSW Refugee Health Service and STARTTS (2004) have provided a resource for working with refugees. This resource explains that refugees currently in detention have identifiable and chronic health conditions due to confinement in detention and living in refugee camps. They also often have experienced poor living conditions in their home countries that have impacted on their health. Many who are now in Australia continue to experience health issues and may need support indefinitely. The impact of trauma and ongoing uncertainty may lead to continuing psychological and physical issues unique to their situation. Consequently, they may need support navigating and accessing relevant treatment and support services.

In the following are links to mental and physical health services in the region. These include STARTTS, Ballina and Lismore Hospitals and the NSW Refugee Health Service. There are also links to social services organisations including the Family Centre, Brighter Futures and the Walter and Elizabeth Hall Foundation.

Health

STARTTS — NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors

STARTTS provides a holistic service for survivors of torture and trauma. These services have evolved in response to the needs of clients. This service will accept referrals for anyone in NSW. The following link provides more information and where to make a referral: <https://www.startts.org.au/services/>

Ballina District Hospital and Lismore Base Hospitals

The following is a list of some of the clinics at Lismore Based Hospital:

- Pain management
- Infection diseases
- Dental health
- Community health
- Sexual assault
- Diet and nutrition
- Disability

- Psychologists
- Paediatricians
- Substance abuse
- Vision and hearing

This link provides more information about different departments at Lismore Base Hospital including the locations and other advice:

<https://nswlhd.health.nsw.gov.au/about/hospitals/lismore-base-hospital/>

There are also some departments operating from the Ballina District Hospital. These are listed in the following link:

<https://nswlhd.health.nsw.gov.au/about/hospitals/ballina-district-hospital/>

NSW refugee health service

This health service provides resources about refugee health and access to services predominantly in the Sydney area: <https://www.swslhd.health.nsw.gov.au/refugee/>

The following link is for fact sheets written in different languages. An example is a pamphlet on oral hygiene:

https://www.swslhd.health.nsw.gov.au/refugee/gpinfo_oLang.html

Ballina Community Health Centre

Provides accessible health care options and provides information about available health care options: <https://nswlhd.health.nsw.gov.au/about/community-health/ballina-community-health/>

Social Services

Centrelink

Centrelink employs social workers for short-term counselling and as a referral service. An appointment can be made by phone:-

Online Services Hotline: 132 307

This link is to a step-by-step process to find the correct phone number for each service:

<https://www.servicesaustralia.gov.au/individuals/contact-us/phone-us#ces>

Centrelink Multilingual Phone Service: 131 202

For translated information, interpreter and translation service and migrant, refugees and visitors: <https://www.servicesaustralia.gov.au/individuals/information-in-your-language>

Translation and Interpreting Service (TIS) for Child Support and Medicare services:-

Ph: 131450

Help for refugees, humanitarian entrants and new arrivals:-

<https://www.servicesaustralia.gov.au/individuals/subjects/help-refugees-humanitarian-entrants-and-new-arrivals>

Payment and service finder: An online tool to see what payments and services one may be eligible for:-

https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/serviceFinderPage.jsf?prg_id=eb65c34dbc9a4917aef559c30446168a&wec-appid=pymtfinderest&page=9233B12A399C40728DEDEE91D15B8539&wec-locale=en_US#stay

Mutual obligations

Some payments providing income support have requirements that need to be met concerning employment, job seeking and training, and which are the subject of mutual obligations. Information about these obligations (in several languages) can be found in the following link:

<https://www.servicesaustralia.gov.au/individuals/topics/mutual-obligation-requirements/29751>

St. Vincent De Paul – Mary’s place

This organisation provides support services for anyone who is disadvantaged or homeless.

The aim of the service is to enable humanitarian and migrants achieve timely self-reliance and equitable participation in Australian society thereby reducing dependence and reliance on social services. The organisation seeks to support a shared purpose and sense of belonging and to respond to the needs of emerging new communities. The service offered covers all five sections of this refugee kit:

[https://www.vinnies.org.au/page/Find_Help/NSW/Resettling_in_Australia/North Coast Settlement Service/](https://www.vinnies.org.au/page/Find_Help/NSW/Resettling_in_Australia/North_Coast_Settlement_Service/)

North Coast Settlement Service for Ballina contact information:

84B Magellan Street, Lismore

Phone: 0266980510

The Family Centre

2/317 River St, Ballina NSW 2478

Phone: 02 6686 4109

Mail: PO Box 128, Ballina, NSW 2478

Web: <https://thefamilycentre.org.au/about-us/>

The Family Centre runs programs for families, children and youths. It offers a culturally friendly service with interpreters and advocacy with the aim of supporting appropriate choices based on individual needs.

There are a variety of courses provided by the organisation, and also provides referrals to other services in the area. Courses are designed for child and family, youth and family as well as a relationship service. One service offered, namely, play groups, may be particularly helpful to form social connections for new residents. The following is a link for more information about the play groups: <http://thefamilycentre.org.au/wp-content/uploads/2018/04/Playgroup-Byron-Bay.pdf>

Brighter Futures

Shop 13/ 60 River Street, Ballina NSW 2478
Phone: 02 6681 1487

The Brighter Futures Program is an early intervention initiative and case management program service delivery program for families with children under 9 years or are expecting a child who is identified as at significant risk. The service is a voluntary program based on a grassroots and community and inclusionary focused model with a team of professionals who work collaboratively to develop a support plan for the clients and ongoing support for them.

Funding grants through The Walter and Elizabeth Hall Foundation

The Walter and Elizabeth Hall Foundation offers small grants through an application process. These grants can assist in providing aid and support in relation to disabilities. There is more information in the link <https://www.wehalltrust.org.au/what-we-do/small>

BR4R Refugee Settlement Support Group

Social Inclusion

UNHCR highlights the importance of forming social connections as the most effective way of helping people who have found refuge to rebuild their lives, reduce loneliness, build networks and increase social capital.

In the following are links for various social activities in Ballina and surrounding districts. There are also links to holiday programs, childcare services, community gardens, churches, community centres, sporting clubs, volunteer programs, beaches, bushwalking and galleries. Searching for arts and crafts and other creative activities is an opportunity for new residents to learn search skills such as checking community notice boards.

[**Note:** In the near future, a directory of BR4R volunteers will be included here who would be able to offer connections through activities such as learning to swim and water safety or bike riding safety and maintenance.]

While the following has many links to community activities these are non-exhaustive. The opportunities to access resources for social inclusion are extensive. For example, finding markets where fresh produce can be accessed can also be an opportunity to meet people or increase awareness of the local environment.

Ideas for activities

- Sports
- Galleries
- Gardening
- Music
- Social bowls
- Swimming

Finding activities

This involves searching for community events and clubs. The following are some useful links. *Echo Netdaily*; and

Echo Netdaily has activities such as music events: <https://www.echo.net.au/classified-ads/>

Discover Ballina has a database with community events based on categories such as Social and special interest clubs:

https://www.discoverballina.com.au/visit/images/downloads/Visitor_Services_-_Inhouse_brochure_-_community_activities_groups_-_updated_-_CURRENT_ONGOING.pdf

Ballina Region. *Whats on:* <https://www.discoverballina.com.au/visit/whats-on/events-calendar/cat.listevents/>

Richmond Tweed Regional Library has many activities displayed on their website. They also have community language books and audio books available also a link to find other resources within NSW: https://rtrl.nsw.gov.au/cp_themes/default/page.asp?p=DOC-KGQ-72-66-47#:~:text=Lismore%20Craft%20Group.group%20projects%20for%20the%20community

Holiday programs and childcare

The Rainbow Children s Centre

This centre is a community not-for-profit organisation that runs long day care, out of school hours care and vacation care for a fee. Subsidies are available through Centrelink for eligible families. There are occasional and permanent bookings.

Locations for vacation care include:

- Central Ballina, Ballina Public School
- East Ballina, Southern Cross K-12 School
- Lennox Heads, Lennox Public School
- Teven Tintenbar, Teven Tintenbar Public School

For more information: <https://rainbow.nsw.edu.au/>

Bright Horizons Australia Childcare Tintenbar

This service is provided for nursery/babies, toddlers, pre-kindy to senior kindy

20 Phoenix Drive
Tintenbar NSW 2478
Ph: 02 6687 8770
tintenbar@bhchildcare.com.au
Open 7.30am – 6.00pm

<https://www.bhchildcare.com.au/>

Holiday and after-school care

PCYC – Lismore and Tweed Heads

This is a government subsidised program

<https://pcycoosh.org.au/find-your-nearest-location>

Community gardens

Mullumbimby Community Gardens

<https://www.facebook.com/MullumbimbyCommunityGardens/>

Ballina Community Garden

Website: <http://ballinacommunitygardens.com.au/wp/>

Facebook: https://www.facebook.com/Ballina-Community-Gardens-Inc-415211405242128/timeline/?ref=page_internal%C2%A0

Religious worship

Sanctuary Northern Rivers has shared that an important part of settlement into Lismore was the ability of their mostly Christian refugees to find connections within their churches. Lismore has numerous Christian denominations where it was very easy to find these connections.

There are many Christian places of worship in the Ballina Shire which can be identified easily. For Muslims, the nearest Islamic Mosque is in the Gold Coast. This Mosque services about 9,000 Muslims from different cultural backgrounds living in the region. Also, the website has other links including the New Muslim YouTube Channel and information about the new community centre being built.

The following link provides more details: <http://goldcoastmasjid.org.au/>

Muslim prayer locations for Jummah khutbah: <https://idca.org.au/mosques-and-centres/nsw/#Lismore>

A local option includes “Prayer time for Ballina” where the following link has different times and locations: <https://mosque-finder.com.au/nsw/2478/ballina/index.html>

There are other religious and spiritual groups in the region, such as those practising Buddhism, Judaism and Sikhism, which could assist with social inclusion of relevant asylum seekers and refugees.

Community Centres

The following website provides information about local Community Spaces and the services provided: <https://www.communityspaces.com.au/v1/whats-on/cat.listevents/2020/12/15/->

The Ballina Shire Council also provides community information and other information that may be of interest to new residents. For example, showing where all the playgrounds and sport clubs are located: <https://ballina.nsw.gov.au/>

Sporting Clubs

The Ballina Shire Council has provided a comprehensive document on many sports clubs. See: <https://ballina.nsw.gov.au/files/Sporting-Clubs-Contact-Details--March-2019.pdf>

Volunteer Programs through Ballina Shire Council

Volunteers programs might be useful as a way to connect with others. This link provides a few ways to volunteer through the Council: <https://ballina.nsw.gov.au/volunteer-programs>

Discover Ballina Coast and Hinterland

Discover Ballina Coast and Hinterland has a site with local information. However, a majority of places and events involve a cost such as for tours, art classes and other activities. There is some information about beaches including those for a safer swimming experience: <https://www.discoverballina.com.au/visit/see-do/beaches-and-waterways>

The Ballina Lighthouse and Lismore Surf Club (<http://www.ballinasurfclub.com.au>) could provide an invaluable resource for both beach and water safety, and socialising or volunteering.

The Northern Rivers Bushwalkers Club

The Bushwalkers Club has different activities across the region not only for bushwalking but also kayaking, abseiling and cycling. These all occur in National Parks, State Forests and coastal regions: <https://www.northernriversbushwalkersclub.org.au/>

The following link shows weekly events:

<https://www.northernriversbushwalkersclub.org.au/whats-on/events-calendar>

Bushwalking NSW

Bushwalking NSW provides vital information about bushwalking such as the right gear, bush issues, staying safe and the latest news. Also included are many bushwalking trails and other activities and ways to access other resources:

<https://www.northernriversbushwalkersclub.org.au/resources/essential-information>

Northern Rivers Community Gallery & Ignite Studios

This gallery holds exhibitions and runs programs to promote social cohesion. There are regular events that can be accessed through their website. There is an after-school art program for “Bright Sparks” held at Ignite Studio. While there are fees involved, a voucher can be obtained through application that will reduce the cost by a \$100.

Located: 44 Cherry Street Ballina NSW 2478

<https://www.nrcgballina.com.au/v1/about/who-we-are>

Arts Northern Rivers

This site has projects and grants opportunities to connect to artists and support new projects. There is also a directory for galleries, performing arts and other local organisations that promote communities and diversity:

<https://artsnorthernrivers.com.au/about-us/>

BR4R Refugee Settlement Support Group

Employment

One of the biggest challenges for refugees when settling in Australia is economic achievement and independence.

The following are ideas based on the need to support new residents with employment or other ways to generate an income such as through business enterprises. Business development can be achieved through mentorships and finance. Islamic banking is an alternate culturally relevant banking system that is growing in Australia that might be interesting to explore as a means for financing.

This section could also include learning to budget and understanding the monetary system. Refer further to “Moneysmart” in the education section (at page 29).

The Job Applications

The steps in the job application process usually involve creating a resume, cover letter, application and then interviews. Jobs are applied for online from a number of different sites and each place will have their own processes. Seek.com has many resources to support employment goals; they advertise positions available and also have many tips for every part of the process.

Other ways to find and apply for jobs is through Gum Tree, local newspaper classified ads, Gum Tree, and some positions are advertised on shop windows. Many jobs are also found through community networks.

<https://www.gumtree.com.au>

<https://www.ballinaadvocate.com.au/classifieds/>

<https://www.northernstar.com.au/classifieds/>

<https://www.echo.net.au/classified-ads/>

Recruitment agencies

A Google search will provide links to recruitment agencies, portals for writing resumes and for jobs advertised. Recruitment agencies often advertise through portals such as Seek. Looking for and accessing the tools through these organisations would be a valuable learning process for new residents. Examples include:

Hays recruitments: -

https://www.hays.com.au/jobs?gclid=Cj0KCQjw1PSDBhDbARIsAPeTqrdampdl1ws_LPm-sxZ9WzosupYHDbxFvU6zBXwlumWbfak_dczXpGkaAogFEALw_wcB

North Coast Recruitment: - <http://www.ncr.net.au/>

Complete Staff Solutions: - <https://www.completestaff.com.au/>

Job requirements

Often there are requirements for different jobs. A Tax File Number (TFN) is necessary for all jobs. Other requirements are usually identified within a job description.

<https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/foreign-passport-holders,-permanent-migrants-and-temporary-visitors---tfn-application/>

SMART and Skilled program

BR4R should try to foster relationships with businesses in the region to support refugees settling in the area. Some businesses are willing to provide training that can be supported by the Smart and Skilled program where training is free for trainees who meet the eligibility criteria. The level of training available is from Certificate I to Advanced Diploma. For more information see:

<https://smartandskilled.nsw.gov.au/for-students/students-with-additional-needs/asylum-seekers-and-refugees>

Craig White at [Nova Skills who has been a contact for the SMART and Skilled program in Ballina, has now left the organisation.](#) Nikola Vercoe is the new contact: -
NikolaV@novaskill.com.au

Local job and training organisations

When a new job seeker enters the market and are on government income support, they will be automatically assigned to an employment adviser under mutual obligations. The adviser will ensure the job seeker abides by the rules of mutual obligations. They also penalise people who don't comply with these rules such as not turning up to appointments, failing to apply for a certain number of jobs or attend required training. Employers tend to use these services to receive a subsidy. At times they will no longer have a position once the subsidy has ended. The following are examples of these organisations.

ETC - Enterprise & Training Company
<https://etcltd.com.au/cover/ballina/>
Ph: 1800 007 400

Tursa Employment & Training
<https://www.tursa.com.au/locations/ballina/>
Ph: (02) 6681 1755

MEGT Ballina
<http://www.megt.com.au>
Ph: (02) 6620 6777

For more information about mutual obligations, see:
<https://www.servicesaustralia.gov.au/individuals/topics/mutual-obligation-requirements/29751>

Fairwork Ombudsman NSW

It is important in Australia to understand employee rights to fair work, free from discrimination and exploitation. A part of mentoring should include supporting an understanding of the government imposed Fairwork rights, obligations and the employment pay rates in different work sectors. The following link is for the ombudsman's office where these are outlined. While the system can be difficult to navigate, it would be empowering for new refugees to know this important information to avoid exploitation: <https://www.fairwork.gov.au/>

Deloitte: Access Economics: Seizing the opportunity: Making the most of the skills and experience of migrants and refugees

This document outlines the potential of utilising the many migrant and refugee background skills and experience. The secondary data is used to identify skills and qualifications of immigrants and where they are aligned with shortages in Queensland.

Local networks and experience are recognised as a barrier for refugees and getting a foot in the door is difficult due to a number of reasons. One example is local employers favour local experience and references. One of the solutions offered is for 'innovative solutions to optimise the utilisation of skills of migrants and refugees and drive forward community integration and cohesion '(Deloitte, pg. 9).

New residents need help to understand the culture, including language subtleties, in the work environment. They also need help to facilitate relationships between employers and refugees in order to find areas where the valuable skills and experiences of refugees can benefit everyone. Included in this document are ways to identify challenges and ways to overcome these. While this has been written for Queensland, it could be relevant to the Ballina region as a network environment.

<https://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-economics-making-most-skills-experience-migrants-refugees-011118.pdf>

Refugee Council of Australia

According to the Refugee Council, refugees are the most entrepreneurial migrants in Australia.

The following article from the Refugee Council outlines ways to support and improve entrepreneurs in a variety of areas.

Also adding a way to support business development would be to find business mentors in the Ballina Shire who are able to mentor and support working through Australian

employment regulations and tax laws. Other areas might be understanding accounting software etc.

<https://www.refugeecouncil.org.au/refugees-are-entrepreneurial/>

Recognition of overseas qualifications

The Refugee Council has information regarding recognition of overseas qualifications. See: <https://www.refugeecouncil.org.au/education-info/5/>

The Australian Government Department of Education Skills and Employment has a document for qualification recognition. Every state other than NSW has a unit for assessment purposes. See <https://internationaleducation.gov.au/services-and-resources/Pages/qualifications-recognition.aspx>

Centre for Policy Development (CPD)

This report outlines seven steps to SUCCESS as key recommendations to support refugees in developing businesses. This report provides evidence that refugees are twice as likely to be entrepreneurs than Australian taxpayers:

<https://cpd.org.au/2019/04/seven-steps-to-success-report/>

The full report: <https://cpd.org.au/wp-content/uploads/2019/04/Seven-Steps-to-SUCCESS.pdf>

Refugee Council of Australia: Farming initiatives

The following link describes a project that has successfully supported refugee farming initiatives in rural and regional Australia. This has been developed because refugees often come to Australia with their own set of skills from farming backgrounds. This is based on an initiative for farmless farmers where refugees have received donated land so they can grow their own crops that are culturally important.

This article describes a model that could be utilised for the Ballina Shire, where land could be donated for similar purposes. There is the potential to earn business income by selling through the farmer markets or other businesses. This would contribute to cultural diversity in the Ballina Shire: <https://www.refugeecouncil.org.au/refugee-farming-initiatives/>

Thrive Refugee Enterprise

One barrier to start-ups and enterprise for refugee settlers is finding adequate funds. The report by Centre for Policy Development (2019) outlines strategies for business development. Thrive Refugee Enterprise is one example where loans can be provided with a maximum of \$25,000 at an interest rate of 9.5%. This organisation also provides ongoing mentorships, microloans for small and existing businesses and other finance solutions for business ideas: <https://thriverefugeeenterprise.org.au/>

Thrive Refugee Enterprise has recorded interviews with business owners from refugee backgrounds about their experiences moving to Australia and the way they have developed their own businesses through Thrive and their mentors.

Sourdough Business Pathways

BR4R has been approached by a business mentor who is interested in working with people who are refugees. The following is a brief overview of the philanthropic group, Sourdough Business Pathways and a link for more information.

This organisation specialises in business mentoring, education and connections. The drive behind the programs is to support start-ups and small businesses to generate jobs: <https://sbp.org.au/sourdough-startupnr/>

The Social Studio

The Social Studio is an example of a business founded in 2009 as a safe place of belonging that aims to build awareness about people from a refugee background. It operates as a non-profit Incorporated Association.

Focusing on entrepreneurialism, the Social Studio organises workshops and events to support social enterprise as well as mentoring other enterprises.

The Social Studio is a fashion school, a clothing label, a retail shop, a digital textile print studio, a clothing manufacturer and a community space created from the style and skills of young people from new migrant and refugee communities: Read more: <https://www.thesocialstudio.org/>

Islamic Banking

This is a form of banking that is Shari ah compliant. They are also ethically considerate of the environment and do not invest in tobacco or weapons and gambling in accordance with the Quran. The first Australian ethical bank is opening in 2021. This banking system does not use interest as it is forbidden by the Quran. Instead, they use profit sharing to create income. In place of interest the bank receives a share of the profit and when there is no profit the bank makes no profit. Islamic banks have been growing around the world and in Australia through intermediaries. It is still in a developing phase.

<https://www.abc.net.au/news/2020-08-12/islamic-banking-australias-ethical-alternative-to-the-big-four/12531810>

The first Islamic bank is in the process of entering the market and may be an option for business and house loans. As these banks do not use interest, they have an incentive to support businesses: - <https://www.ibagroup.com.au/#>

BR4R Refugee Settlement Support Group

Education

Introduction

As part of the refugee experience of settling in a new community, there are many learning experiences that present themselves. There are many ideas and links to resources which can assist the refugee with their learning.

The following covers information about educational requirements in NSW such as school enrolment and links to public and private schools. There is also information about adult English learning, learning to drive, RSA courses, swimming, understanding money, computer literacy, and podcasts for refugees by refugees about the importance of going to school.

Refugees and education

Roads to Refuge (2020b) highlights the complex needs of refugee students due to a variety of issues such as disrupted or minimal education, minimal or no literacy skills, and having mental health issues. High school students generally need more intensive support to achieve the required levels in the curriculum including English competency.

Roads to Refuge provides resources for supporting refugees and links to other services. Also, there are interviews with teachers, support workers and refugee students. These can be found in the following link: <https://www.roads-to-refuge.com.au/refugees-australia/supporting-education.html>

More information can be found in the report from *Foundation House – Insights from Students of Refugee Backgrounds on Learning and Engagement in Victorian Secondary Schools*: http://www.foundationhouse.org.au/wp-content/uploads/2019/12/STUDENT-PERSPECTIVE-RESEARCH-PROJECT-REPORT_A4_WEB.pdf

Public, private schools and other learning institutions

There are public and private schools including specialist schools for children living with disabilities. The following link provides a list that includes adult learning institutions in the Ballina Shire: <https://ballina.nsw.gov.au/files/schools.pdf>

Enrolment information

Children from between age 5 and 12 years go to primary school and then to high school from 12 to 18 years.

All public schools are free and involve going to the school to enrol. It is useful to bring any documentation for the children.

Information regarding enrolment, uniforms and transport such as school buses and costs are provided by individual schools. Private fee-paying schools often have this information on their websites.

Translated publications are provided on the NSW Education website including information about anti-bullying, anti-racism, assessment, attendance and health information: <https://education.nsw.gov.au/public-schools/going-to-a-public-school/translated-documents>

In NSW, there is curriculum and syllabi for all the different age groups. NSW uses the federal curriculum that is under review: <https://www.australiancurriculum.edu.au/>

Information about the different years can be found at: <https://educationstandards.nsw.edu.au/wps/portal/nesa/k-10/understanding-the-curriculum/curriculum-syllabuses-NSW>

NSW Public Schools

NSW public schools 'general enrolment information is provided in the following link. This includes enrolment and designated areas where enrolment will be accepted based on residential location. Information for out-of-area enrolment is also provided. Other information includes the privacy statement about health and information about a parent's occupation and education.

<https://education.nsw.gov.au/public-schools/going-to-a-public-school/enrolment>

Enrolment policy

<https://education.nsw.gov.au/content/dam/main-education/public-schools/going-to-a-public-school/media/documents/changes-to-the-enrolment-policy-for-parents.pdf>

Enrolment form

This form is also provided by individual schools.

<https://education.nsw.gov.au/content/dam/main-education/public-schools/going-to-a-public-school/media/documents/enrol-k12.pdf>

Online enrolment option – available for some schools

<https://education.nsw.gov.au/parents-and-carers/online-enrolment-for-nsw-public-schools>

Translated application to enrol

This document is translated into a number of languages; however the form is required to be filled in English. The forms are written in both the translated language and English.

<https://education.nsw.gov.au/public-schools/going-to-a-public-school/translated-documents/enrolment-application>

Private School Guide – North Coast and Northern Rivers

This guide provides basic information about individual private schools including contact information. Web sites need to be accessed individually.

<https://privateschoolsguide.com/nsw-north-coast-northern-rivers-private-schools>

Association of Independent Schools of NSW: Empowering Independent Education

<https://www.aisnsw.edu.au/>

Adult Migrant English Program

Ballina TAFE provides an Adult Migrant English Program. This is a free course of up to 510 hours of lessons delivered by distance education or a face-to-face tutor.

Contact information.

- Telephone: 1300 362 418
- Website: TAFE NSW
- Email: amepdl@tafensw.edu.au

Driver s licence

Current overseas licence

When arriving with a licence from another country, a refugee can use it for 3 months after which they must apply for a NSW licence.

If the licence is in English, it can be presented to the Service NSW. If in a different language, an official translation needs to be provided by the Multicultural NSW Translation Service. The following link provides information on how to access the service and the fees involved: <https://multicultural.nsw.gov.au/services/document-translation-services>.

For more information, see: <https://www.service.nsw.gov.au/transaction/transfer-overseas-driver-licence>

If unable to provide an overseas licence

A confirmation letter can be used instead of a licence. A letter confirming licence details and status form can be attained by either:

- the licence issuing authority (on their letterhead), or
- a relevant consulate or diplomatic office (based on information received from the overseas licence issuing authority)

For more information: <https://www.rms.nsw.gov.au/roads/licence/visiting-moving/move-overseas-licence/prepare-application.html#Overseaslicencedocumentrequirements>

New Licence

For information about the application process when seeking a new licence: <https://www.service.nsw.gov.au/guide/getting-nsw-driver-licence#converting-an-interstate-or-overseas-licence>

Driver education

Learning to drive can make a difference for refugees when settling especially when isolated in a new community. As Jennings-Edquist (n.d.) has highlighted, for young people in rural communities, transport can create difficulties that impact on their independence and empowerment. Also, the cost of driver education creates another barrier.

There are programs that have been created in various locations throughout Australia. The Refugee Council has information about attaining a driver's licence when on a humanitarian visa and training through TAFE. This is currently not offered in Ballina or Wollongbar.

The Drive Time Program

This link provides some information about the Drive Time Program for refugees. The information in their website might be useful for volunteers to understand some of the challenges facing refugees learning to drive.

<https://www.refugeecouncil.org.au/bright-ideas-drive-time-program/#:~:text=The%20DriveTime%20program%20helps%20people,obtain%20their%20NSW%20driving%20licences.>

STARRTS refugee settlement kit

The Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARRTS) has a link for a refugee settlement kit originally designed for children in the educational setting:-

<https://www.startts.org.au/resources/resources-for-sale/settling-in-kit/>

However, STARRTS notes that it could be useful for other refugee groups to help them settle in Australia. The cost is \$70.

Adult Education and Training

The following are some ideas for education and training that a new resident could engage in. However there are many other training organisations and courses that could be suitable to meet the needs/ goals of new residents. It is therefore important to be focused on the particular person and support them to find the right course. In

particular, to assess the appropriateness of individual courses taking into account matters such as accessibility, language barriers and fees.

RSA and Food Handling Courses — Online

RSA and food handling courses through online delivery are numerous with prices ranging from \$45 to \$136. These can be found easily through a search, but note that prices vary.

There are free food handling courses to help meet demand and are ideal for parents, students and volunteers. There is no accreditation.

<https://www.federationcouncil.nsw.gov.au/Environment-Waste/Public-Health/Free-Online-Food-Safety-Training-Now-Available>

Money

Money Smart (2018) has interviewed Deng Adut about the importance of money and helping others to understand how to use money. He speaks about cultural differences from bartering to learning about taxes, saving for bills and the purpose of money. It can be culturally difficult for a refugee from certain countries to understand the cycle of money. Deng Adut also highlights that capitalising is the general accepted Australian approach to money: <https://www.youtube.com/watch?v=vp4T5yDU778>

Moneysmart – Budget planner

Here are some easy and quick guides to budgeting including, tracking spending, and managing money on a low income: <https://moneysmart.gov.au/budgeting>

Money Smart is also presented in a few different languages:
<https://moneysmart.gov.au/budgeting/simple-money-manager>

Learn to swim

The following links are for Ballina. However, the Goonellabah Sports and Aquatic Centre also has swimming classes, and the contact is easy to find.

Ballina Memorial Baths: <https://sites.google.com/view/bmpw/swim-programs>

Ballina Swim School: <https://ballinaswimschool.com.au/>

The Ballina Lighthouse and Lismore Surf Club (<http://www.ballinasurfclub.com.au>) could be a resource for both beach and water safety.

Computer literacy

Computer literacy is identified as a challenge that may be addressed a number of ways. The following is an example of a free tutoring service:

Get active online tutoring held once a week on Mondays at Kentwell Community Centre in Ballina by voluntary tutors as one-on-one teaching.

More information: Craig Brown, Manager Community Facilities, Ph 1300 864 444, communityspaces.com.au

Other local providers of computer literacy courses include:-

- <https://www.mygeekmate.com.au/whats-on/free-digital-literacy-workshops/>
- <https://nrcg.org.au/become-a-digital-mentor-for-seniors/>
- https://www.training.nsw.gov.au/ace/tech_savvy_seniors.html
- <https://www.tafensw.edu.au/course/-/c/c/SG00007501/Statement-of-Attainment-in-Computer-Applications>

Living in Australia

The following is a link for podcasts by Red Cross for newly arrived young refugees by settled young refugees in Australia. These are presented in English, Farsi, Tamil, and Arabic. One podcast is called "Going to school: To give you a higher chance tomorrow". The young presenter is very encouraging about entering the school system in Australia.

<https://www.redcross.org.au/stories/podcasts/life-in-australia/life-in-australia-english/going-to-school-to-give-you-a-higher-chance-tomo>

BR4R Refugee Settlement Support Group

Accommodation

The issue of finding accommodation has been described as immensely difficult by the North Coast Community Housing (2021). The Refugee Council of Australia has suggestions about how to deal with this problem. There are also other issues such as understanding the rights and responsibilities, and the experiences of refugees when entering shared accommodation. These are provided in a couple of podcasts.

The BR4R refugee settlement support group could produce a template letter based on an agreed narrative about the group and ways they can promote themselves as a reference or as guarantors for refugees applying for rented accommodation.

Refugees should be advised about the importance of having a standard tenancy agreement. NSW Fair Trading provides one:

https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0019/910180/Standard-Residential-Tenancy-Agreement-2020.pdf

The Refugee Council of Australia

The Refugee Council of Australia Report 2020 (RCA) highlights the difficulty of finding affordable housing as the primary concern for people from refugee backgrounds. The report outlines three strategies to deal with the challenges faced in securing accommodation. These include:

1. Providing practical support for new arrivals
2. Acting as an intermediary
3. Drawing on community connections (2020, p. 3)

Practical support may be needed with language barriers such as understanding tenancy information including rights and responsibilities. Other barriers include lack of rental history in Australia and a low income, high cost of housing, and limited understanding of their rights and processes involved in rentals (RCA, 2020).

In the following are examples where sponsorship groups can act as an intermediary and provide some practical information.

Acting as an intermediary

One of the challenges for refugees is a lack of rental history and competing for limited affordable options (RCA, 2020). The sponsorship group could act as an intermediary by forming relationships with real estate agents and investors to support and promote refugees and asylum seekers as suitable tenants. The group could also be in a position to act as financial guarantors.

Currently real estate connections developed by BR4R members include:

- Lois Buckettt
- LJ Hooker
- Professionals

The RCA report highlights the importance of utilising connections in the community for investors and private means for accommodation (RCA, 2020). Also, Regnault (2019) discusses the New Zealand experience of housing as a crucial part of 'place'. Through community connections, Regnault's group secured two houses. One house was purchased by an investor and the other was provided without meeting the family nor with the expectation of a reference. These houses also met the criteria of being situated in a central location to the community and services.

Information on housing and renting for refugees

The following link by NSW Fair Trading has the tenant's guide to rights and responsibilities for new migrants, presented in videos and transcripts. These are also provided in a variety of different languages: <https://www.fairtrading.nsw.gov.au/help-centre/video-and-audio/renting-a-home>

Advice for young residents from young residents

Red Cross provides podcasts about living in Australia presented in English, Farsi, Tamil and Arabic. Two of these are about living with others and finding a house. These would particularly benefit young people who are living separately from their families. An example of the advice given is to take photos of pre-existing damage as a record to prevent unwarranted liability: <https://www.redcross.org.au/stories/podcasts/life-in-australia>

Refugee stories

Adut Akech is from South Sudan and settled in Australia. She is now an international model: <https://www.theguardian.com/fashion/2021/jan/03/supermodel-adut-akech-interview-i-was-just-this-shy-kid-naomi-campbell-vogue>

<https://www.smh.com.au/lifestyle/fashion/adut-akech-bior-whoever-doesn-t-see-it-as-racist-has-a-problem-20191125-p53dqe.html>

<https://www.smh.com.au/lifestyle/fashion/adut-akech-bior-whoever-doesn-t-see-it-as-racist-has-a-problem-20191125-p53dqe.html>

Foundation House. The first story is from Kamali, followed by links to more stories: <https://foundationhouse.org.au/specialised-programs/kamalis-story/>

Kaldor Centre Stories: <https://temporary.kaldorcentre.net/>

Mohsen Karam discusses culture shock and how it affected him when he first arrived from Indonesia: <https://www.macarthuradvertiser.com.au/story/244940/refugee-experiences-culture-shock/>

Thrive enterprise stories about small business entrepreneurs from a refugee background: <https://thriverefugeeenterprise.org.au/>

Deng Adut Podcast about his life. It s a long story: From child soldier to lawyer and refugee advocate. Retrieved from:

[https://www.sydneyoperahouse.com/backstage/backstage-articles/deng-thiak-adut.html?ecid=osc:Its A Long Story:na:na:na:na&fbclid=IwAR0YgYhe-fK2Vo6VaQL6wXVEnj-rMP4brwqLDlKdv9Qh3xwN03cnuxuySao](https://www.sydneyoperahouse.com/backstage/backstage-articles/deng-thiak-adut.html?ecid=osc:Its%20A%20Long%20Story:na:na:na:na&fbclid=IwAR0YgYhe-fK2Vo6VaQL6wXVEnj-rMP4brwqLDlKdv9Qh3xwN03cnuxuySao)

The following link has more information on Deng Adut s experience:

<https://www.youtube.com/watch?v=1xFbRa3pPS4>

Organisations - Refugee and Asylum Seekers

AHRC – Australian Human Rights Commission

<https://humanrights.gov.au/>

Asylum Seekers and Refugees: <https://humanrights.gov.au/our-work/asylum-seekers-and-refugees>

Amnesty International

<https://www.amnesty.org.au/>

Amnesty International's work includes campaigning, investigation and advocacy. In Australia this organisation focuses on ending detention and the provision of a safe place for those seeking asylum through campaigning for an increase in sponsorship programs and bringing refugees on Manus and Nauru to safety.

ASRC - Asylum Seeker Resource Centre

<https://asrc.org.au/>

ASRC – Breakthrough conversations.

A project to provide training for people to help change the minds and hearts of people regarding asylum seekers for schools and universities in Victoria.

<https://asrc.org.au/campaigns/breakthrough-conversations/>

Words that work: Making the best case for people seeking asylum. Volunteering opportunities are provided to people who have expressed an interest and can then apply when positions are available. These positions include:

- Volunteering as supporters and advocates
- ASRC Corporate volunteering
- Student placements
- Practical Legal Training

<https://asrc.org.au/wp-content/uploads/2016/05/ASRC-Words-that-Work-4pp.pdf>

National Directory of Asylum Seeker and refugee service providers:

<https://asrc.org.au/wp-content/uploads/2013/07/ASRC-Resource-Directory3.pdf>

Asylum Seekers Centre

<https://asylumseekerscentre.org.au/about-us/>

Services

- Accommodation, legal & financial
- Health
- Employment assistance
- Nutrition, education and social support

- News and events

Foundation House

A specialist refugee trauma agency supporting survivors of torture and other traumatic events: <https://foundationhouse.org.au/about-us/>

RACS – Refugee Advice and Casework Network

<https://www.racs.org.au/what-we-do>

Advocacy and legal service

Resources: <https://temporary.kaldorcentre.net/resources>

Red Cross

How Red Cross Helps - Working towards the vision of human dignity, peace, safety and wellbeing for all: <https://www.redcross.org.au/about/how-we-help>

Migration services and support: <https://www.redcross.org.au/about-us/how-we-help/migration-support>

To volunteer: <https://www.redcross.org.au/get-involved/connect/volunteer>

Refugee Council of Australia

https://action.refugeecouncil.org.au/donate?gclid=Cj0KCQiA3NX_BRDQARIsALA3fIKlvBtW3e5ANwaO3Ntx9knx61jOuseVPmsQ9gk5fXm1SP2QLENesoaAuoHEALw_wcB

This organisation is the umbrella body for refugees and people seeking asylum and those who support them. Five key areas include policy, support for refugees, support for its members, community education and administration.

Refugees in Australia: <https://www.refugeecouncil.org.au/refugees-in-australia/>

Media and Publications: <https://www.refugeecouncil.org.au/media-publications/>

Within publications there are many reports and statistics with a section for Australia.

Service directories for refugees and people seeking asylum:

<https://www.refugeecouncil.org.au/services/>

Refugee week

<https://www.refugeeweek.org.au/>

Provides information about Refugee Week including activities and ways to be involved.

Teacher resources provide definitions, activities lesson plans, refugee related books and documentaries, online stories, blogs, etc: <https://www.refugeeweek.org.au/wp-content/uploads/2019/06/TeachersResourceKit2019.pdf>

Roads to Refuge

<https://www.roads-to-refuge.com.au/index.html>

This website is comprehensively designed with resources and teaching ideas for refugees in Australia. There are many links to different resources including refugee experiences and the experiences of support people. This information is based on refugees in general and refugees in Australia, on arrival, education, health and community.

SSI – Settlement Services International

<https://www.ssi.org.au/>

SSI is a community organisation and social business. They support refugees, asylum seekers and migrants who are vulnerable to achieve their full potential. The aim is to support vulnerable people to achieve their full potential, build capacity and overcome inequality. The organisation seeks to influence ideas and policies through advocacy and empowerment of people and communities. The service covers working with refugee and asylum seekers who are on refugee and bridging visas, Jobactive employment services and settlement support. Some of these services include:

- Asylum seeker assistance
- Migration Service
- IgniteAbility Small Business Startups
- Ignite Small Business Start-ups
- Refugee Employment Support Program
- Refugee Support Services
- Settlement Support
- Diversity training
- The Stapes Bag – affordable whole foods and work experience for job seekers

STARTTS

<https://www.startts.org.au/>

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors. Information is extensive based on 30 years experience working with refugees. They offer different services, news, resources, events, training and research publications.

UNHCR

<https://www.unhcr.org/en-au/>

- Training information: <https://www.unhcr.org/en-au/search?query=training%20and%20resources>
- Teaching about refugees: <https://www.unhcr.org/en-au/teaching-about-refugees.html?query=training%20and%20resources>
- UNHCR teaching materials: <https://www.unhcr.org/en-au/teaching-about-refugees.html>

Migrant Resource Centres

<https://www.google.com/search?q=migrant+resource+centre&oq=Migrant+resource+centre&aqs=chrome.0.0j46i175i199j0j0i20i263j46i175i199j0l3.5091j0j7&sourceid=chrome&ie=UTF-8>

National Directory of Asylum Seeker and refugee service providers:

<https://asrc.org.au/wp-content/uploads/2013/07/ASRC-Resource-Directory3.pdf>

Reference List

- ABS (2017) 2016 *Census quickstats: Ballina*. Retrieved from https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA10250
- Allan, J. (2009). Doing critical social work. In J., Allan, L., Briskman & B. Pease (Eds.) *Critical social work* (pp. 70 - 87). Crows Nest NSW: Allen & Unwin
- Australian Human Rights Commission (AHRC) (2016) *The success of Australia's multiculturalism*. Retrieved from <https://humanrights.gov.au/about/news/speeches/success-australias-multiculturalism#:~:text=Surveys%20have%20shown%20that%20public,for%20the%20past%20three%20years.>
- BR4R (2021) *About Ballina region for refugees*. Retrieved from <https://br4r.org.au/about/>
- Centre for Policy Development. (CDP). (2019). *Seven steps to success: Enabling refugee entrepreneurs to flourish*. Retrieved from <https://cpd.org.au/2019/04/seven-steps-to-success-report/>
- Community Refugee Sponsorship Initiative (CRSI) *Community sponsorship explainer*. Retrieved from. <http://www.ausrefugeesponsorship.com.au/wp-content/uploads/2020/03/CRSI-Sponsorship-Explainer-print.pdf>
- Moneysmart (2018) *Deng Adut share insights into refugee and culturally and linguistically diverse experiences*. Retrieved from <https://www.youtube.com/watch?v=vp4T5yDU778>
- Mottram (2015) *From child soldier to refugee lawyer: Deng Thiak Adut's inspiring journey from Sudan to Sydney*. Retrieved from <https://www.abc.net.au/news/2015-09-10/from-child-soldier-to-refugee-lawyer-an-inspiring-journey/6764088>
- Refugee Council of Australia (2020) *How generous is Australia's refugee program compared to other countries?*. Retrieved from <https://www.refugeecouncil.org.au/2018-global-trends/>
- Refugee Council of Australia (2020) *The home stretch: Challenges and alternatives in sustainable housing for refugees and people seeking asylum*. Retrieved from <https://www.refugeecouncil.org.au/home-stretch-sustainable-housing/>
- Refugee Health Service and STARTTS (2004) *Working with refugees: A guide for Social workers*. Retrieved from <https://www.startts.org.au/media/Resource-Working-with-Refugees-Social-Worker-Guide.pdf>
- Regnault, N. (2019) *Welcoming the stranger*. USA: Philip Garside Publishing

Roads to Refuge (2020a) *Who is a refugee*. Retrieved from https://www.roads-to-refuge.com.au/whois/whois_government.html

Roads to Refuge (2020b) *Supporting refugees: Education*. Retrieved from <https://www.roads-to-refuge.com.au/refugees-australia/supporting-education.html>

UNHCR (2020) *Refugee data finder*. Retrieved from <https://www.unhcr.org/refugee-statistics/>

UNHCR (n.d.) *Social inclusion guide*. Retrieved from: <https://www.unhcr.org/en-au/events/campaigns/5fc126354/supporting-social-inclusion-refugees.html>