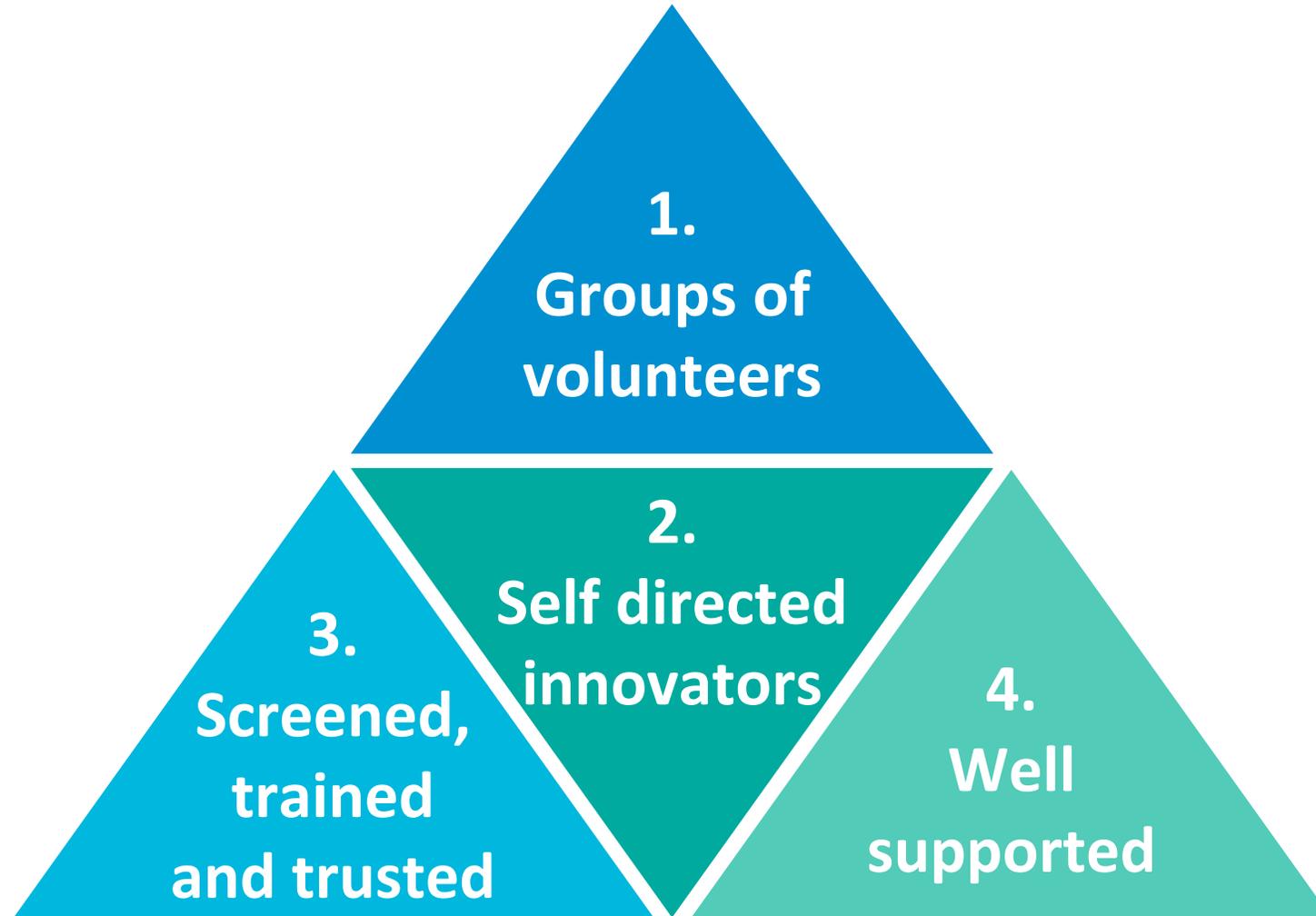


Overview

Group Mentorship Program #2

July 2021

Guiding Principles



Overview – GMP#2



In 2020, our initiative designed and coordinated a pilot 'Group Mentorship' program to test, demonstrate and develop elements of a future community sponsorship program for refugees in Australia.

Given the success of that program, and while we continue to await news from the federal government on the outcome of its review into private refugees sponsorship in Australia, CRSA intends to run the Group Mentorship Program for a second time in 2021 to:

- Further prepare Australian community groups and supporting community organisations to engage in refugee sponsorship
- Test additional elements, tools and processes to inform the design of a future sponsorship program
- Mobilise practical support for additional refugee families who are seeking to establish themselves in Australian communities



Program objectives – GMP#2



Building on the successful initial pilot program launched in 2020 CRSA will coordinate a second iteration of the Group Mentorship Program in 2021 featuring key improvements that refine and further enhance the model for a future community refugee sponsorship program in Australia, inspired by the successful Canadian program



Deliver settlement and social cohesion benefits to refugee households and local communities in metropolitan and regional areas



Further refine the group mentorship/sponsorship model and tools for future scale up in Australia (including partnering with other organisations in the development relevant tools)



Maintain and build mentoring/sponsoring capacity (including in areas not represented in GMP#1)



Introduce role of Supporting Community Organisations to enable future scale and build sector capacity



Enhance the effectiveness of other aligned national, state and local initiatives (eg in areas of employment, regional settlement, social cohesion, support for women)



Engage with indigenous stakeholders to secure local involvement and welcome

Program Targets



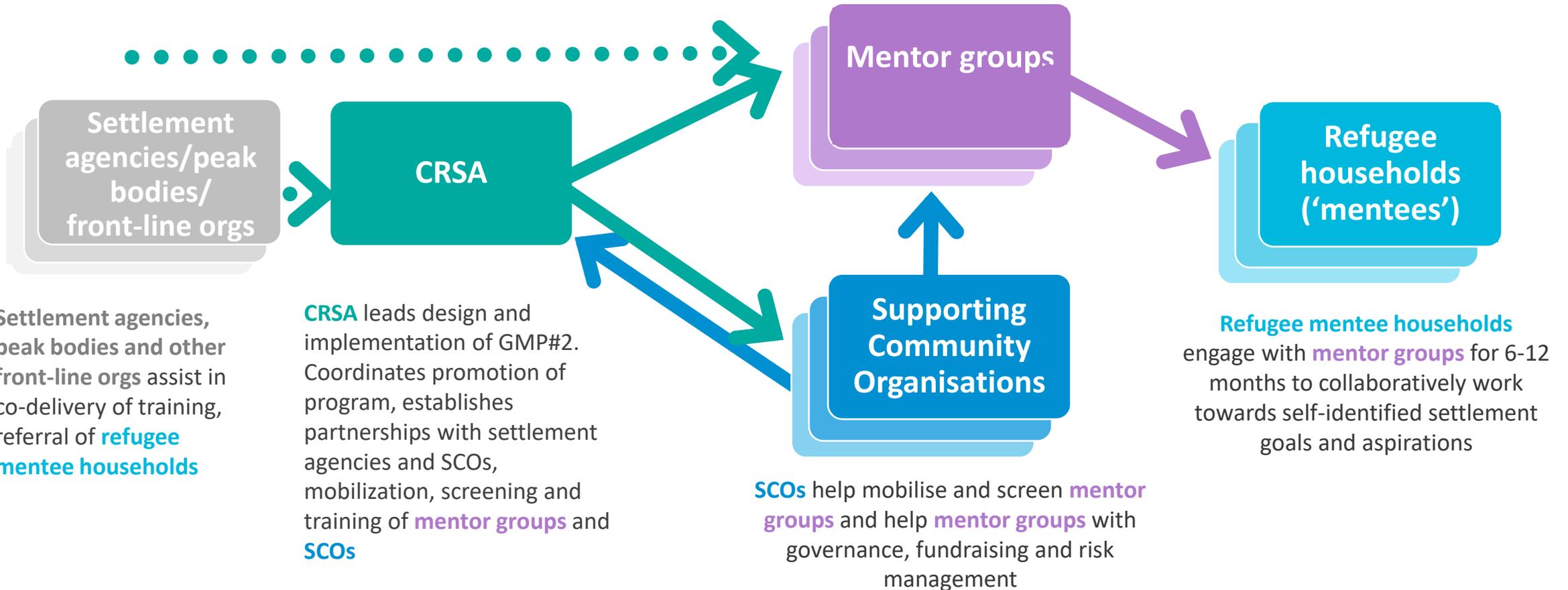
- At least **6 large community organisations** involved as partners in mobilising, screening and/or co-training mentor groups (to develop sector capacity)
- At least **30 mentor groups** in 7 states and territories mobilised, trained and supported to provide settlement support to refugee individuals/households using the group sponsorship/mentorship model in 2021 (with at least 30% of these groups being located in regional areas)
- At least **15 of these groups** paired with refugee households in early 2022 to provide at least 6 months of mentorship support ('activated groups')
- At least **70% of adult mentees reporting significant progress** against one or more self-identified settlement goals connected to the support provided by the mentor group (eg education, employment, housing, language, social connectedness etc)
- At least **80% of the activated mentor group members** reporting that their participation in the program has resulted in **new and enduring cross-cultural connections** being made in within their community

Stakeholders involved GMP#2

*With regular coordination group meetings



Mentor group provides 6-12 months practical and financial support to **refugee mentee households**



Settlement agencies, peak bodies and other front-line orgs assist in co-delivery of training, referral of **refugee mentee households**

CRSA leads design and implementation of GMP#2. Coordinates promotion of program, establishes partnerships with settlement agencies and SCOs, mobilization, screening and training of **mentor groups** and **SCOs**

SCOs help mobilise and screen **mentor groups** and help **mentor groups** with governance, fundraising and risk management

Refugee mentee households engage with **mentor groups** for 6-12 months to collaboratively work towards self-identified settlement goals and aspirations

Key Criteria & Responsibilities



Refugee households ('mentees')

- Holder of permanent or temporary refugee/humanitarian visa
- Two or more settlement goals that mentor group could assist with
- Priority access for those more recently arrived (2019, 2020, 2021)

Mentor groups

- 5 or more adults (citizens or PRs) (>10 years in Australia)
- Able to pass screening (police and WWC checks)
- Able to provide 6-12 months practical mentorship support
- Willing to raise \$1000-\$3000
- Willing to adopt basic standards of conduct developed by CRSA
- Access to group bank account and public liability insurance (independently or via an SCO)

Supporting Community Organisations

- Established entity with active membership base of volunteers
- Willing to mobilise individual members to form mentor groups or work with independently formed groups
- Able to assist mentor groups with screening, bank accounts and insurance
- Work with CRSA to set appropriate behavioural standards for groups (i.e code of conduct)
- Able to undertake some level of contact with groups for the duration of the program

Role of CRSA



CRSA remains a coordinating body for the Group Mentorship Program providing training, tools and resources, onboarding support and program evaluation.



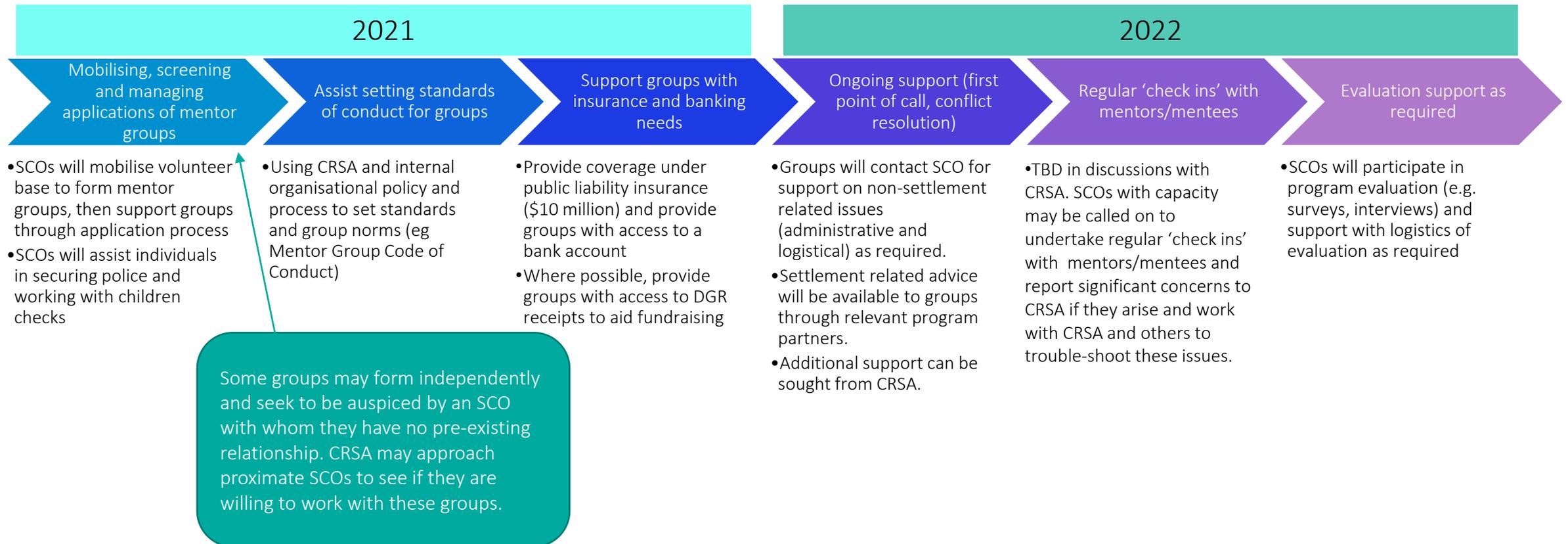
Still from CRSA: Group Mentorship Pilot Program. Watch [here](#).

| CRSA | In collaboration with Referring Agencies | In collaboration with Supporting Community Organisations (SCOs) |
|--|---|---|
| Coordinate program (incl. convening coordination group) | Oversee matching of groups with refugees in collaboration with referring agencies | Work with SCOs to mobilise, screen, train and onboard mentor groups |
| Develop operational tools (incl. basic training, mentor handbook, template support plan, Code of Conduct, community of practice, mentor group resources) | Train mentor groups (in collaboration with settlement agencies where possible) | In collaboration with SCOs, provide ongoing support to mentor groups (program queries, troubleshooting difficulties, advice on settlement issues) |
| Onboard mentor groups and mentees | | |
| Work with evaluation partner to evaluate & document program | | |
| Identify, screen, onboard and conduct check-ins with non-SCO supported groups | | |

Role of Supporting Community Organisations (SCOs)



SCOs will provide support to mobilise, organise and oversee mentor groups.



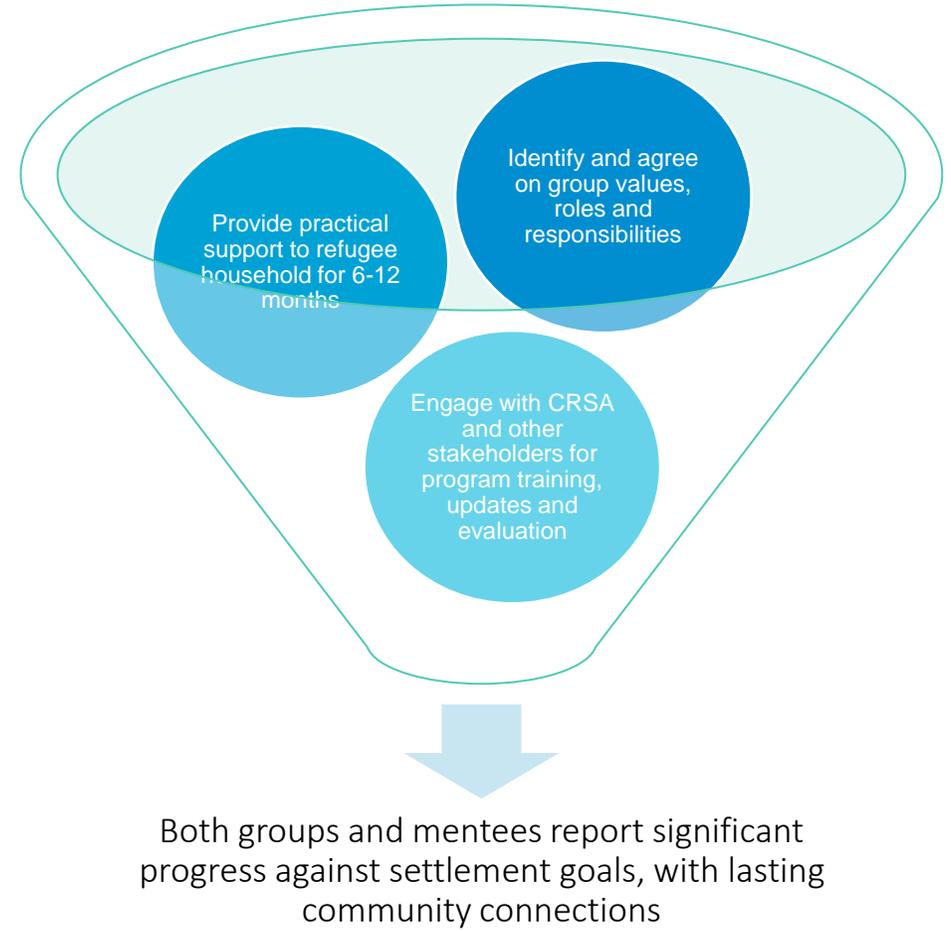
Role of Mentor Groups



Mentor Groups provide holistic and 'whole of family' settlement support to refugee households. Groups work with mentees to identify areas where support is needed, supplementing the support that is provided by any government-funded settlement services. Mentor groups leverage their own local knowledge, networks, expertise and experience to help refugees achieve their personal goals and successfully integrate into their new community.

The following outlines some of the things mentor groups provide support for:

- Finding suitable employment
- Securing suitable housing in a regional area with no migrant settlement services
- Enrolling and better participation in education
- Practicing English
- Learning to drive
- Understanding how to have overseas qualifications recognised
- Establishing a small business
- Accessing previously unknown local services
- Making new friends



Training Modules

1/ Basic Training (6-8 hours in total)*

Module 1 - Principles of Refugee Sponsorship/Mentorship and Refugee Experiences

- Overview of Australia's Humanitarian Program
- Values and guiding principles (GRSI) and GMP overview
- Refugee Experiences
- Key themes of settlement (NSOS)
- Role of mentor groups and other stakeholders
 - Settlement responsibilities and engaging with HSP providers
 - CRSA and other stakeholder responsibilities
- Mapping needs and strengths (including Mentorship Plan and other tools)

Module 2 - Managing expectations and considering culture & trauma

- Managing expectations and identifying assumptions
- Impacts of trauma
- Considering culture, personal values and their impact

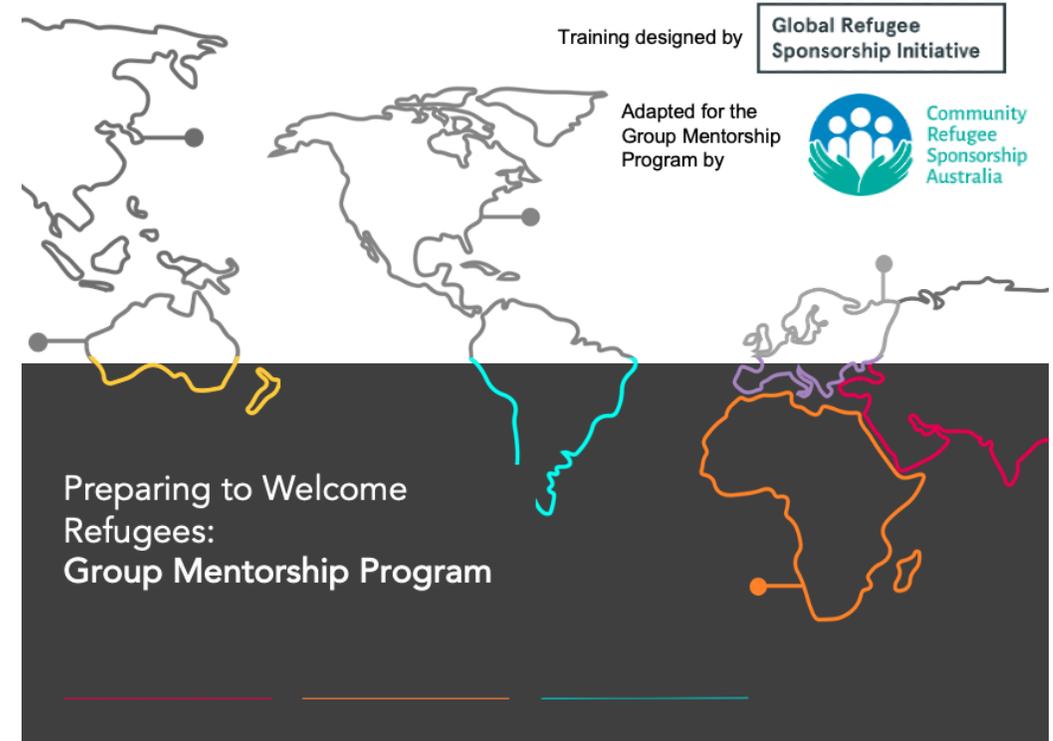
Module 3 - Group responsibilities and roles

- Effective group dynamics
- Strengths and skills of group
- Effective communication and use of technology

Module 4 - Considering power, agency, privacy and confidentiality

- Overview of power and agency
- Overview of privacy and confidentiality and how to provide this
- Privacy and confidentiality in the public domain
- Wrap up and next steps

**Training to be delivered either on-line or in person, depending on location of participants, COVID-19 restrictions and other considerations*



2/ Specialist training

(Depending on needs of household after matching process - Maximum 1.5 hours each)

- Employment module
- Housing module
- Complex health needs (including torture and trauma)
- Engaging and supporting refugee youth
- Domestic and Family Violence
- Identifying and Responding to Child Protection concerns
- Storytelling
- Vicarious trauma, compassion fatigue, and self-care

Next steps for Organisations



Timeline



1. Online Public Information Sessions
Individuals – 22 July, 2 and 26 August 2021
Community Organisations – 12 August 2021

2. Mentor Group Applications open – 31 July 2021

3. Mentor Group Training: September – December 2021 (please see website for details)

4. Decision point for mentor groups: Ask to be paired with refugee/family already in Australia OR wait to support someone coming from overseas in the future. Post-training; to December 2021

5. Matching of groups with refugees: CRSA will call on a range of organisations and mentor groups themselves to assist with this process. October – December 2021.