

Attending to the Needs of Refugee Youth: The Development of a National Comprehensive Youth Service



A Report by

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Section I

Abstract

This study was conducted to investigate into the settlement needs of refugee youth in Australia and to propose solutions for the inherent concerns surrounding this subject today. It was requested by The Centre for Refugee Research in early 2007 and was conducted by Elin Thorell.

An important issue raised from the study was that refugee youth in Australia are highly unrepresented in settlement services and that a better approach to this is needed. The main finding was thus that more refugee youth services are essential and that Australian services fail to have a coordinated approach between government, non-government organisations and community leaders. Research also found that parents and youth experience settlement differently and that youth as a result need assistance with not only homework, English language, social and sports activities but also counselling, cultural education and family and relationship advice.

Based on the findings, it was concluded that a national comprehensive refugee youth service be developed in order to combat the uncoordinated approach to service provision between government and organisational service providers today, whilst in the process also incorporating existing services and research. This means the establishment of a range of Refugee Youth Centres across Australia, specifically in areas where there are significant numbers of refugee youth. This attends to the inherent accessibility, information and networking issues presented in the findings.

The recommendations are that the services should be nationally available and comprehensive to all refugee youth. Furthermore, it should provide all necessary services including homework assistance, English language, sports and other social activities, family and relationship assistance, mentoring, cultural education, and a safe place in addition to practical and legal advice. The aim of providing these services is to increase social inclusion, education and professional success, to improve their relations with the family and a general sense of wellbeing.

Introduction

In February of 2007, The Centre for Refugee Research requested further research into refugee settlement services in Australia. The research concentrated on the events within Australian settlement system since the Centre's conference in 2005. The conference was a initiative by the Centre for Refugee Research and in coordination with organisations, service providers and refugee groups, it evaluated the settlement services in Australia. It found that there were several areas in need of improvement within education and training, health, legal issues and social settlement, such as the lack of comprehensive services for all refugees. The aim of the research was to provide a general update report of the findings through extensive literate, quantitative and qualitative research. This report would then present the Centre with core issues of what areas needed specific attention in future research.

In the initial stages of the research, the project took a fundamental turn and began focusing on refugee youth settlement services in Australia. This shift occurred because of an inherent lack of information on improvement of refugee youth services. Essentially, research found no youth specific recommendations for refugees which identified their needs. For example, recommendations were limited to the school environment and sports. This is something the researcher found intrinsically flawed as successful settlement includes health, social inclusion, and self-esteem in addition to education and physical activities. The aim was to present a report to confirm the proposal for a national comprehensive youth centre and create a sub-report to their future research. The report then took the role of initiating a new discussion into the specific needs of refugee youth in the settlement process.

This report first provides a short analysis of the Australian settlement system and then provides a literate review. The literate findings offer the basis for the method of research which extends to literate, quantitative and qualitative areas. The report then presents the findings followed by a confirmation of the initial aim of a youth centre including a description of the aim, approach and services provided. The report presents the use of the word 'centre' as representing the national youth service proposed. Finally,

the report presents a conclusion of what needs to be done now and how we can best ensure the improvement of refugee youth services.

The Australian Settlement System

It is often said that the Australian settlement system is the best in the world, second to none (RCOA 2006). Australia provides settlement services to all refugees¹ and humanitarian entrants under the guidelines of the UNHCR, but its effectiveness remains to be confirmed. No international literature has recognized this statement as accurate, making this a controversial claim. It forms a sense of a faultless system, comprehensive and accessible, resulting in fully functioning refugee settlers. However the truth is that, while there are some great services in the Australian settlement system, there are also many concerns that require national attention. Australia has many creative and successful settlement programs that address the needs of newly arrived refugees, some calling for national attention. Organisations like STARTTS, Centre for Multicultural Youth Issues (CMYI), Anglicare and Multicultural Resource Centre (MRC) all provide refugee youth with mentoring, activities, practical information and other essential services. Their services are often local and targeted to the specific needs for refugee youth with the aim of capacity building and enhancing life opportunities for these young people. There is thus much to celebrate about The Australian settlement system and a lot to be proud of.

However, on the other end of the spectrum lays a system with inadequate housing provision, lack of cultural understanding, incomprehensive service provision and little or no attention to refugee youth. Despite providing services through the IHSS and AMEP, the Australian government fails in many areas, especially when it comes to providing services for refugee youth. These and many more inconsistencies in the Australian settlement system mean that we cannot yet say that it is the best in the world, but maybe one day. However first, we must attend to current concerns.

¹ The term 'refugee' relates to all entrants under the humanitarian program including SHP and TPV entrants.

Section II

Procedure

The procedure for this research was based on an extensive initial literature review to provide the basis of concerns and benefits of the current refugee settlement system and the refugee youth debate. This then formed the starting point for the methodology and further research in order to arrive at a suitable solution.

Literature Review

Literate research was conducted within three main sectors, government material, organisation published material and theoretical material. These three sectors of literature provided the project with information from both federal and organisational viewpoints as well as a theoretical approach to youth and refugees. Together the literature paid attention to all participants in the discussion on which this proposal lays.

Review of Visa Classes, Entitlements and Existing Services

The initial government review highlighted the concerns within the Australian humanitarian program and the existing services that are available to refugees.

Refugees and humanitarian entrants were found to fall under three visa classes, Refugee Visa, Special Humanitarian Program and the Permanent and Temporary Protection Visas. All three classes come with different conditions and entitlements which aid and hinder the settlement process. Entrants under the Refugee Program enter into a government funded settlement program called the Integrated Humanitarian Settlement Strategy (IHSS). Here, refugees receive intensive initial settlement support, including referrals to English classes, housing, Centrelink and Torture and Trauma counselling. The review also found that entrants under the Special Humanitarian Program also receive services from the IHSS but require a Proposer to initiate the contact often resulting in little or no connection with settlement service providers. Similarly, entrants who received a Permanent or Temporary Protection Visa received no support from the

IHSS other than short term Torture and Trauma counselling and relied heavily on volunteer organisations and NGO's for settlement aid.

Under this tree of visa classes, conditions and entitlement lay three main groups of entrants: adults, children and youth, the last of which were found to have little or no extra entitlements. Further research into settlement services found that youth were entitled to receive a few specialised services to help them with the process.

Firstly, it was found that youth could access services through the IHSS services which are provided by the Department of Immigration and Citizenship (DIAC). Under these services, each refugee entrant is provided with initial intensive settlement support through a case management approach which involves individual assessment of client needs. The program aims to provide a tailored approach to refugee needs and ongoing monitoring of plans and outcomes. Consequently, these services aim to provide the full settlement services as needed by the individual client.

Similarly, The Department of Families, Community Services and Indigenous Affairs also provide a number of youth programs designed to aid young people in difficult situations; however only one of these programs are currently designed especially for refugee youths. The 'Newly Arrived Youth Support Service' (NAYSS) provides a combination of 'Job Placement Employment and Training' (JPET) and 'Reconnect' services to newly arrived youth between 12 and 21 years of age. These services aid youth in improving engagement with family, school, work and the community through culturally appropriate strategies.

In addition to this, many community organisations such as CMYI in Melbourne provide youth services under a variety of programs. The 'Reconnect Young Refugees' provides services to newly arrived refugee youths who experience difficulties in school, home or have other personal problems. They also receive practical help with filling in forms, enrolling and advocacy to additional services if requested.

Whilst it was found that several services exist, they all differ in entitlements, referral processes. No service was found to provide all refugee young people with

comprehensive services tailored to their needs. This discovery led to another literate review that aimed to find out future concerns and recommendations for youth services.

Reports and Discussion Pieces

The last few years have seen plenty of federal and organisational reports and editorials discussing the Australian settlement system, its current structure and future proposals. This essential part of research was reviewed and its conclusions present the inherent inconsistency in the settlement system.

In 2006, the Community Relations Commission (CRC) released the report entitled 'Investigation into African Humanitarian Settlement in NSW' where they identified that NSW needed to develop youth specific Sports and Recreation programs to aid in the settlement process. They also put forward that youth regularly encounter issues of social isolation, depression and culture shock.

Similarly, government papers have revealed that successful settlement for youth includes sports activities and improved assistance in school, including more ESL classes and help with homework. In the discussion paper 'Measures to Improve Settlement Outcomes for Humanitarian Entrants' DIAC addressed in addition to other improvements the need for a Complex Case Support Network and proposed that the new system include a youth specific part to aid in settlement issues specific for this group. However there is a lack of constructive planning and presentation of how this is to happen and its coordination with existing services.

Reports by organisations such as The Refugee Council of Australia (RCOA) also stress the importance of proper language support for young entrants. The report 'Current Issues and Future Directions (2007-08)' outlined Australia's priority issues wherein they included education and English language learning for young people. They stressed that young refugee youth often come from situations where schooling has been highly disrupted and that additional intensive English classes and support needs to be provided in Australian schools.

Whilst all this literature agree that English and school support is essential for refugee youth settlement and that sports activities can have a positive effect on their settlement process, they all leave youth settlement to these two components. Young persons arrive to this country often from refugee camps with experiences of torture, trauma, rape and violence and require assistance in processing these experiences. But Australia's largest refugee group fails to gain proper, tailored settlement services and are more than often ignored in the settlement debate. Refugee youth receive no more than a paragraph of attention and their need for assistance with social settlement is overlooked. While organisations such as STARTTS, MRC and CMYI provide invaluable social settlement support, the services are often limited by geography and referral processes and so forth; consequently, many young persons miss out and do not receive targeted settlement assistance. At the same time, existing services and research keep reinventing the wheel with findings and recommendations often resulting to nothing but treading water. This is especially true in organisations' update reports and recommendation pieces to the federal government.

Due to this inconsistency, it was decided to investigate into how Australia can provide better services for refugee youth (age 10-24) in order to assist them with their settlement process. The research was aimed to further investigate the possibility of developing a new sort of comprehensive service provision for youth that is local, free and accessible. A place where they can, at their own time and will access help with counselling services, legal advice, practical assistance, referral assistance and settlement services. The proposal sees a community based centre which provides significant services to youth during their first 5 years of settlement. Access to services also depends on information and knowledge and so it is essential that the youth is made aware of the centre upon arrival. A previous proposal for information sharing data network can mean access to new arrivals and thus present an opportunity to formally invite them to the centre. This can eliminate unawareness of services and instantly aids in forming a bond with the community.

Thus, the aim of this centre is for young people to receive services specific to their needs at their own time and receive a formal invitation to take part. The centre can play a central part in education, family and social development and remove them from engaging in drugs, violence and teen pregnancies.

Method

In order to arrive at a solution which suits the providers as well as the youth themselves, it was decided that other forms of research was needed in addition to additional literate research. The method for research was divided into, quantitative, qualitative and literature.

Firstly, in order to establish who the 'refugee' was, it was also of interest to look into qualitative research provided by DIAC. Specific information such as birth country, age group, English skills and education level were collected and tallied up to form a picture of the 'refugee'. The significance of the results were that the project new who would be better to target for qualitative research.

As the initial research noted a continuous 're-inventing of the wheel', there was a need to pay attention to and incorporate already existing refugee youth services around the country. Literature into additional existing youth services was sought out and reviewed as well as a re-evaluation of themes in current recommendations for refugee services. Youth services around the country were chosen and information extracted into the specifics of their settlement services. The results of this search also established the key informants for the qualitative research ahead.

After the literate and quantitative research was completed, complementing qualitative research was sought out. These consisted of a number of interviews with service providers and visits to forums relating to refugee settlement services. All participants were provided with a participation information statement (Appendix A) and consent form (Appendix B), to ensure ethical considerations were followed. The significance of these interactive research methodologies was to complement and highlight the important parts of youth settlement services in Australia, in order to provide better, more successful recommendations.

Findings

Literature

The literature research discovered that there is a gap in settlement services between community and government providers, often resulting in services failing to reach those who need them the most. Whilst there are several existing services for youth, they are mainly community based services and limited by geography, funding and referral processes. An example of this is services provided by MRC, which provides service to a limited area, and relies on a referral processes to receive clients. Local community services are often very successful, however many government service providers often offer services to refugee youth based on an individualistic cultural viewpoint. As most refugee youth come from a community culture, services are generally ineffective. This is made more difficult by the finding that service providers can have a lack of cultural understanding and knowledge of refugee youths' experiences, which further limits their ability to aid in the settlement process. This also extends to the school environment where staff has limited knowledge and capacity to deal with the additional needs of refugee youth often resulting in illiteracy and language difficulties continuing to adulthood.

Many providers and researchers are also 'reinventing the wheel' failing to network and learn from each other. This means that many possible solutions do not move forward but rather find itself in several locations. Similarly, many refugee interested bodies fail to present youth specific concerns and solutions in their issues reports. Consequently, while there are services for refugee youth they are constantly rebuilt and little attention is given to the important aspect of youth services, resulting in service providers 'treading water' and little progression.

Secondly, research found that the settlement needs of refugee youth are extensive, expanding to social, educational, professional and relationship matters. Many refugee youth have experienced torture and trauma such as bodily and mental torture, rape and unexplained disappearances. When arriving in Australia refugees can experience both physical and mental health problems and portray signs of anxiety, low self esteem,

depression, aggression, withdrawal and haunting memories. These problems often manifest into abuse of alcohol, drugs and involvement in criminal activities if left untreated. Refugee youth also require extra assistance with school due to language difficulties, illiteracy and limited previous education. Parents and other family members are limited in their ability to help youth with schooling due to language and educational differences. Most parents and elders have no education at all. Here, community based services are essential for youth to tackle the difficulties with Australian schooling, with homework help an essential part of this. As there is a lack for gender specific services, young men and women miss important assistance with relationships, sexual health and social activities. Social activities such as basketball and soccer are recommended in several literate reviews however many youth miss out due to high costs for membership, equipment and so on.

Furthermore, parents and youth experience the settlement process differently with many youth often engaging in the new culture faster and with more success. Youth often find themselves translating important information during visits to services and appointments. This creates a role reversal within the family, which in turn can lead to family conflict and limit their ability to engage in social activities. Furthermore, this leads to intergenerational conflict as parents and youth have difficulties connecting and understanding each other's experiences, leading to increased criminal activity in order to gain a sense of belonging.

Quantitative

The quantitative research found that while many organisations and government departments produce yearly reports on refugees and humanitarian entrants few of them present the statistics. Our research found that the refugee was often seen as an unspecified person, of any age and gender. Without knowledge of who the 'refugee' is, it is difficult to provide proper tailored services. This project did an extensive qualitative search, extracted from the DIAC's database. The numbers confirmed and established the findings in the literature.

Our research found that the largest group of refugees who enter Australia today are from Africa, followed by the Middle East and South West Asia (DIAC 2007). 31.7% of

refugees that have entered Australia since 2001 are born in Sudan. 14.7% of the entrants are born in Iraq and 9.5% in Afghanistan (Appendix C). Considering that over 50% of them are under the age of 20 (Appendix C) and that most of refugees also only have up to 6 years of education and limited English skills (Appendix D), the image of the 'refugee' becomes clearer. The statistics show that the average refugee currently residing in Australia is a Sudanese man less than 20 years of age with limited education and English skills.

Qualitative

The qualitative research involved one discussion forum, one policy awareness forum and interviews with key service providers. The key findings from this research confirmed and established the importance of refugee youth services.

Firstly, visits to forums made it clear that there is an extensive lack of cooperation and networking between service providers, especially between government and non-government providers. Local networking between organisations was found to work well, but a need for more national networking between government and community organisations was especially desired. This failure also results in services often being physically inaccessible, resulting in unawareness of these services.

For service providers, this lack of communication means that information and training does not get to the right person and street level providers are often left in the dark. Filtering down within departments is inefficient resulting in the main providers being unaware of existing services, directories and updates. Many providers also fail to recognise the specific needs of the African community and that good service provision requires tailored, culturally appropriate plans. On the other hand, many youth workers express the need for a better understanding of the cultural history of these people, and a greater consideration to their experiences.

Conversely, interviews with key service providers from different areas made it clear that a better understanding of the culture, history and experiences of refugee youth improves settlement success. Youth services need to provide culturally appropriate tailored plans for each young people with their needs as their number one priority.

While doing this, any new services require a coordinated approach between government and organisations and it is essential that the federal government is involved and supporting new services together with the existing². Furthermore, community representatives and the youth themselves must be incorporated and educated of the services in order for them to be successful. Youth are often limited in accessing services when parents and elders are not familiar with such services and benefits and are rather suspicious of them.

Finally, service providers noted that a few specific services are central for youth settlement. Essential services were identified as homework assistance, sports and other social activities, family and relationship assistance, mentoring, additional language classes and a safe place. The safe place is especially important as many youth experience inter-generational conflict and are forced to leave their home many nights of the week. A safe place would provide them with somewhere to go, and prevent them from engaging in alcohol, drugs and violence. More than anything, they stressed the importance of after hour services, as youth require physical space and productive activities after school hours.

Providers also highlighted that the youth require more information and education into the Australian way of life and how this intercepts with their own culture. Providers recommended that services must be delivered through group work but also remain flexible for one-on-one work in sensitive areas and need to pay attention to more education of the Australian culture and law.

Conclusions

In summary, the main conclusion that can be drawn from this is that refugee youth services are especially needed. This is because it was found that the largest group of refugees are youth, mostly young men less than 20 years of age³.

² This was especially noted in interviews where key providers noted that referral systems which are put in place does not work properly as government providers do not coordinate properly with community organizations and sometimes not even within the government provision.

³ Note Appendix A. 52% of settlers are between 0-19 years old. 28% of these are men. All Data Extracted from the Department of Immigration and Citizenship Database.
<http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database>

In addition, refugee services in Australia failed to have a coordinated approach and existing services do not provide direct access as referral systems present extreme difficulties in capturing those who need the services the most. Youth require services in most areas including emotional and physical support, social activities and educational and professional assistance.

In light of this, it is recommended that a national comprehensive refugee youth centre be developed. This would present essential solutions for the inherent accessibility, information and networking issues presented in the findings.

Section III

Recommendations

Proposal

In view of these conclusions, it is recommended that the service should be a nationally available youth centre and not restricted by geographical limitations. The centre can therefore provide youth throughout Australia with equal services, regardless of residence. It also should be a comprehensive service provider in that it should provide all necessary services to each refugee youth. This means that no youth is limited in services based on their visa conditions or any other eligibility criteria.

The development of this centre needs to be a coordinated and open approach between government departments and service providers with community and non-government organisations. It needs to draw upon existing research and experiences from service providers and pull this information together to formulate a new approach. It is important that all necessary contributors are included in the process and that youth and community elders are incorporated in the planning stages of the centre.

Aims

The aim for the centre is to improve the gap in settlement provision between the government and community organisations, and to increase networking and information sharing between the two. It aims to be a coordinative approach and draw on existing services currently available locally throughout the country.

Furthermore, the centre aims to provide all refugee youth with the same services regardless of their geographical location, visa conditions or other eligibility criteria. It aims to provide them with all services they need in their first five years of arrival, accessible at their own time and will, with a formal invitation to take part.

Ultimately, this proposal hopes to arrive at a goal of increasing social inclusion, education and professional success and create a general sense of wellbeing for the refugee youth in Australia. It also hopes to improve their relations with the family and further enable them to coordinate the two cultures in which they live. By providing these services in this manner, the centre seeks to improve the success of their new life in Australia.

Services

Services should be provided through a street-level refugee youth centre, in order to increase accessibility. The centre should be provided in local areas where refugee youth reside and provide a formal invitation to the youth to take part in all the centre has to offer. This can be done by granting access to a former proposed data sharing system, by direct invitations by mail or through a special introduction in the local community, something currently used in the Blacktown MRC.

Furthermore, the centre should provide services to all youth, and reduce membership costs to a minimum. This is important as many youth miss activities due to financial reasons, something recognised by Northern MRC (NMRC 2007) Reducing costs can be done through networking with companies, volunteering and other funding options.

It is also recommended that the centre provide culturally sensitive services with tailored plans for each client, offering them group and one-on-one alternatives. This is important as many providers stress the importance of cultural understanding for settlement success. In individual cultures like Australia, people can feel more comfortable with private consultations; however, group cultures can feel more comfortable receiving aid in group situations. For their benefit, it is also important to provide the youth with the options of both provisions.

The centre should provide services within the areas of homework assistance, English language, sports and other social activities, family and relationship assistance, mentoring, cultural education, and a safe place. The centre can also provide legal assistance and practical help with job applications, Centrelink forms and so on.

Homework assistance should be provided in conjunction with the local schools, and include regular meetings and updates on progress, service which is currently provided by an array of service providers. This service should be provided daily, after school and can be provided through volunteering teachers or other people with experience within the school environment. It is important that the youth receive tailored assistance to their specific needs. This can include extra assistance with improving literacy, writing or math and appropriate staff should be appointed for those areas. It is also essential to provide the youth with English language assistance as many may not have any or little English knowledge before entering school. This can be provided in coordination with schools and homework assistance.

It is recommended that sports and social activities be a major part of the centres service provision. This is an essential component of the social settlement of refugee youth and provides them with increased self-esteem, more friends and productive activities.

Popular activities such as basketball and soccer are core sports to provide but it is also essential to develop more services as required by the youth. Social activities should also include different dance and musical groups as well as gender specific activities in consultation with the youth. A great example of this is the dance group Culturebreak, introduced at the Canberra policy discussion forum 'Bringing Communities together in April 2007. This group illustrate the innovative skills of youth who are provided with the keys to start productive activities.

Health provision is also recommended to be included in the centres services. It is important to provide youth with culturally appropriate counselling services targeted and tailored to their specific needs. Group based counselling and private counselling should be offered to all youth and provided in consultation with the recipient. Group counselling can also include bringing in family and friends to talk through issues and can be a great alternative to individual counselling. Counsellors can be provided through volunteering or other funding options and need to be offered on a three day per week minimum. By offering the services more than once per week, success is greatly improved as more youth can access the services and update sessions are more readily available. It is also important to have formal referral processes to doctors who can aid the youth with medical services that the centre is unable to provide. These must be referrals to local doctors who work directly with the centre, who understand the difficulties for refugee youth, and who preferably provide consultation at the centre in order to build trust relations with the youth.

In addition, the centre should aid the youth in family and relationship assistance to improve their relationship with their family and understand the cultural differences between their new and old culture. This can be provided in coordination with counselling services or through a more active approach.

It is also recommended that the centre pay attention to providing the youth with a high level of cultural education. Youth should get education into the Australian culture and way of life, in order to improve their understanding and interaction with the community. This is a two-level approach where an increased understanding of the Australian culture can improve Australian's understanding of their culture. This can be provided through organised visits to cultural and historical locations, local daily services and multicultural days with an exchange of cultures through food, dance and other activities.

Finally, it is essential to provide the youth with a safe place which they can access after hours at times of difficulty. This service should be fully available between the hours of 7pm-midnight when many youth roam the streets, as they have nowhere else to go. A

service like this can be as easy as providing a room with lounges, entertainment like a television and videogames and food.

These services are essential in a refugee youth centre, but it is important to tailor services in consultation with the youth and their community elders. Only through this approach can we be sure to provide what is necessary for their wellbeing.

Conclusion: Dare to Launch

This report has highlighted the needs of refugee youth today and pays attention to the existing services and research of other organisations around the country. It has established that Australia needs to provide a new form of settlement services to refugee youth and that this needs to be done on a street-level basis in order to be fully accessible and comprehensive.

It has also been noted that many organisations do their best to file annual reports stating the needs of refugees but also that many of these are overlooked and that little is progressing in improving services. Service providers and researchers keep reinventing the wheel and as a result, little is done on the developmental level of this issue. As the subtitle indicates, it is time for us to dare to launch a better and more comprehensive service provision to the refugee youth residing in Australia today, and the many more to arrive on our shores in the future. Organisations and the government must coordinate and work together, to draw from their experiences and by interacting and exchanging information and knowledge, create a new, better refugee youth service. Take the next step in this debate, use this report as a starting point and dare to launch.

Appendix A

Participation Information Statement

Attending to the Needs of Refugee Youth: The Development of a National Comprehensive Community Youth Centre

Researcher: Elin Thorell
Telephone: (02) 9987 1326 or 0431 311 011
Email: etho0573@usyd.edu.au

What is the Study About?

The study seeks to examine Australian settlement services provision for Refugee and Humanitarian Entrant Youth. It also seeks to shed light on the specific needs of youth and the relationship between service accessibility, tailoring and settlement success. The study hopes to open a new discussion and development of better, more comprehensive youth services throughout Australia.

A rapport will present a proposal to develop a new sort of comprehensive service provision for youth which is local, free and accessible. The centre will provide counselling services, legal advice, practical assistance, and referral assistance and integration services. The proposal sees a community based centre which provides significant services to youth during their first 5 years of settlement. The aim of the centre is thus that young refugees can receive services specific to their needs at their own time and receive a formal invitation to take part.

Whom would we like to contribute to it?

We would like to talk to researchers and service providers aged 18+ who are currently providing services to refugees and humanitarian entrants and who have a interest and/or experiences of refugee youth settlement issues.

What is involved if I agree to participate?

If you agree to participate, you will be asked to agree to be interviewed on one occasion for about 1 hour. The interview will involve talking about your services or research, networking and your hopes and wishes for future refugee youth services. You will also be expected to talk about your personal experiences and opinions in regards to the existing services for refugee youth and give feedback to the research proposal. With your agreement, the interview will be transcribed and may be incorporated in the final rapport. The interview can take place in person or by phone to your preference.

Will the interview be confidential?

Every effort will be made to ensure that any personally identifying information you provide will be treated confidentially. Your details will be kept in a locked cabinet at the Centre for Refugee Research offices. Your name will not be used in the final report.

Am I able to refuse or withdraw at any time?

Participation in the research is voluntary and you can choose to stop the interview at any time without giving a reason. You can also refuse to answer specific questions.

People to Contact for information, concerns or complaints

If you have any questions about the study, you can contact the researcher, Elin Thorell on (02) 9987 1326 or 0431 311 011

If you have any concerns or complaints about the study please contact the Director of CRR, Dr. Eileen Pittaway on (02) 9385 1849

The research project has received ethical approval from the University Human Research Ethics Committee.

Where can I find the results of research?

Let the interviewer know if you would like a copy of the report and we will arrange for it to be sent to you. Thank you for taking the time to hear about this study.

Appendix B

Statement of Informed Consent

- I have read and understood the Participation Information Statement provided for this study.
 - The nature of the study has been explained to me.
 - I understand that the study involves an interview which will be transcribed.
 - I understand that all research data will be treated as confidential.
 - Any questions that I have asked have been answered to my satisfaction.
 - I agree that any research data gathered for the study may be published and that I may require for my identity to be protected.
 - I agree to participate in this research and understand that I may withdraw at any time without prejudice.
- Y/N I wish to have my identity protected in the final rapport

Name of Subject _____
Signature of Subject _____ Date _____

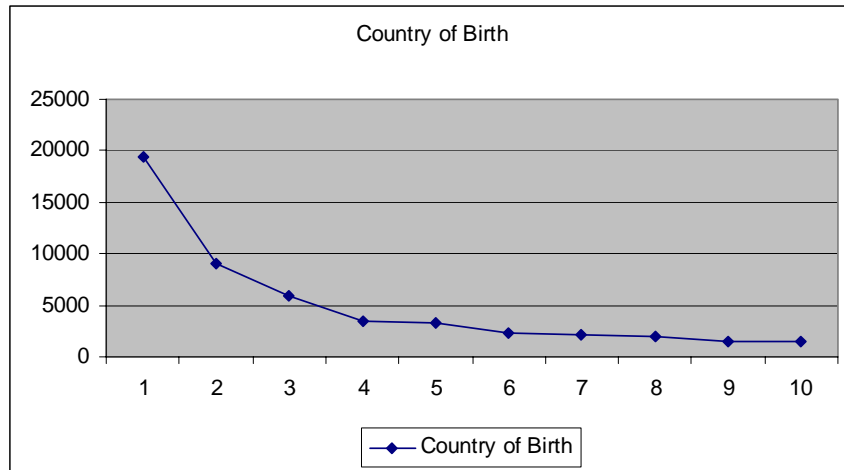
I have explained this project and the implications of participation in it to this volunteer and I believe that the consent is informed and that he/she understands the implications of participation.

Name of Researcher _____
Signature of Researcher _____ Date _____

Appendix C

Country of Birth

Settlers Arriving 01/01/2001 to 31/12/2006

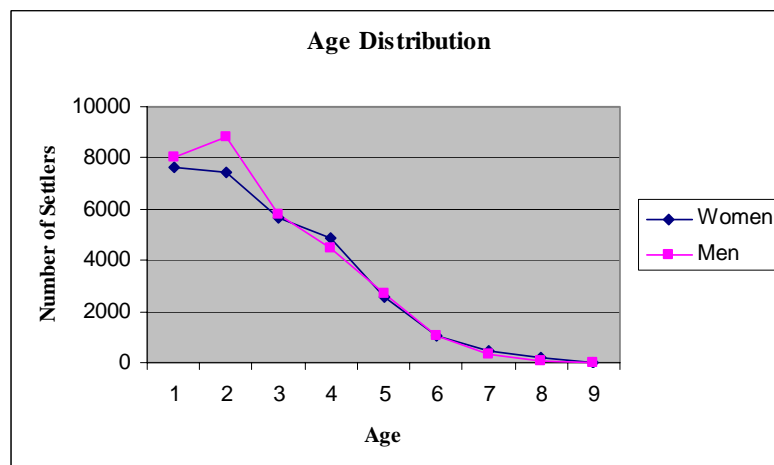


X-label	Country	X-label	Country
1	Sudan	6	Iran
2	Iraq	7	Sierra Leone
3	Afghanistan	8	Ethiopia
4	Fmr. Yugoslavia	9	Burma
5	Other Central & West Africa	10	Kenya

Sex and Age Distribution

Settlers Arriving 01/01/2001 to 31/12/2006

X-label	Age
1	0-9
2	10-19
3	20-29
4	30-39
5	40-49
6	50-59
7	60-69
8	70-79
9	80+

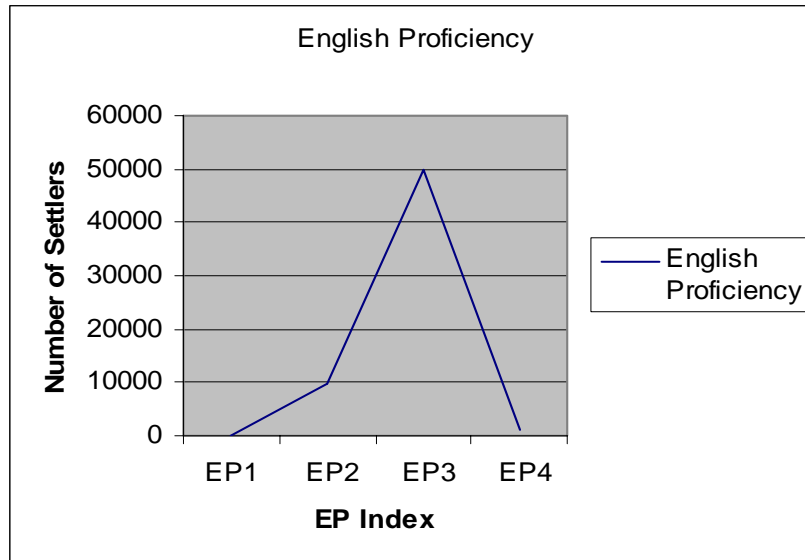


Appendix D

English Proficiency

Settlers Arriving 01/01/2001 to 31/12/2006

EP1	72
EP2	9,854
EP3	49,861
EP4	1,069
Unknown	22
Total	60,878

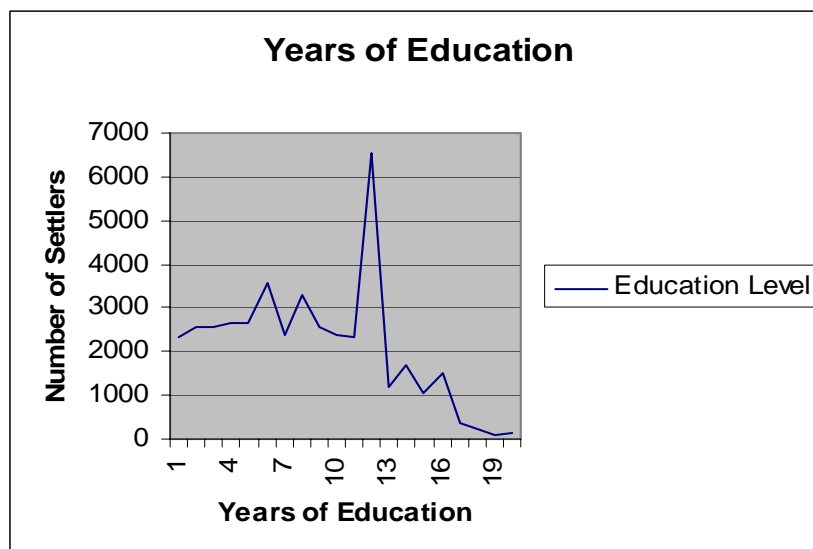


For description of EP Index please see <http://www.immi.gov.au/media/publications/statistics/ep-groups/ep.pdf>

Years of Education

Settlers Arriving 01/01/2001 to 31/12/2006

1-7	18,699
1-13	18,347
14-	5,128



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