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**Approved by Executive and Coordination Committee June 2002.**

## **Working with Refugees Strategy Brisbane City Council**

*The most important reason why I left Iraq is we need freedom, choices and safety. We came to Australia for freedom but we didn't find freedom for eleven months in the detention centre (jail). Like an animal in a zoo. Every day most officers said 'Australian people hate us' but that's not true. We have been in Brisbane nine months. We found freedom, safe places and choices. We found the people like us.*

(Young woman from Iraq)

*There are many things we can do locally to facilitate healing and recovery from trauma. We can create a climate of hospitality and welcome. The current media debate about refugees has created a climate of hostility and unwelcome. In its most extreme form this is evidenced by some of the worst aspects of the detention regime. But it also is evidenced in incidents of racism in schools, communities and services and almost daily in letters to the editor in newspapers. It is impossible to heal in a hostile environment.*

(Paula Peterson, Director of the Queensland Program of Assistance for Survivors of Torture and Trauma)

*Brisbane is a city of refuge...*

(Evaluation of Council's refugee program)

## 1. Introduction

The Working with Refugees Strategy is designed to define Brisbane City Council's role in refugee affairs and clarify ways that Council can link with other levels of government, the corporate sector and the community to ensure Brisbane is a city where cultural diversity is valued and celebrated, and refugees are able to participate fully in civic life. In particular, the strategy will enable Council to formally recognise and welcome Brisbane's refugee communities and help the people within them to live without experiences of social exclusion, racism, discrimination and other forms of disadvantage.

Some parts of Council have already implemented initiatives to assist refugees; for others, refugee support is still a relatively new area. It is therefore expected that this strategy will develop further and change over time.

The Working with Refugees Strategy is incorporated within the framework of the Council's Cultural Diversity Strategy which was endorsed by the Establishment and Co-ordination Committee in October 2000. Funded partly under the Local Area Multicultural Partnership Program by Multicultural Affairs Queensland, the Cultural Diversity Strategy aims to enhance the access, equity and participation of people from non-English speaking backgrounds in all areas of community life in Brisbane, including the social, cultural and economic spheres.

The Working with Refugees Strategy has also been developed in the context of other Council policy documents. It is closely linked with the vision for the city outlined in *Living in Brisbane 2010*, especially the section titled 'Inclusive city' although it is relevant to all other sections as well. The strategy is also intended to help Council develop 'an equitable and socially cohesive city' as articulated in the 1999–2003 Corporate Plan and to enhance Council's vision for Brisbane to become the most livable and progressive city in the Asia–Pacific region.

### Overview of this document

This strategy is organised in the following sections:

1. Principles of the strategy
2. Background information about refugees
3. The situation in Brisbane
4. Role of local government
5. Gaps and opportunities for Council
6. Key strategies, 2002–2006.

Further information is provided in:

- Attachment 1: Entitlements of refugees in Australia
- Attachment 2: Working with refugees—key achievements of Brisbane City Council.

## 2. Principles of this strategy

All levels of government have a shared responsibility for promoting the general welfare of refugees and providing the support they need to participate freely and fully in community life. The following principles reflect Brisbane City Council's commitment to this responsibility and to creating a supportive, inclusive environment where the contributions of all community members, including refugees, are recognised and valued:

- Many people with refugee backgrounds are resourceful, tenacious people with an ability to adapt to many different circumstances and a driving will to rebuild their lives. These qualities are assets to the community.
- Refugees have a range of skills and abilities that are valuable to business and industry sectors in the community—for example, language skills, and business contacts from around the world.
- Refugee communities have added cultural diversity to the community, which many residents enjoy through food, festivals, the arts, and an increasingly cosmopolitan atmosphere.
- Some refugees bring with them new and different ways of approaching life, and this adds innovative ways for people to solve problems and make the most of opportunities.
- The three levels of government, the business and industry sectors and the general community must work with refugee communities to ensure all refugees in Brisbane can rebuild their lives.
- Council's Working with Refugee's Strategy must take account of the international, national and state situation for refugees because people in the local community are directly affected by changing events in each of these spheres.
- Ensuring refugees have the chance to settle well and feel they are a part of the community will lead to a more socially cohesive and harmonious society.

## 3. Background information about refugees

### Who is a refugee?

Australia is a signatory to the 1951 United Nations Convention Relating to the Status of Refugees (The Refugee Convention) and its 1967 Protocol. The Convention defines a refugee as anyone who:

... owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his [or her] nationality and is unable or, owing to such fear, is unwilling to avail himself [or herself] of the protection of that country; or who, not having a nationality and being outside the country of his [or her] former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.

### Responsibilities towards refugees

The Refugee Convention and Protocol outline the responsibilities of signatories towards refugees, and the rights of refugees themselves.<sup>1</sup>

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<sup>1</sup> Australia is also a signatory to the following United Nations Conventions, Covenants and Declaration, all of which further outline our responsibilities:

- Convention on the Rights of the Child
- Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- Declaration on the Human Rights of Individuals Who are not Nationals of the Country in which They Live
- Convention on the Elimination of All Forms of Discrimination against Women.

For instance, articles 31(1) and 33(1) of the Refugee Convention state:

The Contracting States shall not impose penalties, on account of their illegal entry or presence, on refugees who ... enter or are present in their territory without authorisation, provided they present themselves without delay to the authorities and show good cause for their illegal entry or presence.

No Contracting States shall expel or return ('refouler') a refugee in any manner whatsoever to the frontiers of territories where his [or her] life or freedom would be threatened on account of his [or her] race, religion, nationality, membership of a particular social group or political opinion.

In terms of freedom and welfare, the Convention states that refugees be granted freedom of movement (article 26) and access to housing, public education, public relief and social security (articles 21–24).

Australia has also set out national responsibilities towards refugees through the *Migration Act 1958* and subsequent amendments to the Act. However, very few of the obligations in the Convention have been translated into domestic legislation. In fact, recent Acts passed as a result of a change in national policy in this area (for example, the *Migration Legislation Amendment Act 2001*) limit the level of responsibility Australia accepts for refugees.

The Department of Immigration and Multicultural and Indigenous Affairs administers Australia's Refugee and Humanitarian Program. This program encompasses a number of programs, each of which deals with different types of refugees.

### **Offshore and onshore refugees**

People seeking asylum in Australia arrive as either offshore or onshore refugees:

- The Offshore Program involves people who have been deemed to be refugees outside of Australia and arrive here under the Refugee Program or the Special Humanitarian Program.
- The Onshore Program involves:
  - people who have arrived lawfully with correct documentation and then apply for refugee status
  - people who arrive unlawfully without correct documentation and/or without passing through customary processing points—for example, 'boat people'.

### **Federal Government deterrence measures**

In recent years, the Federal Government has introduced various deterrence measures aimed at stopping the flow of refugees arriving on Australia's shores and seeking asylum. These measures include:

- mandatory, non-reviewable detention for asylum seekers arriving without lawful documentation
- gradual reduction of humanitarian settlement support for refugees.

Many groups including the United Nation's High Commission for Refugees are opposed to these measures. There is also continuing public debate about Australia's policy on refugees. At times, this debate has been inflamed by false allegations of unacceptable actions on the part of asylum seekers (for example, the 'children overboard' claims), which has resulted in increased levels of racial intolerance in the community.

The deterrence measures, together with increased racial intolerance, have made life very difficult for many refugees living in Brisbane.

## **Refugee hierarchy**

A hierarchy of refugees has begun to emerge, which reflects the Federal Government's deterrence measures, in particular the limiting of access to government-funded settlement support. This hierarchy is intended to dissuade people from arriving through unlawful channels and, ostensibly, to help 'protect Australia's borders'.

The hierarchy is based on the category of refugee visa issued. Refugees receive different levels of government-funded settlement support and have different rights in this country depending on the type of visa they are granted. The hierarchy (in the form of visa categories) is briefly outlined here to indicate the context for Council's strategy and its focus on decreasing the impact of the deterrence policies and mitigating some of the needs of those who are most disadvantaged. (Further information about refugees' entitlements is provided in Attachment A.)

### ***Permanent protection visas***

Refugees arriving through the Offshore Program are granted permanent protection visas (PPVs). Many have access to the full range of support provided through the Integrated Humanitarian Settlement Strategy administered by the Department of Immigration and Multicultural and Indigenous Affairs, although those arriving under the Special Humanitarian Program have access to this support on a needs basis only.

Support provided through this strategy includes:

- information and orientation on arrival
- accommodation support, including on-arrival accommodation and assistance with finding permanent housing
- household formation—for example a package of white goods and furniture to begin setting up a house
- early health assessment and intervention through the torture and trauma service
- community support for refugees—for example, longer-term counselling and support
- proposer support, which includes advice and assistance to people wanting to sponsor refugees to come to Australia
- service support in the form of training for volunteers and community groups sponsoring refugees.

### ***Temporary protection visas and bridging visas***

Refugees who arrive through the Onshore Program are issued with either temporary protection visas (TPVs) or bridging visas.

People with TPVs have limited assistance and no access to the Integrated Humanitarian Settlement Strategy apart from early health assessment and intervention. People with bridging visas have virtually no assistance, unless they have the ability, foresight and knowledge to put in a claim for asylum before they have been in Australia for 45 days. In this case, they get work rights and some funds through the Asylum Seekers Assistance Scheme, although the amount they receive is less than any Centrelink payment.

### 3. The situation in Brisbane

#### The international context

Australia's refugee program fulfils an international obligation and it is because of this obligation that Brisbane has refugee communities.<sup>2</sup>

Refugees living in Brisbane are here only because they were forced to leave their countries due to circumstances such as war, natural disasters, gross discrimination or systematic oppression. They are here because their own governments cannot provide protection or, indeed, perpetrate human rights abuses on their own citizens.

Australia accepts approximately 12 000 refugees each year.<sup>3</sup> In 2001 alone, 300 000 people sought asylum in Europe.

Although refugees may end up living in Brisbane, they will inevitably remain linked to what is happening on the global scene. For many years, they may find it very difficult to settle or heal; some may never be able to do so completely.

#### The national context

Refugees arriving unlawfully in Australia are subjected to mandatory non-reviewable detention until their claims for refugee status are decided.<sup>4</sup> Under the refugee hierarchy, they have very minimal access to services, and this makes it almost impossible for them to settle into the community.

Complicating these national issues are the 2001 bombing of the World Trade Centre and the resulting war in Afghanistan. As well as heightening security fears, these situations have influenced some people's perceptions of some racial groups and the members of some religions. Many refugees in Brisbane are Muslim and, of these, a large proportion are Afghans with TPVs. All Middle-Eastern refugee communities, and many other non-Muslim refugee communities, have been targeted for racist abuse since these events. Although the international and national contexts are on face value nothing directly to do with the Brisbane, they still have an impact on refugees living here.

For example:

- Young Afghan boys and Somali girls in Brisbane have been targeted for racist violence in schools after the bombing of the World Trade Centre.

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<sup>2</sup> Environmental disasters, armed conflicts and gross human rights abuses have resulted in many millions of refugees around the world. The figure ranges from 28 million to 42 million; 80 per cent of these are women and children; 22 million are people outside their country of origin and unable to return. These are the people that the international community, as signatories to the UN Refugee Convention and Protocol, has an official responsibility to assist. Australia, as a member of the international community, has an obligation to share this responsibility.

<sup>3</sup> In the early 1980s, Australia accepted 20 000 refugees each year through the Offshore Program alone. Australia now allocates 12 000 resettlement places for refugees. The Onshore and Offshore Programs are linked. The numbers can vary each year with the idea that unused places can be allocated the next year, therefore resulting in an average of 12 000 each year.

Between July 2000 and June 2001, Australia gave 13 733 people visas under its Refugee and Humanitarian Program. Of these visas, 5577 were allocated to people claiming refugee status within Australia. However, in the preceding two years, it did not fill the 12 000 quota (1998–99: 11360; 1999–2000: 9960), which means there have been less than 12 000 arriving each year.

<sup>4</sup> No other Western asylum country in the world does this. Further, the practice is out of step with the spirit of the Refugee Convention and other UN conventions such as the Convention on the Rights of the Child. Men, women and children are all summarily detained as part of the Federal Government's policy of deterring refugees from arriving unlawfully in the country.

- Refugees arriving from detention centres have compounded trauma. This is a problem that torture and trauma workers are under-resourced to deal with and that hinders the ability of refugees to settle into the Brisbane community.
- Refugee claimants in Brisbane may end up living rough on the streets, at risk of major mental health problems and without access to federally funded refugee support services.

Council has had to develop a framework for working with refugee communities which takes into account international and national events and policies.

## **4. Role of local government**

### **Why should local government be involved?**

Council believes that it is to the advantage of all Brisbane residents to ensure Brisbane plays a part in meeting Australia's international obligations for the reasons outlined in section 2 of this strategy.

Local government has many direct effects on refugee communities. For example, Brisbane City Council carries out the following activities:

- provides essential community services and community infrastructure
- enacts local laws and plans for the use of land
- employs a large number of people in the community
- facilitates and promotes local economic development
- encourages Brisbane residents to have a say in government affairs
- helps local communities express their identity
- advocates the needs of local communities to other spheres of government
- contributes to building not just the local community but also the national community.

### **Brisbane's increasing refugee community mix**

Each year approximately 2000 people from refugee backgrounds arrive in Brisbane. Currently, a total of about 30 000 refugees have settled here, including people from countries such as Afghanistan, Bosnia-Herzegovina, Burundi, East Timor, Egypt, Eritrea, Ethiopia, Iran, Iraq, Palestine, Peru, Sierra Leone, Somalia, Sudan, Syria and Uganda. This total includes stable populations from Continental Europe (for example, Italy, Greece, Germany and Poland) many of whom arrived as refugees after World War II and are now ageing.

Since the late 1970s, there has been a rapid increase in numbers from South and East Asia. Vietnamese refugees have continued to arrive since the Vietnam War. More recently, there has been a growing number of people from Former Yugoslavia, the Middle East and the Horn of Africa. Since January 2000, more than 1800 people from middle-Eastern countries with TPVs (notably Afghanistan, Iraq and Iran) have arrived in Brisbane from detention centres in Australia.

The greatest numbers of newly arrived refugees tend to congregate in the south-east area of the city (Stones Corner, Greenslopes, Annerley, Yeronga, Moorooka) but there are significant populations in other parts of Brisbane such as Stafford and Zillmere. More established communities tend to live in the outer south-west (Carole Park, Inala, Darra).

### **Key issues facing refugees in Brisbane**

Council and community research has identified barriers to the inclusion and active participation of refugee communities in Brisbane. They include:

- a community backlash against refugees and tension between refugee, migrant and mainstream communities resulting in racism and discrimination against refugees
- difficulty accessing information and services
- difficulty accessing employment and training opportunities
- lack of appropriate and affordable housing
- federal government prohibition of access to income support, health services, housing, employment assistance, and access to English-language classes for some groups (for example, people with TPVs, and refugee claimants)
- communication and language barriers
- difficulty recovering from torture and trauma (that is, physical and mental health problems)
- poverty and disadvantage
- lack of access to transport services
- lack of understanding of the role of local government and fear of authorities due to experience of oppressive and dangerous regimes.

### **Examples of Council's current initiatives**

Council already has several programs intended to improve the lives of refugees in Brisbane. It funds community groups to deliver a range of projects with communities and promotes customer service delivery and work practices that include refugees. (Attachment 2 lists some of Council's key achievements regarding refugees.)



## 5. Gaps and opportunities for Council

The following table identifies areas where there are gaps in Council's work with refugees, along with examples of initiatives that could provide opportunities for improvement. Although Council has begun to make changes, there is still some way to go before barriers are completely removed.

| GAPS   | OPPORTUNITIES  |
|--|--|
| Provision of accessible information  | <ul style="list-style-type: none"> <li>• Provide multilingual information sessions for refugee communities</li> <li>• Translate key information</li> <li>• Market Council access strategies within refugee communities</li> </ul>  |
| Service delivery and coordination  | <ul style="list-style-type: none"> <li>• Investigate viability of 'one-stop settlement shop' with joint government and business support</li> <li>• Provide coordination function for community sector</li> </ul>   |
| Awareness of refugee community issues                                      | <ul style="list-style-type: none"> <li>• Carry out research to identify refugee community needs and initiatives</li> <li>• Provide staff training on refugee community issues</li> <li>• Develop the <i>ourBrisbane</i> portal to include refugee issues, demographics, community and media contacts</li> </ul>  |
| Limited participation in decision making and planning processes            | <ul style="list-style-type: none"> <li>• Continue to support Refugee Working Group as a subgroup of the Community Relations Reference Group</li> <li>• Enhance consultation through the Your City Your Say initiative, and community cabinet</li> </ul>  |
| Acknowledgment and valuing of cultural diversity                           | <ul style="list-style-type: none"> <li>• Run a community awareness campaign about refugee issues in partnership with other levels of government, the community and the business sector</li> </ul>  |
| Partnerships with other levels of government to deal with refugee concerns | <ul style="list-style-type: none"> <li>• Establish partnerships with the State Government to advocate a change in Federal Government policies</li> <li>• Seek a place on the Federal Government's Migrant Settlement Committee</li> <li>• Find ways to include refugee support within State Government programs</li> </ul>   |
| Economic development   | <ul style="list-style-type: none"> <li>• Seek support from the Lord Mayor and CEO to engage the business sector to develop job opportunities</li> <li>• Work with the Department of State Development and the Department of Employment and Training to develop an employment project that focuses on refugees in the city</li> <li>• Investigate the possibility of working with local councillors and the Life in the Suburbs program to develop local job networks</li> <li>• Investigate establishing a multilingual translation and interpreting service in partnership with the Department of Immigration and Multicultural and Indigenous Affairs, and Centrelink</li> </ul> |

## 6. Key strategies, 2002–2006

The following tables give details of strategies that Council has planned for 2002–2006 to support refugees in the Brisbane community. Intended outcomes are identified for each set of strategies.

| Objective  | Strategy   | Partners   | Time frame   |
|--|--|--|--------------|
| <b>1. LEADERSHIP AND ADVOCACY</b><br><br><b>Council plays a leadership role in promoting Brisbane as a city that welcomes and includes refugees.</b> | 1. Council advocates to change unjust policies of exclusion.                                   | Three levels of government; community; business; | Years 1 to 4 |
|  | 2. Council advocates for ongoing, sustainable support for refugees in Brisbane.                | Three levels of government; business             | Years 1 to 4 |
|  | 3. Council supports a range of cultural activities to increase community support for refugees. | Council; arts organisations; community           | Ongoing      |

### Outcomes:

- Public support for refugees
- A welcoming atmosphere for refugee residents
- Decline in incidents of racism and discrimination
- Brisbane's refugee population seen as a social and economic advantage to the city
- Change in oppressive federal policies

| Objective   | Strategy  | Partners                                    | Time frame    |
|---|---|---|---------------|
| <b>2. INCLUSIVE SERVICE DELIVERY</b><br><br><b>Council establishes a range of strategies to ensure its services are accessible to all Brisbane residents, including refugees.</b> | 1. Council continues to develop access and equity strategies, e.g. translated material and access to consultation mechanisms. | Council divisions; communities              | Years 1 to 4  |
|   | 2. Council assists mainstream sporting groups to include refugees.  | Council; State Government; sporting groups; | Years 1 and 2 |
|   | 3. Council provides subsidised transport to newly arrived people.   |   | Year 1        |

### Outcomes:

- Increased staff awareness of refugee residents' needs and issues
- Translated information for Brisbane residents
- Promotion of Council's inclusive strategies to refugee communities
- More effective communication and use of Translating and Interpreting Service (TIS)
- Recognition by refugee staff of the skills of bilingual and bicultural staff
- Improved access for refugee communities to Council information
- Fair treatment of bilingual applicants
- Increased literacy and language skills of refugee staff

| Objective   | Strategy   | Partners  | Time frame       |
|---|--|---|------------------|
| <b>3. COMMUNITY PARTNERSHIPS AND COORDINATION</b><br><br><b>Council works collaboratively to improve the community relations environment of the city by effective settlement of refugees.</b> | 1. Council establishes a settlement and business centre where people can access a range of services.                       | Community; three levels of government; business; TAFE | Years 1, 2 and 3 |
|   | 2. Community provides support for refugees, e.g. grants and coordination.  | Community; three levels of government                 | Year 1, ongoing  |
|   | 3. Council advocates affordable housing options for unaccompanied humanitarian minors as a 'welcome to Brisbane' strategy. | Community; Council; State Government                  | Year 1, ongoing  |

**Outcomes:**

- More welcoming approach to refugees in the Brisbane community
- An environment that allows refugees settle more quickly into the city and begin to contribute to city life
- Housing available for young refugees arriving alone in the city
- Affordable public transport available to refugees so they have access to the city

| Objective  | Strategy   | Partners   | Time frame    |
|--|--|--|---------------|
| <b>4. PRODUCTIVE DIVERSITY</b><br><br><b>Council seeks to maximise economic benefits of the city's refugee population.</b> | 1. Council develops employment strategy for refugees     | Department of Employment and Training, Centrelink, Department of Immigration and Multicultural and Indigenous Affairs; Council (including councillors, Lord Mayor and CEO) | Year 1        |
|  | 2. Council develops translation and interpreter business | Department of Immigration and Multicultural and Indigenous Affairs; Centrelink; SBS; smaller local providers; Council  | Years 1 and 2 |

**Outcomes:**

- Establishment of sustainable businesses employing refugees
- Transitional work opportunities in Council leading to employment opportunities in Brisbane
- Access to efficient translating and interpreter services

## Attachment 1: Entitlements of refugees in Australia

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Refugees with permanent protection visas (PPVs) are entitled to a suite of specialist settlement support from Commonwealth-funded service providers and are eligible for all the benefits and entitlements that accrue to permanent residents. Other visa holders have limited, if any, entitlements or assistance.

NOTE: To be granted any available entitlements or assistance, bridging visa holders (refugee claimants/asylum seekers) must put in a claim for asylum before they have been in Australia for 45 days. If they do this, they are eligible for limited funds through the Asylum Seekers Assistance Scheme in addition to the entitlements listed here.

|  | <b>Refugees with PPVs arriving under the Refugee Program</b>  | <b>Refugees with PPVs arriving under the Special Humanitarian Program</b>                   | <b>Refugees with TPVs</b> | <b>Refugees with bridging visas (refugee claimants/asylum seekers) pre-45 days</b> | <b>Refugees with bridging visas (refugee claimants/asylum seekers) post-45days</b> |
|--|---|---|---------------------------|--|--|
| <b>Access to Integrated Humanitarian Settlement Strategy</b> | Access to all elements of the strategy (except proposer support as they are not proposed) including initial information and orientation, accommodation support, household formation, early health assessment and intervention, community support, service support | Access only to proposer support, household formation, community support and service support | Not eligible              | Not eligible   | Not eligible   |

|                           |  |  |  |  |                                     |
|---------------------------|--|--|--|--|-------------------------------------|
| <b>Employment support</b> | Access to all employment assistance programs | Access to all employment assistance programs | Not eligible except for most basic services (e.g. touch-screen job matching) | Not eligible except for most basic services (e.g. touch-screen job matching) | Not eligible (not eligible to work) |
| <b>Work rights</b>        | Right to work                                | Right to work                                | Right to work  | Right to work  | No right to work                    |
| <b>Family reunion</b>     | Eligible to apply to sponsor family members  | Eligible to apply to sponsor family members  | Not eligible   | Not eligible   | Not eligible                        |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| <b>Income support</b>                     | Eligible to apply for full range of social security benefits   | Eligible to apply for full range of social security benefits   | Eligible for restricted entitlements — Special Benefit (paid at Newstart rates but subject to a more stringent income test), Rent Assistance, Maternity and Family Allowance, Family Tax Payment | Not eligible   | Not eligible   |
| <b>Health assessment and intervention</b> | Eligible   | Eligible   | Eligible   | Not eligible   | Not eligible   |
| <b>Medicare</b>                           | Eligible   | Eligible   | Eligible   | Eligible   | Not eligible   |
| <b>Residency</b>                          | Granted permanent residency on determination of refugee status   | Granted permanent residency on determination of refugee status   | Granted TPV; may apply for permanent residency after 30 months   | Granted bridging visa, while application for PPV is being assessed | Granted bridging visa, while application for PPV is being assessed |
| <b>Settlement services</b>                | Eligible for assistance with orientation, accommodation, household formation etc.<br><br>Eligible for assistance from Migrant Resource Centres | Eligible for assistance with orientation, accommodation, household formation etc.<br><br>Eligible for assistance from Migrant Resource Centres | Not eligible<br><br>Not eligible   | Not eligible<br><br>Not eligible                                   | Not eligible<br><br>Not eligible                                   |
| <b>Tertiary education</b>                 | Eligible for HECS  | Eligible for HECS  | Must pay full up-front fees  | Not eligible   | Not eligible   |
| <b>Torture and</b>                        | Eligible   | Eligible   | Eligible   | Not eligible   | Not eligible   |

|                           |                                    |                                    |                    |                    |                    |
|---------------------------|------------------------------------|------------------------------------|--------------------|--------------------|--------------------|
| <b>trauma counselling</b> |                                    |                                    |                    |                    |                    |
| <b>Travel</b>             | May return if they travel overseas | May return if they travel overseas | No right to return | No right to return | No right to return |

## Attachment 2: Working with refugees—key achievements of Brisbane City Council

The following is a summary of some of the key achievements of Council's work with refugees work so far. These are listed under the four objectives of the Working with Refugees Strategy.

**1. LEADERSHIP AND ADVOCACY: Council plays a leadership role in promoting Brisbane as an inclusive city that values and embraces cultural diversity.**

- 1.1 Consolidation of the Refugee Working Group, chaired by Councillor Kerry Rea
- 1.2 Lord Mayor launch of Refugee Week at City Hall
- 1.3 Launch of the *Getting to Know Brisbane* map
- 1.4 Stand With Us young people's choir project
- 1.5 Delivery of community awareness strategy to increase understanding of refugee affairs within Brisbane
- 1.6 Council funding for the Queensland Program of Assistance for Survivors of Torture and Trauma to develop the Young Refugee Advocacy Network.

**2. INCLUSIVE SERVICE DELIVERY: Council establishes a range of strategies to ensure its services are accessible to *all* Brisbane residents, including refugees.**



- 2.1 Chillout events for refugee young people
- 2.2 Series of lunchtime forums for Council staff—for example, Vietnamese information session, Islamic women’s information session
- 2.3 *Getting to Know Brisbane* Council and Community Information project
- 2.4 Council funding for the Australian Red Cross to develop the African Homework Club in Council libraries

**3. COMMUNITY PARTNERSHIPS AND COORDINATION: Council works collaboratively to improve the community relations environment of the city by effective settlement of the refugees.**

- 3.1 Delivery of a series of refugee community partnership projects through Community Development Assistance Grants, Cultural Community Funding Grants and Community Development Initiatives over the past three years
- 3.2 Award-winning project providing support for refugee parents at Greenslopes State Primary School
- 3.3 Delivery of Refugees Online project with Anglicare Refugee and Migrant Services and Refugee Claimants Support Centre
- 3.4 Scattered People project with Lifeline and Refugee Claimants Support Centre

**4. PRODUCTIVE DIVERSITY: Council seeks to maximise economic benefits of the city's refugee population.**

- 4.1 Funds for Employment Skills Audit project at the Anglicare Refugee and Migrant Services Language and Literacy Centre
- 4.2 Delivery of two Community Jobs Plan projects for refugees
- 4.3 Employment of people with refugee backgrounds as cultural consultants on all Council refugee-specific projects