

Submission to Department of Immigration and Border Protection **Inquiry into Migrant Settlement Outcomes, January 30th 2017**

INTRODUCTION AND BACKGROUND

We welcome the opportunity to provide this submission to the inquiry.

This submission draws on the key outcomes of a University of New South Wales ARC Linkage funded Project:

‘The meanings of rights across cultures: an exploration of the interpretation of the human rights framework in refugee settlement’.

The recommendations are based on the research data, and were formulated by the research team. The views contained do not necessarily represent the views of the organisations involved.

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INTRODUCTION

These findings and recommendations are the result of a three-year Australian Research Council (ARC) funded action research project¹ undertaken with refugee communities, government and non-government agencies including partner agencies Adult Migrant English Service Australia (AMES Australia), Townsville Multicultural Support Group (TMSG), NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) and The Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), to explore the issue that many refugees see some human rights, in

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particular those relating to women and children's rights as detrimental to their successful settlement in Australia. The partners experience working with refugee families, young people and women impacted upon by misunderstandings and misinterpretations of rights, has reinforced the need for a stronger conceptual framework on rights in settlement which can be used to inform service provision policy and practice. The study built on previous research undertaken by the Centre for Refugee Research with refugee communities in Melbourne, Sydney and Brisbane.

Most people in the developed world have a tendency to regard the concept of human rights as a global good, and almost unquestioningly assume that rights are both understood and enjoyed by people who live in developed countries. The resettlement of refugees from situations of danger and persecution to Australia brings an assumption that the rights of refugees previously denied to them will be restored. It also assumes that as permanent residents of Australia they will be able to access and enjoy similar rights to those of citizens. The majority of settlement services provided to assist the integration of people from a refugee background are predicated on a human rights framework. However, as detailed below, this research has identified that the issue of rights in settlement is far more complex, leading to confusion and misunderstandings, often impacting negatively on the settlement process. Refugees on the whole are very appreciative of many of the rights in Australia, such as the right to health services, peace, freedom of movement education and religion. Many people who arrive in Australia as refugees settle well with very little assistance. However, they are also frustrated that they are unable to obtain some of the rights which most Australians take for granted, such as decent housing, and the means to work to earn income sufficient to maintain their families in dignity and with a feeling of self-worth. They are also denied the right to live without discrimination, most often experienced by refugees as both overt and covert forms of racism.

However, the rights which cause most concern and conflict in refugee communities are those seen to favour women and children, which are often seen as contrary to both the culture of the refugee communities and undermining to the position of males in refugee societies. The project has addressed the uncomfortable truth that while some refugees might dislike these rights, they are in fact enshrined in Australian law, and people who accept permanent residency and citizenship in this country are obliged to abide by this. The challenge has been how to understand and address this while at the same time respecting the cultural background of refugees, and their experiences of displacement, grief and suffering prior to their arrival in Australia.

Much of the discourse and literature surrounding rights is predicated on an assumed understanding of the meaning of rights and their relevance to life in Australia for settling refugees. The project examines the assumption of homogeneity both across and within refugee communities, inherent in the way the system has been developed and applied in Australia. This assumption is reflected in policy, by service providers, and within communities, where leaders and community workers are often from a different class and

educational background to the majority of the refugees in their own communities. It ignores the fact that refugees who have lived in camps and urban settings for up to 40 years with little or no access to education, or access/knowledge of functional legal systems, will have a totally different understanding than those who have come from educated urban backgrounds and understand the nature and role of law in society.

There is also confusion in both social and academic discourse about the meaning of personal responsibility in regard to the universality of individual human rights. Through an analysis of the meaning of rights across cultures, the project explored how misinterpretations and misunderstandings of rights by refugee communities can at times increase and compound the level of risk experienced by some during settlement. It also examined how the term “A Human Rights Framework” is used in settlement service provision and how its application and subsequent conceptualisation by workers and refugee communities impacts on their overall settlement outcomes.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

The findings both confirm the hypotheses being tested in the project, but also expand our knowledge of these and provide new insights. They have provided a strong evidence base for recommendations for future policy and practice. It became clear during discussions with all key players, including the service recipients, that unless the major structural problems identified in the project are addressed, many people who arrived as refugees will struggle to achieve access to human rights, or to accept women’s and children’s rights as part of their changing cultural practice. Furthermore, the provision of information which is not understood or assimilated into a persons worldview and then reinforced by good service provision and acceptance into the host society, will not change either knowledge, attitudes or behavior. The recommendations have been built on suggestions made by refugees and service providers as part of the empirical research, the comprehensive analysis of all findings, analysis of the examples of good practice provided by partners and on the literature review.

Trauma and rights, re-traumatisation and new traumas

The research suggests that the cumulative impact of the misconceptions, misinformation and lack of access to rights, is directly linked to trauma experienced by refugees in the settlement process. This is a complex issue, different for each individual and cohort of refugees. It can be examined in a number of different ways. In some cases, the experience exacerbates existing trauma. In others, it can ignite PTSD trauma for people who had so far managed to keep this under control. In other cases it creates entirely new levels of trauma. For many it is a combination of all three.

There is considerable discussion about the trauma experienced by men who have suffered loss of status and masculinity as refugees, in particular the loss of their role as head of household. This trauma is reinforced when they find that they are unable to regain these roles upon settlement. Less is said about the traumas experienced by women who have also often survived severe trauma, rape and sexual violence, as well as their lower status in the social order of their communities. They too hope for a secure and happy family life in Australia, but as they reach out to access rights beyond their

wildest dreams, and enjoy the opportunity to reach their full potential, they find that the additional and severe trauma of domestic violence and community disapproval is added to their lives. Similarly, we acknowledge the trauma experienced by many refugee children pre-arrival to Australia. Often, in settlement, their sometimes misguided attempts to reach out and enjoy the rights which they see Australian children enjoying are cruelly punished, both physically and mentally, and this can also trigger additional trauma. These layers of trauma are complex because they involve previous horror, the loss of the promise of a new life in Australia, which is at their fingertips, and the horror of family and domestic violence, and family breakdown.

Previous research has highlighted the need for Trauma Informed Care (TIC) to address the resolution of trauma, and many of the principles of TIC are pertinent not only to the provision of counseling and therapy, but also for delivery of everyday services. Of key importance in this debate is the issue that many of the service providers in settlement service delivery are themselves refugees, and also have suffered from trauma. TIC literature highlights the parallel process of re-traumatisation and new traumatisation which can occur to both staff and clients in the delivery of services to people who have experienced trauma.

The impacts of experiences detailed in the findings are interconnected and compounding in their nature. They have been grouped into five broad categories with recommendations. Simplistic solutions, and solutions which address only one section of this complex web of interaction, will not work. Complex problems demand complex and interrelated solutions. While acknowledging that there are always budgetary restraints on the provision of settlement services, service providers and representatives from refugee communities expressed the view that many of the suggested recommendations did not require huge amounts of additional funding. Instead they required a careful examination and revision of some current practice and training materials, and the fostering of communications and co-operation between service providers at all levels.

The major problem identified was that of women's and children's rights. Given the Intersectionality of all issues, and the impact of these on women and children, many recommendations in this section cross cut the other four groupings.

Overarching Recommendations

As a basis for designing ongoing settlement services which provide both the optimum benefit for the arriving refugees, and for the Australian community, as well as promoting community harmony and benefiting the economy, we suggest that three major pieces of work should be undertaken by a consortium of government department research bodies, academics, people who arrived in Australia as refugees and community based organisations.

It is recommended that:

1. Good Service Models and Training materials

A national audit of all settlement service provision models and training materials used by Humanitarian Settlement Services (HSS), Torture and Trauma services and related

service providers to be compiled and evaluated, examples of good practice made, and effective materials be shared and made available online. This can form the basis of a set of training materials, which can be adapted for each distinct intake (as detailed in several recommendations below) to be compiled and regularly updated by the Department of Social Services (DSS) for use by all HSS and related service providers as part of any funding agreement. It is recommended that successful delivery of these materials and evaluation of outcomes to be incorporated in funding agreements as KPIs for all HSS service providers. Improved and trialed Human Rights Training materials are to be a non-negotiable part of pre- and post-arrival orientation training.

DSS to foster interdepartmental cooperation with all relevant government bodies at a state and federal level, and to encourage the use of all relevant training materials with staff involved in settlement services in any capacity.

2. Cost Benefit Analysis

A comprehensive Cost Benefit Analysis of Settlement Service provision should be undertaken to guide the provision of future settlement services, taking into account an evaluation of services over the past decade, the socio-economic benefit of refugees to Australian society, and the anticipated cost of social problems in the future if services are not effective. There has been fear of taking this step in the past, but given Australia's commitment to an ongoing humanitarian intake, it would make an important contribution to future planning.

3. Compilation and evaluation of existing research on resettlement and settlement services and outcomes

DSS should facilitate the bringing together and analysis of all current resettlement research, including government, academic and community over the past 10 years, and an historical analysis in socio-economic framework over the past 50 years starting from the arrival of refugees from the Asia-Pacific region. It would indicate lessons learned and good practice, and assist in developing models of service provision which are responsive to the ever-changing political and social-economic landscape of Australia and the world.

SPECIFIC FINDINGS

Finding One - Women's, Men's and Children's Rights

While refugees are grateful for the majority of rights, such as peace, freedom, healthcare and education, the issues of women's and children's rights are THE major point of contention. These have become the focal point of dissatisfaction with all other negative aspects of life in Australia and the lack of access to a number of rights, which refugees are expected to have here. It is argued by some refugees that women's and child's rights contravene the cultural values, norms and mores of many of the ethnic groups who come to Australia.

A key factor is the perception held by many men who arrived in Australia as refugees, that women have access to many rights and services, children also enjoy their rights,

while men have few rights or specialist services. This can exacerbate feelings of alienation and marginalisation already fostered by an inability to find work and resume their role as head of family. All refugee communities and settlement service workers both in this and other published research outcomes (Fischer, 2013; Wachter et al 2016) report an unacceptably high incidence of family and domestic violence, the large majority being male to female violence, in refugee communities. The trauma and PTSD known to be suffered by women and children experiencing domestic and family violence also has to be taken into account when addressing this issue. The marginalisation, racism and xenophobia towards many refugees often serves to silence women and community leaders from talking about this, as they fear it will lead to further stereotyping and discrimination. Children and young people are often given partial or incorrect information about human rights; either at school, by peers or by service providers. Furthermore, because of their often-superior English language skills, children and young people sometimes misuse this within the family. This exacerbates family tensions and can lead to family breakdown.

While acknowledging that women are bearing the majority of direct brunt of this misunderstanding of rights, there has to be cultural sensitivity and understanding of the impact on male refugees and their feelings of alienation and disappointment. Some women have genuine reasons for wishing to leave relationships in which they have suffered long-term abuse, and these women deserve the full range of support offered to any other women in this situation in Australia. However, most women who participated in this project stated that they wished to enjoy their rights here, but also to live a life free from violence and abuse, of themselves and their children. They felt that this would only happen when the men also felt that they had rights, and a way forward to take an active role, both in their families and the Australian community.

Because of the sensitivities surrounding this issue, and the danger that services and activities explicitly targeting women could further exacerbate men's perception that they were being ignored, it was felt that rather than suggesting a further round of measures seen to be directly targeting women, instead women's issues should be explicit in all sections. Not mainstreamed, but directly addressed. It is critically important to address both viewpoints. Not to address the family and domestic violence would only serve to silence the issue. To ignore the men could further inflame it.

Recommendations

It is recommended that:

As part of their KPIs HSS service providers must develop gender specific support services in all aspects of service delivery. This must include a specific focus on both men's rights and women's rights, as well as guidance and support for service providers who have come to Australia as refugees. Guidelines for these are to be developed by DSS in consultation with HSS service providers and written into funding agreements.

These to include:

Men's Rights

HSS service providers must demonstrate that they are working with partner organisations, including refugee community organisations to develop and deliver specific men's groups to:

- ensure that men receive accurate and effective information about the human rights and legal framework in Australia,
- acknowledge that many men have experienced torture, trauma and have fought for years to bring their families to a safe place, and to include them in developing strategies to assist themselves and their communities to adapt to life in their new homeland,
- support men who are confused, feeling marginalised or alienated by Australian laws and practice, and have trouble making the significant adjustment from their previous lives. Many men suffering from PTSD will need additional support in this transition,
- assist men to understand the stresses experienced by many women during the settlement period,
- assist men to more rapidly obtain English language skills, employment and secure decent housing for their families.

A training package should be developed to explain why men's rights are assumed in the Australian legal system and how they can access these via access to a range of other rights, rather than through taking away the explicit rights of women.

Women's Rights

In parallel with services targeting male refugees, HSS service providers must demonstrate that they are working with partner organisations, including refugee community organisations, to develop and deliver specific women's groups to:

- ensure that women receive accurate and effective information about the human rights and legal framework in Australia,
- acknowledge that many women have experienced torture, trauma and have fought for years to bring their families to a safe place, and to include them in developing strategies to assist themselves and their communities to adapt to life in their new homeland,
- support women who are confused and feel marginalised and alienated by Australian laws and practice and have trouble making significant the adjustment from their previous lives. Many women suffering from PTSD will need additional support in this transition,
- assist women to understand the stresses experienced by many men during the settlement period,
- assist women to more rapidly obtain English language skills, employment and secure decent housing for their families.

Additionally:

Women's rights must be explicitly mentioned and explained in all programs delivering human rights training, alongside clear explanations about men's rights.

DSS to ensure that the information materials on women's, children's and family rights developed as an output of this program (and freely available from UNSW) be incorporated as a non-negotiable part of both pre- and post-arrival orientation programs.

While both women's and men's rights are, wherever possible to be given equal importance in information and education service provision, specific materials must be developed and distributed by HSS to inform women that if it is their ultimate choice to leave a marriage due to prolonged violence or any other reasons, she has the right to do this and will have a range of supports from the Australian system. This must be a required outcome in the design of HSS services, and would include HSS service working in partnership with generalist domestic violence services to ensure that the special needs of refugee women are acknowledged, understood and met by existing Family and Domestic Violence programs.

Children's Rights

Specific, child friendly and youth specific materials about human rights in Australia must be developed or identified if already available, and made available to all adults working with refugee children through the appropriate government departments and regulatory bodies. Teachers, youth workers and settlement service officers must be trained in their understanding of these, with use of these materials to be a KPI employment/ funding agreement.

Once provided with accurate information, refugee children must also be given information about places to go for assistance, and ways to approach people if they are experiencing abuse or denial of their rights by either family members or from the wider community. This would be most effective if provided as part of refugee orientation programs in schools. Guidelines and support must be provided in both early childhood education and in the school system, to allow staff to identify refugee children requiring special support, and funding made available for this to be provided.

Family Rights

Refugee families must be able to access particular and specialised support to address the multiple stressors and complex background factors that impact on their functioning as a family. This would include:

- assistance to support family integrity, which is threatened by (mis)understandings of "rights",
- programs to support families and to facilitate adaptation before conflicts arise rather than only providing intervention when there is a crisis,
- negotiation and conflict resolution skills,
- how to mesh rights with culture without compromising the law,
- intervention as a community-wide approach rather than a just targeted approach,

- a coordinated interagency approach.

Torture and Trauma Services in all states to explore the potential of collaboratively using existing trauma response services, and develop and deliver materials designed for refugees (and staff) experiencing secondary trauma or new settlement related trauma specifically related to changes in family rights in Australia.

Information and training of a human rights framework, to be embedded into all current programs. (A Training module of service providers about how to implement a human rights framework in service delivery has been developed for this project and will be available free of charge from UNSW).

These services to be funded as part of the integrated settlement services framework, and provided by specialist agencies such as Relationships Australia and Torture and Trauma Services to increase the availability of existing proven specialised family counseling services and group work.

Trusted community leaders and community representatives who have demonstrated an understanding of the Australian system and the importance of this to their communities to be identified, and as part of DSS funded leadership programs be trained about: confidentiality, human rights conflict management and the implications of family violence, in order to become mediators between families, for family violence issues, for parents and children. This should also be compulsory in Orientation programs and post HSS settlement services.

DSS to ensure that access to and length of the excellent Families in Cultural transition (FICT) programs (and similar), be ensured and/or made compulsory for all new arrivals to enable families to discuss their settlement experiences and gain knowledge about life in Australia in a culturally supportive environment. All such programs to incorporate a dedicated section on women's, men's and children's rights and the law.

Finding 2. Lack of adequate and accurate information about Human Rights in Australia

Many refugees are confused and poorly informed about human rights and law in Australia. This has serious social and economic consequences both for the refugees and for the broader Australian community.

Many service providers and bilingual workers have an incomplete, incorrect or distorted notion of what human rights are and how they are linked to Australian law and policy. HOWEVER, many believe that their version of rights is the correct one.

Current methods of providing information on human rights and law to refugees both pre- and post-arrival are inadequate and ineffective. This is traumatic for the new arrivals, and extremely frustrating for settlement service workers who have to deal with false expectations, sometimes engendered by the distribution of incorrect information pre-arrival.

Recommendations

It is recommended that:

DSS assess and revise current pre-arrival information packages and delivery to ensure that:

- the content is current and accurate, and includes issues such as socio-economic climate into which they are arriving, e.g. Islamophobia, racism and unemployment rates,
- the facilitators are competent presenters,
- materials are structured to address fears and expectations of people highlighting potential discrepancies between realities and perceptions,
- facilitators to be provided with better knowledge of both refugees diverse backgrounds and the geographic and social milieu into which refugees are being resettlement.

All staff at DSS and DIBP working with a refugee caseload to receive compulsory training on human rights and law in Australia.

All staff in government departments who come in contact with refugees to be provided with information and training about the experiences of people from a refugee background, and their rights.

DSS to take responsibility for the provision of information about each intake to ensure that services can be tailored to suit the needs of each intake, and to take into account:

- pre-arrival experience as refugees, i.e. trauma and torture levels of hardship,
- length of time in camps/urban settings,
- prior knowledge of legal systems/human rights,
- educational and social issues,
- levels of exposure to western legal and political systems,
- mode of arrival including those arriving on 202 Visas and settled through the onshore program.

HSS staff to be trained on how to manage the differences between the different intakes, their needs and expectations. For example, the fact that newly-arrived refugees with a high level of education still require substantial support and information.

A confidentiality agreement to be developed by DSS/ Department of Immigration and Border Protection (DIBP) and negotiated with HSS and other relevant service providers, so that relevant personal information about individual refugees can be released to selected trained staff in each organisation, which will assist in tailoring effective settlement services.

As part of the funding agreements and KPIs, all settlement support staff and volunteers to have thorough training in human rights and an introduction to legal issues, such as apprehended violence orders, domestic violence and child protection laws. They are also to be tested on their knowledge levels before being assigned to work with clients.

Education about rights and law that is accurate and consistent for all family members, must be made available at different times through the settlement process, not only in the first 6 months. This needs to be incorporated in all settlement services including torture and trauma services, and should be part of the contracts of both HSS and Settlement Grants Program (SGP) providers.

The information provided to new arrivals through state-based legal aid bodies should be expanded to incorporate information about human rights.

HSS service providers to be funded to assist in building the capacity of other service providers about human rights.

Torture and Trauma services in each state to be funded to provide an ongoing support role for staff working with refugee intakes, and those vulnerable to secondary trauma, or re-traumatisation. It is strongly recommended that high quality supervision sessions be made compulsory for HSS staff and those working in related services.

Finding 3. Culture vs. Human Rights

Notions of culture in the home country and in camps and refugee sites are often based on idealised, distorted memories, or at times, deliberately manipulated by community representatives as a tool of control. They are seen to be 'set in concrete'.

Community Leaders have become the de facto font of all knowledge regarding the meaning of rights and law in Australia. While some do a magnificent job, many do not have the correct, or sufficient information. Many do not understand the system themselves. Some deliberately withhold, or even worse, subvert information to maintain their power base in the community and to enforce their own notion of how their community should behave.

Recommendations

It is recommended that:

As part of funding agreements, settlement services should be required to demonstrate that they recognise the social capital that all refugees bring to Australia and incorporate rights-based community development principles and programs, by using a collaborative, interactive approach with key service providers. Training to assist this process should be provided.

Communities must be given opportunities to build their bonding and bridging social capital (Pittaway, Bartolomei and Doney, 2016) and to identify and implement solutions to challenges which both address the issues of law and human rights, and respect diverse cultural positions.

Services including government services must not assume that all community leaders and representatives have the requisite knowledge of human rights and law to pass on to their communities. Effective criteria must be established by DSS in consultation with

community representatives to measure what assistance might be needed to fill gaps in knowledge.

Trusted community leaders and community representatives who have demonstrated an understanding of the Australian system and the importance of this to their communities, should be offered training and support and funded to take the role of community educators and negotiators of the system as part of a broader leadership program that is culturally appropriate.

Ethnic Community Councils and similar refugee community-led bodies across Australia, to be encouraged and funded to take an active role in training and assisting community leaders to help assist delivery of human rights programs to their wider communities.

Increased employment of bicultural workers in settlement services should be encouraged and improved training provided for them, in particular about the meaning of rights and its relationship with law in Australia. DSS to develop a standard assessment criteria and level of knowledge necessary before a person can be employed as a bilingual worker in the field of settlement.

Finding 4 - The impact of the lack of access to a broad range of rights

Being trapped in poverty, and lack of English increases the marginalisation of newly-arrived refugees.

There is anger that other rights such as respect, effective opportunities to learn functional English, employment, education and housing are influenced by ineffective partnerships between settlement service and general services and are not accessible to many refugees.

Distrust of authorities, and lack of knowledge about and trust in the legal infrastructure is a major barrier to refugees accessing their rights.

Recommendations.

It is recommended that:

DSS to explore innovative models of information sharing by establishing interdepartmental settlement services body/ies, with NGO and community representation, beyond the current composition in the Settlement Services Advisory Council (SSAC). The aim would be to ensure that information passes from the grass roots to the senior policy makers to enable stronger links between services, government agencies and communities to learn from each other to better support more recently arrived refugees. This could occur through state and national round tables and conferences, and the organized sharing of information and good practices between services and by community leaders.

Guidelines to be introduced to ensure an increased level of integration between HSS, Adult Migration English Program (AMEP) and Job Active, as service providers addressing

employment, to encourage service providers and DHS- link job capacity assessors to connect and communicate effectively around newly-arrived refugees readiness for employment.

The needs of newly-arrived refugees who are pre-literate in their own language are identified and planned for in each new intake, to ensure they and are not placed in groups with those that are already literate.

Increased flexibility in English language training to be provided that contextualises specific occupations and facilitates employment training in areas of labour needs.

Additional and more flexible methods of language tuition, based on previous models of successful practice, to be provided when necessary, in particular for women with young children and older people. There needs to be a strong focus on the needs of pre-literate clients, and strong support of innovative practices such as those using bicultural workers being developed by AMEP. This is particularly important in light of moves by DHS to move services online. The ability to speak English is the key to accessing many other rights, and to successful settlement on the whole.

DSS to facilitate the provision of compulsory training on refugees and human rights, including cultural awareness, to all public sector employees (e.g. police, teachers and health workers). This to include sharing sessions for both refugee and staff from different agencies working with refugees, providing opportunities to learn from each other on what works.

There be mandated training for all police officers in cultural awareness competency and use of interpreters. The police section of orientation program should include a visit to the police station by people from a refugee background and for police to explain the laws that apply to refugees.

Building on excellent existing work in some schools, such as the “Whole of School Approach” \programs to be identified and adopted in all schools receiving resettled refugee children, in order to strengthen engagement between schools and refugee parents, to improve communication between teachers and parents, and to explore the concept of children’s rights and parental rights. This to be undertaken by the Departments of Education in each State.

Housing service providers and volunteers who assist in this area to consult more widely and effectively with families about their preferred area’s and type of housing following the initial period in temporary on-arrival accommodation,

Finding 5 - Racism, Xenophobia, Islamophobia and identity

Racism, Xenophobia and increasingly, Islamophobia lead to feelings of marginalisation, and are major challenges to accessing Human Rights and to successful settlement.

Many men lose their feeling of self-worth and identity because they are marginalised.

The majority of refugees struggle with issues of identity, and struggle to build new and positive identities in Australia. This is compounded by the media, politicians and the broader community constantly shaping negative identities of refugees.

Recommendations

It is recommended that:

Building on existing and successful models, strategies to increase awareness in the general population of the refugee journey and strengthen knowledge of and respect for cultural diversity be further developed and implemented by settlement and torture and trauma services and more generally by state governments.

Further steps to be taken by all levels of government to reduce discrimination and racism, which is an abuse in itself, and also deprives people of fulfillment of many of their rights.

HSS, SGP and related agencies to offer men's programs/groups that allow the space to discuss issues of rights, culture and identity, learn more information, and address misconceptions. This could be incorporated into social or skills learning programs, orientation programs and cross-referenced with English language programs.

Torture and trauma services and specialist settlement services to be funded by DSS to develop programs to explore issues self worth and building positive identities with men, women and young people/children. These programs must acknowledge links to pre-arrival experience, and to the social structure in which people live, and not focus on individual fault.

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