

Community Placement Network (CPN) – Offline Training and Test

Training Overview

This brief training package is an overview of the Community Placement Network (CPN) project, managed by the Australian Homestay Network (AHN). This is designed to give people applying to be a CPN host a general understanding of the requirements of CPN hosting. A short comprehension test is also necessary to ensure that we can confirm that applicants understand the CPN requirement for hosting. This comprehension test is provided at the end of the general training information and must be completed to ensure your application can be progressed.

Once the training and comprehension test is complete, the next step involves a home interview, where a CPN representative will go through a more detailed orientation package with you.

Please read through the training at your own pace. It is expected that you have also accessed and read the information on the AHN CPN website at www.homestaynetwork.org/cpn

There are also some external links provided to further sources from the Australian Government and other agencies that you are encouraged to read for additional information.

CPN “Homestay”

The Community Placement Network (CPN) is an initiative of the Australian Homestay Network (AHN) to offer short-term homestay accommodation to eligible asylum seekers leaving immigration detention on a Bridging visa.

Traditionally, homestay has primarily involved international students coming to stay with Australian families. The CPN initiative was created to offer short-term, homestay accommodation to eligible asylum seekers leaving immigration detention.

CPN uses the industry acclaimed operating system of AHN to ensure that all of the necessary processes for each stage are documented, accountable and organised.

CPN and Asylum Seekers

Persons who arrive by boat without a visa are known as Irregular Maritime Arrivals (IMA's). Some IMA's seek to claim protection from persecution in their countries of origin. Initially all IMA's who seek protection (asylum seekers) are held in immigration detention for health, security and identity checks. They are then potentially eligible for release as the holder of a Bridging visa E.

A Bridging visa is a temporary visa that may be issued to an asylum seeker or any other person who is in Australia without a valid visa, to live lawfully in the community rather than in an immigration detention facility, until their immigration case is resolved.

CPN complements the Australian Government announcement of greater use of community detention and

temporary visas to more flexibly manage irregular maritime arrivals seeking asylum in Australia. See the related [media release](#) from the Minister for Immigration and Citizenship:
<http://www.minister.immi.gov.au/media/cb/2011/cb180599.htm>.

The homestay arrangement is intended to support an eligible asylum seeker for a period of six weeks only and hosts are reimbursed accommodation costs through AHN via their guest paying board at an agreed rate.

Refugees

According to the United Nations, Convention relating to the Status of Refugees, as amended by its 1967 Protocol (the Refugee Convention), a refugee is a person who is outside their country of origin and is unable or unwilling to return due to a well-founded fear of being persecuted because of their:

- race, religion, nationality, membership of a particular social group or political opinion

A refugee has been determined to be owed protection.

For more information visit the [DIAC website](#) (<http://www.immi.gov.au/media/fact-sheets/61asylum.htm>) or the [United Nations High Commissioner for Refugees \(UNHCR\) website](#) (<http://www.unhcr.org/cgi-bin/texis/vtx/home>).

Asylum Seekers

An asylum seeker is a person who has fled their own country because they fear persecution or have suffered persecution, and have applied for protection as a refugee. They do not have refugee status until they are determined to be owed protection under the Refugee Convention.

For more information visit the [DIAC website](#) (<http://www.immi.gov.au/media/fact-sheets/61asylum.htm>)

Bridging Visas

A Bridging visa is a temporary visa that may be issued to an asylum seeker, or any other person who is in Australia without a valid visa, to live lawfully in the community rather than in an immigration detention facility, until their immigration case is resolved.

Asylum seekers who arrive unauthorised by air or sea may be granted a Bridging visa while their immigration case is resolved.

Asylum seekers leaving immigration detention on Bridging visas will not be provided with public housing. It is expected that many will find their own accommodation in the private rental market or through other arrangements. Some may also have family, friends or other community support mechanisms available to them.

Some however have no ties with Australia and may be in need of extra support after being in detention, and

so are assessed as eligible for assistance through existing Department of Immigration and Citizenship (DIAC) funded programs such as the Asylum Seeker Assistance Scheme (ASAS) and the Community Assistance Support (CAS) program, which are administered by the Australian Red Cross. It is through these programs that the CPN hosting arrangement has been developed as a form of initial short term housing assistance.

In some cases, the resolution of a Bridging visa holder's case means they have to leave Australia and return to their country of origin. In many cases, their applications are successful and they are granted a visa to live here permanently. All of the IMA's currently being released from immigration detention with a Bridging visa E, have permission to work and therefore have the potential to support themselves in the Australian community.

The Community Placement Network is a transitional accommodation option for eligible asylum seekers. The Community Placement Network screen, train, guide and support hosts throughout their homestay experience.

More information about Bridging visas is available on the DIAC website

(<http://www.immi.gov.au/media/fact-sheets/65onshore-processing-irregular-maritime-arrivals.htm>).

The Australian Red Cross

In line with existing DIAC programs, the Australian Red Cross administers transitional and ongoing support services to eligible asylum seekers on a needs basis.

Asylum seekers on a Bridging visa who require transitional or ongoing support may be eligible for assistance through existing DIAC funded programs (see the Department of Immigration and Citizenship's website for more information: <http://www.immi.gov.au/>), such as the Asylum Seeker Assistance Scheme (ASAS) and the Community Assistance Support (CAS) program, which are administered by the Australian Red Cross.

The Australian Red Cross provide case work support, a basic living allowance, support in accessing accommodation options, access to general healthcare and referrals to services providing social support and education where assessed as necessary.

Hosting Details and Requirements

Most of the asylum seekers eligible for placement will come from refugee producing countries like Sri Lanka, Afghanistan and Iran. The majority of asylum seekers requiring a CPN placement will be adult men over the age of 18. Most will have left close family in their country of origin.

It is expected that a CPN host will welcome a guest into their home, provide a safe environment and respect the privacy and dignity of the guest they take in. A CPN host should be prepared to display a friendly and flexible attitude.

Your guest requires their own bedroom, bed, desk, chair, adequate lighting, heating/cooling and some kitchen cupboard and fridge space. The accommodation offered to guests will need to be clean, orderly and in good condition. It must comply with current council building regulations, be properly furnished, within

the family living area, and offer privacy. Many guests may also require a small mat in their bedroom for prayer (this mat must not be used for any other purpose and especially not walked over).

Privacy is important. The guest's room should be private to them during their stay with you. If you plan to clean the room ask the guest when it is ok to do this. You will need to make arrangements so your guest can access their room at all times during the homestay period.

The CPN homestay arrangement only includes the room. A host can discuss inclusions further to the homestay arrangement through private agreement with their guest, such as the option to include meals during the homestay period.

As a host, in your daily interactions with your guest, you are encouraged to share information about Australia and Australian culture. This interaction will assist your guest to learn some basic skills and knowledge about living in Australian society. Your support and networks may also be of great assistance to your guest in establishing community links and as they seek work.

A CPN host should not counsel their guest on their immigration case or advocate a particular immigration outcome for them. In most cases, the Department of Immigration and Citizenship (DIAC) has allocated your guest a qualified Migration agent from the Immigration Advice and Application Assistance Scheme (IAAAS).

It is the responsibility of the IAAAS provider or the DIAC case manager to advise the guest in relation to their immigration case and to liaise with DIAC on their behalf. (For more information on **IAAAS** visit the DIAC website: <http://www.immi.gov.au/media/fact-sheets/63advice.htm>). A CPN host should not directly service or counsel a guest's health or welfare needs, other than providing a safe and clean room for the guest. The Australian Red Cross allocates a case worker to assist with the guest's basic health and welfare needs.

During the Placement

Ensure that you are available to greet your guest when they arrive at your home. A CPN representative will coordinate your guest's arrival time with you. Your guest may be nervous and may need some time to become familiar with their new surroundings; patience and consideration will be necessary from all household members. Offer them a refreshment drink/snack, show them their room and the bathroom facilities and make them generally welcome. Later in the day, take the opportunity to orientate the guest to your home, explain kitchen, laundry and general house rules, and introduce them to other family members.

In the first week of the placement, log in to the CPN website and complete your checklists. Confirm with your guest that they are happy and assist them to use public transport to access the local shopping centre, workplace or other services if necessary. Ask if they are aware of any community support groups in the surrounding areas and generally enquire as to their wellbeing. Regular communication with your guest on any issues they are having is encouraged.

If you want to take your guest out during the placement, explain where you are going and how much it will cost. Your guest then has the opportunity to decide whether or not to go with you. Do not expect your guest

to pay for other members of the family as asylum seekers have very little money. Many hosts are happy to include their guest within the cost of family outings.

If your guest advises you that they are leaving, you must advise CPN immediately. Ask your guest for their forwarding address so you can send on any mail that arrives for them. Ask them how they will get to their new accommodation and assist them if you wish to help. This does not mean that you have to transport them but they may need assistance in calling a taxi or getting to the train or bus.

Ensure your guest has informed their Red Cross case worker of their intention to move. (You may also need to contact their Red Cross case worker if your guest has not come home or is missing for more than 24 hours).

After the Six Weeks

The CPN homestay arrangement is for a period of up to six weeks only. You are not obliged to host your guest for any longer than six weeks.

Prior to your guest arriving they will be fully informed that the CPN homestay arrangement is short term, for a period of up to six weeks only. Your guests will be responsible for finding their own accommodation after the homestay arrangement ceases.

It is important that from the commencement of your guest's homestay arrangement they start preparing and looking for suitable accommodation, either in the private rental market or other arrangements. Your guest's Red Cross case worker will provide your guest with information and support in searching for accommodation.

As a host, you can also provide assistance, support and information to your guest in their accommodation search. At the commencement of the homestay arrangement, you will be provided with information from CPN about how you can assist your guest to find suitable accommodation.

In the unlikely event that on the day your guest is due to leave, if they refuse to do so contact the 24/7 CPN homestay support phone line so that this matter can be resolved immediately.

Communication with your Guest

Some guests will have a reasonable level of English and will be able to communicate well with their host. Other guests might only have a basic level or very little English. While in immigration detention all asylum seekers have the opportunity to learn English, and most can articulate basic information. A guest will have access, for more formal dealings, e.g. medical appointments, to the Translating and Interpreting Service (TIS) National, through which they will be able to speak with an interpreter over the phone. (For more information on TIS National, please see the following link: <http://www.immi.gov.au/media/fact-sheets/91tis.htm>)

If your guest has limited English and is still learning it can at times make communicating hard. A few communicating tips below will help you communicate while your guest is still learning English.

- Speak clearly, slowly and simply
- Recognize that people wrongly think that speaking loudly somehow creates instant understanding
- Avoid running words together

- As much as possible, avoid using filler and colloquialisms
- When possible, opt for simple words instead of ones that are complex
- Avoid using contractions or short forms.
- Do not use baby talk or incorrect English

To help your guest to become familiar with household items, you could also place name cards on items such as the “fridge”, “cupboard”, to help your guest recognise these items.

Contribution to Expenses

The Community Placement Network is dependent on the goodwill and support of volunteers in the Australian community. Hosts are reimbursed accommodation costs through their guest paying board to the host with payments managed through AHN.

The current rate for CPN placements is \$140 per week per guest. Please note that, as mentioned earlier, this rate includes the room only. A host can discuss inclusions further to the homestay arrangement through private agreement with their guest, such as the option to include meals during the homestay period.

Problems during a Placement

CPN hosts and guests have access to full management support from CPN.

Your designated Supervisor will want to know immediately if something has happened that might constitute a risk to you or your guest. Once informed they will advise you on what should happen next and assist you to arrange any further support requirements. Your supervisor’s contact details were emailed to you when you began the application process.

AHN/CPN 24hr Hotline (1300 MY STAY, or 1300 697 829)

The AHN Hotline is a service available to both hosts and guests. If you need assistance at a time when your Supervisor is unavailable you should call the above number to speak to an AHN representative who will be able to advise you and alert your Supervisor of any issues. Additionally, they can also provide referrals for medical assistance, legal advice, counselling services and interpreter services.

However, in the case of a health related or other emergency contact 000 for fire, ambulance or police assistance.

AHN Homestay Insurance

Part of the management fee paid to AHN goes to providing insurance to our hosts and guests. The AHN Insurance Page can provide you with more information on this insurance, and about making claims – www.homestaynetwork.org/ahn-insurance

Useful Links for Hosts

The following are some links to external websites that hosts may find helpful. Together, these pages will answer many questions you may have and encourage you to welcome a new Bridging visa holder to be part of your household.

1. Media release of Minister Chris Bowen Bridging - Visas to be issued to boat arrivals
<http://www.minister.immi.gov.au/media/cb/2011/cb180599.htm>
2. Seeking Protection within Australia, Fact Sheet 61, DIAC <http://www.immi.gov.au/media/fact-sheets/61protection.htm>
3. Fact Sheet 63 – Immigration Advice and Application Assistance Scheme DIAC
<http://www.immi.gov.au/media/fact-sheets/63advice.htm>
4. Fact Sheet 64 - Community Assistance Support Program, DIAC
<http://www.immi.gov.au/media/fact-sheets/64community-assistance.htm>
5. Fact Sheet 65 – Onshore Processing Arrangements for Irregular Maritime Arrivals
<http://www.immi.gov.au/media/fact-sheets/65onshore-processing-irregular-maritime-arrivals.htm>
6. Index to all Department of Immigration and Citizenship (DIAC) Fact Sheets
<http://www.immi.gov.au/media/fact-sheets/>
7. United Nations High Commission of Refugees, Regional Office <http://unhcr.org.au>
8. Refugee and Humanitarian Issues, Australia's Response, June 2011, DIAC
<http://www.immi.gov.au/media/publications/refugee/ref-hum-issues/pdf/refugee-humanitarian-issues-june11.pdf>
9. US Department of State, Human Rights report on Afghanistan, 2010
<http://www.state.gov/j/drl/rls/hrrpt/2010/sca/154477.htm>
10. US Department of State, Human Rights report on Iran, 2010
<http://www.state.gov/j/drl/rls/hrrpt/2010/nea/154461.htm>

CPN Host Comprehension Test

Welcome to the comprehension part of the CPN host application process.

It is important that we are sure that CPN host applicants understand the basics of hosting for this project prior to the home interview.

As we receive applications from people wanting to host with varying levels of experience some may find the comprehension test simple and others will find it more difficult.

Please mark the correct answers from the choices below.

A pass mark is 80% correct answers.

Good luck!

What is the Community Placement Network (CPN)?

It is an initiative of the Australian Homestay Network (AHN)

It is an Australian Government project

It is an Australian Red Cross program

It is a community project

What is an IMA?

Immigration Management Association

Immigration Mandate of Australia

Irregular Maritime Arrival

Illegitimate Maritime Application

Who is an asylum seeker?

A person who has fled their own country of origin and applied for protection as a refugee

A person who decides his own status

A person who is immediately given permanent residence

A person who is totally financially supported by the Government

Who is a refugee?

Any person living outside their own country

A person who has been found to be owed Australia's protection

Any person who arrives as an IMA

None of the above

What is a Bridging visa?

- A visa that gives permanent residency
- A visa that allows people to stay in Australia indefinitely
- A temporary visa, granted until their immigration case is resolved
- A visa that is given to everyone who arrives in Australia

Which is a possible resolution to a Bridging visa holder's case?

- They choose to discontinue with their protection claim
- They must return to their country of origin
- They are granted a visa to live here permanently
- All of the above

What is the main role of the Australian Red Cross in helping Bridging visa holders?

- Giving them money
- Giving them accommodation free of charge
- Administering Department of Immigration and Citizenship (DIAC) funded support programs such as CAS and ASAS
- Paying all expenses indefinitely

What does the Australian Red Cross provide to Bridging visa holders?

- a basic living allowance
- support in accessing accommodation options
- access to general healthcare and referrals
- All of the above

What kinds of guests can you expect in a CPN Homestay?

- Small children and families
- European students
- Mostly adult men, many from refugee producing nations like Sri Lanka, Afghanistan or Iran
- All of the above

As a CPN Host, what should you be able to supply guests?

Their own space away from the rest of the family, regular meals served in their room and access to other guests who speak their language

A welcoming environment offering them a bedroom, bed, desk, chair, adequate lighting, heating/cooling and some kitchen cupboard and fridge space

A self-contained dwelling that they can furnish themselves

None of the above

It is expected that a CPN host will welcome a guest into their home, provide a safe environment and...

Try to find out everything they can about their guest

Respect the privacy and dignity of the guest they take in

Monitor their guest at all times

Leave their guest alone

Why will many guests require a small mat in their room that must not be walked over or used for any other purpose?

For prayer

To use as an extra blanket

Just for decoration

None of the above

When should your guest be able to access their room?

Whenever you permit them to access

At agreed times in the morning and evening

When they ask you specifically

At all times during the CPN Homestay period

Is it appropriate for a host to formally counsel or advocate for their guest?

No, they will be allocated a Red Cross case officer, a DIAC case manager and in many cases they have a qualified migration agent allocated by the Department of Immigration and Citizenship

Yes, but only on matters to do with their immigration hearing

No, the Host should only become a formal counselor and advocate if the guest asks them to assist.

Yes, this is the main role of a CPN host

Who has the main responsibility for overseeing the CPN guest's transition into the Australian Community?

Australian Human Rights Commission

An Australian Red Cross case worker

The CPN host

They are responsible for themselves

What is the most important thing to do when your guest arrives?

Ensure you are available to greet your guest and organise to be home for the day

Not be available

Leave your guest waiting for you outside your home

Be unfriendly and unsupportive

What should I do in the first week after my guest arrives?

Login to the CPN website and complete your checklists

Confirm with your guest that they are happy

Confirm that they are able to use public transport to access the local shopping centre, workplace or other services

All the above

What should you do if you want to take your guest out somewhere that will cost money?

You must always pay for your guest

Explain where you are going and how much it will cost. Your guest then has the opportunity to decide whether or not to go with you

Ask if your guest can pay for you

Don't mention the cost, they will work it out for themselves

If your guest advises you that they are leaving, you should:

Advise CPN

Ask them for a forwarding address

Ensure that they have informed their Red Cross case worker

All of the above

Which of the following is the best way to communicate when your guest has limited English?

- Speak clearly, slowly and simply
- Write things down for the guest to read
- Speak fast
- Speak louder until you are sure they understand

What service can a guest access to assist in communication with more formal dealings (e.g. medical appointments)?

- They don't need assistance
- The Telstra Helpline
- Translating and Interpreting Service (TIS)
- None of the above

What should you do if something has happened that is not urgent but might constitute a risk to you or your guest?

- Contact your CPN supervisor immediately
- Wait and see what happens next
- Call the police and tell them to remove your guest immediately
- Leave your home and stay in a motel until the situation resolves itself

What is the best way to remember the number for the AHN/CPN 24hr hotline?

- 1300 GO STAY
- 1300 MY STAY
- 1300 ILL STAY
- 1300 HOST

AHN's Homestay insurance is provided...

- At an extra cost to hosts and guests as requested
- Only to hosts
- Only to guests
- Automatically to both hosts and guests from the commencement of the placement

Hosting with CPN is primarily about...

- Extra income
- Escape from loneliness
- Companionship for the Host

Helping a Bridging visa holder be welcomed and properly hosted outside of detention

The weekly rate for hosting CPN guests is...

Negotiated separately for each placement

Dependent on the age of the guest

\$140 per week for each guest placed

None of the above