

**Community Placement Network(CPN)
Reference Guide for Hosting Asylum Seekers**

May 2012

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Overview

We welcome you to the Community Placement Network (CPN).

This reference guide has been designed to give up to date and comprehensive information to hosts about the CPN project and the various stages of the process for both hosts and their guests.

The reference guide also contains links to further important information about each section that we encourage all CPN Hosts to read.

Main Roles of a CPN Host

A CPN host is to provide clean, safe and secure homestay style accommodation to their guest for a six week period.

This may include the following:

1. Welcoming the guest to your home and making them feel comfortable and a part of your household
2. Complementing the work of the Red Cross case worker by assisting your guest to:
 - a. Understand Australian Culture
 - b. Understand the basics of living in Australia and where to look for work and accommodation
 - c. Understand how to use household appliances
 - d. Understand the cost of living in Australia and budgeting
 - e. Learn about your local area

It is very important that your guest is fully aware that the CPN is a six week placement only and that after six weeks you are needed to host future CPN guests. It may be useful to explain that your ability to do this will ensure future asylum seekers can receive similar support to transition from immigration detention into the Australian community. Therefore at the end of the six week placement your guest must have a plan to leave and find their own accommodation.

If your guest is reluctant to leave you after the initial six week period **and** you are happy to have your guest stay for a longer period you must have a discussion with your AHN Homestay Supervisor in accordance with your hosting agreement.

Further information on your role as a host is provided in later sections of this reference guide. CPN will also have regular updates and information on how to assist effectively on the website www.homestaynetwork.org/cpn

CPN “Homestay” – what is it?

The 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 E.

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

The CPN complements the Australian Government announcement in October 2011 that it would make greater use of existing powers under the Migration Act 1958 (the Act) to allow irregular maritime arrivals to live in the community on Bridging visas while their claims for protection are being processed.

See the following Department of Immigration and Citizenship (DIAC) factsheet

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

and media release from the Minister for Immigration and Citizenship

<http://www.minister.immi.gov.au/media/cb/2011/cb180599.htm>

Asylum seekers leaving immigration detention on Bridging visas will not be provided with long term 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.

The CPN homestay arrangement is intended to support eligible asylum seekers for a period of up to six weeks only to transition from detention into the community. The Community Placement Network screen, train, guide and support hosts throughout their homestay experience.

Who is a Refugee?

A refugee is someone who has been successful in claiming protection under the Refugee Convention definition.

The 1951 United Nations Convention relating to the Status of Refugees, as amended by its 1967 Protocol (the Refugee Convention), defines a refugee as:

Any person who owing to a 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/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country.

For more information visit the Refugee Council of Australia website at

<http://www.refugeecouncil.org.au/arp/faqs.html> or the United Nations High Commissioner for Refugees (UNHCR) website at <http://unhcr.org.au/unhcr/>

Who is an Asylum Seeker?

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 yet have refugee status.

All CPN guests are asylum seekers.

For more information visit the Refugee Council of Australia website at

<http://www.refugeecouncil.org.au/arp/faqs.html>

What is a Bridging Visa?

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

All CPN guests are Bridging visa E holders.

More information about Bridging visas is available on the DIAC website at <http://www.immi.gov.au/allforms/pdf/1024i.pdf>

Support services available to Asylum Seekers on a Bridging Visa

All of the asylum seekers currently being released from immigration detention with a Bridging visa E, have unlimited permission to work and therefore have the potential to support themselves in the Australian community.

Prior to release from immigration detention on a Bridging visa, DIAC conducts an assessment of a person's individual needs and support networks to identify what, if any, transitional and/or ongoing support they may require in the community. The level of support that an asylum seeker on a Bridging visa will be eligible for will depend on their individual circumstances and specific needs.

The Australian Red Cross administers support services to eligible asylum seekers in line with existing DIAC funded programs; the Asylum Seeker Assistance Scheme (ASAS) and the Community Assistance Support (CAS) program.

All guests referred to CPN have been assessed as eligible for support through either the CAS or ASAS program and have been assigned a Red Cross case worker.

Further information on support services provided by the Red Cross including CAS and ASAS can be obtained from <http://www.redcross.org.au/migration-support.aspx>

Further information on the CAS program in DIAC fact sheet no. 64: <http://www.immi.gov.au/media/fact-sheets/64community-assistance.htm>

Further information on ASAS in DIAC fact sheet no. 62: <http://www.immi.gov.au/media/fact-sheets/62assistance.htm>

Assessment of asylum seekers for placement with CPN

Asylum seekers in detention facilities being considered for grant of a Bridging visa are needs assessed by DIAC case managers to identify existing community links and eligibility for support services. Clients identified as being eligible for CAS or ASAS are referred to the Red Cross. The Red Cross will refer suitable clients requiring accommodation to CPN, who will match clients to hosts.

If a Bridging visa E is granted to the asylum seeker they are released from detention.

Before an asylum seeker can be granted a Bridging visa they undergo health, identity and security checks.

Travel arrangements from detention to CPN

Travel for asylum seekers leaving detention on a Bridging visa E is booked by DIAC.

Very often plane travel is involved. As much as possible flights are booked for reasonable times, however flights from some locations may provide limited options, so sometimes CPN guests may arrive out of hours. Itineraries are sent to Red Cross ahead of travel.

You will normally receive approximately 1 to 2 weeks notice of a potential guest, but often only 24 hours notice of exact arrival time, name, age and nationality of your guest.

The Red Cross case worker assigned to your guest under the CAS or ASAS program will meet them at the airport or other place of arrival and bring them to your home.

Red Cross caseworkers – what will they do?

The level of support service provided to your guest by the Red Cross caseworker is determined on a needs basis, broadly the Red Cross caseworker will:

- pick your guest up from an arrival point following their release from immigration detention (often an airport), and bring them to your home
- provide you and your guest with their contact number upon their arrival
- make contact with your guest once a week (on average), either in person or by telephone. (Some guests will require more intensive contact with their Red Cross caseworker, depending upon their individual circumstances)
- check that your guest has settled
- assist your guest to open a bank account
- assist your guest to obtain a tax file number
- assist your guest to apply for a Medicare card
- show your guest the basics of using local public transport
- take your guest through information about longer term accommodation options and assist them with referrals for accessing further accommodation
- assist your guest to access emergency medical/dental appointments if required, including appointments to services providing support for torture and trauma survivors. They will generally accompany your guest to the first of such appointments. Depending upon individual circumstances, they may accompany them to subsequent appointments.

The Red Cross caseworker will endeavour to –

- show them where local places of worship are located
- show them where the nearest library is
- assist them with writing a resume and learning other employment related skills.
- connect them with community leaders
- assist them to access free English classes

Host contact with Red Cross caseworkers

If your guest brings up an issue you feel is significant, always ask them if they have already talked about it with their Red Cross caseworker, and inquire about what solutions/ideas the caseworker has

suggested. If they have not raised the issue with the caseworker, you can ask them to speak to their caseworker. If they are having trouble raising an issue with their caseworker, you can offer to support them to do so by giving them access to a telephone.

Please **do not** contact your guests Red Cross caseworkers yourself unless you feel it is absolutely necessary.

If in doubt contact your AHN Homestay Supervisor.

What money will a CPN guest have?

Most asylum seekers have very little money. Asylum seekers placed into the CPN program will receive their CAS/ASAS allowance in cash or cash cheque, from their Red Cross caseworker when they arrive at your home, if they do not have a bank account (almost all will not have bank accounts). This is their fortnightly allowance for all expenses including food, transport, phone, clothing, medical, job and longer term accommodation seeking expenses. They will have already contributed to the accommodation expenses paid to you as a Host.

Your guest's Red Cross caseworker will assist your guest to open a bank account. Once it is open, if eligible your guest will receive their fortnightly CAS or ASAS payments into this account. Red Cross have a relationship with some banks who have agreed to waive the requirement for 100 points of identification so that these asylum seekers can open a bank account.

What entitlement to Centrelink payments do asylum seekers on a Bridging visa E have?

Asylum seekers on a Bridging visa E have no entitlement to Centrelink payments or other government services/concessions related to housing and transport.

Eligible asylum seekers may receive an allowance under existing DIAC funded programs; the Asylum Seeker Assistance Scheme (ASAS) and the Community Assistance Support (CAS) program as outlined above. These are not Centrelink payments.

What entitlement to Medicare do asylum seekers on a Bridging visa E have?

All Bridging visa E holders are eligible for Medicare. Clients who feel they need assistance to apply have been advised to contact their Red Cross caseworker.

What entitlement to English classes do asylum seekers on a Bridging visa E have?

At this stage there is no formal arrangement for access to free English classes for asylum seekers on a Bridging visa E.

Privacy

Privacy of your guest is very important. Identifying an asylum seeker publicly can put them or their family members in their home country in danger; there are many examples of this occurring. In certain circumstances it can also impact upon their legal claim for protection.

Identifying your guest as an asylum seeker publicly must be strictly avoided. You may introduce your guest to friends and family but remember never to disclose further details. Asking your guest how he would like to be introduced is important.

Do not use the full names of your guest in any electronic transmission (email or website), publication or in speeches without their informed consent. Also be careful not to publish photos or information about your guest on any social media sites such as Facebook or Twitter.

If your guest gives their informed consent to be publicly identified, or puts photos of themselves on Facebook, try to make sure that they have checked this with their migration agent or their Red Cross caseworker first

Contacting the media in any form under any circumstances must be strictly avoided. Any media inquiries are to be directed to your AHN Homestay Supervisor.

Confidentiality

CPN hosts are required to maintain the confidentiality of their guests and keep information about their guests confidential even after ceasing to work with the CPN. Confidential information you may gain through hosting is not to be used for personal, financial or other benefit.

Media

No Host is to contact the media about any issue. Any media inquiries that may come to the attention of any Host must be referred to your AHN Homestay Supervisor.

Process for IMA's seeking protection in Australia?

Information on the protection process is available from the DIAC website:

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

<http://www.immi.gov.au/media/fact-sheets/61protection.htm>

<http://www.immi.gov.au/media/fact-sheets/61a-complementary.htm>

Who is representing asylum seekers in their claims for protection?

Asylum seekers in immigration detention are allocated a registered migration agent through DIAC's Immigration Advice and Application Assistance Scheme (IAAAS) to assist them in making their claims for protection.

IAAAS agents provides independent, professional assistance, free of charge, to help asylum seekers with the completion and submission of visa applications, liaison with the department and advice on complex immigration matters.

For more information about IAAAS:

<http://www.immi.gov.au/media/fact-sheets/63advice.htm>

What if my guest asks for help with their immigration case?

Your guest might be very worried about their application for a protection visa and ask you to help them.

If they start to discuss matters you feel may be relevant to their protection claim, it is very important you encourage them to talk to their IAAAS agent or lawyer.

You must not provide your guest with immigration advice or assistance. Be mindful that under **section 280 of the Migration Act, people who are not registered migration agents and give 'immigration assistance' are acting unlawfully and can be fined up to \$6600 (60 Penalty Units)**. It is no defence to say that you did not know you were breaking the law.

Tips on what to do during your guest's stay

It is important that your guest develops self sufficiency and independence. Hosts should teach their guests skills initially and then encourage their guests to "have a go" themselves. Encouraging and promoting skill development will better prepare them for living independently after six weeks. Guests should only be assisted to do things if they are (for some reason) absolutely unable to do it themselves.

Avoid doing everything for your placement, and taking excessive responsibility for their feelings and difficulties as this will not help them to effectively engage in society, including obtaining food, clothing and housing.

Some practical ways you can offer support

Family and house rules - At the outset of every placement it is recommended that a conversation be had with your guest introducing them to your household members and advising them of your house rules. Your AHN Homestay Supervisor can provide you with house rules if you feel inexperienced in this area.

Ask – if your guest if there are any medical or dietary issues that they want to tell you about.

Address and contact details - Make sure you give your guest a card with your **NAME, ADDRESS and PHONE NUMBER** on it. Make sure your guest takes identification with him whenever he goes out.

Map - Offer them a map of your city and see if they would like you to teach them how to read it. Show them where they are on a map of Australia.

Food – You are not expected to provide meals as part of the CPN homestay arrangement but please be open to sharing meals or having meals prepared for you by your guest. Your guest will need to use equipment in the kitchen and have storage space allocated for food and beverages.

Make sure you establish house rules about cleaning up after ones-self and preparation times etc.

It may be a good idea to let your guest utilize equipment that you are not going to be concerned about damaging. Take time to ensure they know how to use all kitchen equipment safely.

Let your guest know where the nearest affordable shops and open air fruit and vegetable market are located; if you are willing you can go with them the first time. Open air markets provide a relaxed opportunity for learning where to find cheap fruit and vegetables (especially if it is close to closing

time) and to practice English. If your guest is Muslim they may like to know where the closest Halal butcher is.

There is important additional information Halal food in the Muslim guide available on the CPN website: www.homestaynetwork.org/cpn

Pets – Be aware that in most Muslim countries dogs are not kept as pets and to be licked by one is regarded as unclean. Ensure your guest’s room is not accessible by a house pet and take time to introduce your pet very sensitively to your guest. Ensure your pet does not jump on them. Be prepared for your guest to be very hesitant about being around your pet.

Household appliances – Show your guest how to use household appliances safely eg. heaters, showers, washing machines.

Mobile phone - The Red Cross caseworker may show your guest where and how to buy a mobile phone or phone card, or they may have a phone card already. If not, you may be able to assist. If useful, show your guest how to use a public phone, explain that if they need to call a mobile number the phone will require a minimum \$2 coin payment. Blocking international calls on your phone may be a good idea.

Local resources - Reinforce any work the Red Cross caseworker may be doing by showing your guest where the nearest library is for them to access free internet and other resources. Make sure your guest takes some identification.

Bank – when your guest gets a bank account, reinforce Red Cross work by offering to show them how to get to the nearest local branch of the bank and ATM.

Computer - It is recommended that hosts avoid allowing the guest to use their personal computer unsupervised - viruses/loss/damage/excessive downloading of files can be upsetting. It may be better not to put yourself in the position in the first place. However, if they do not have an email address, you can help them create a free gmail or yahoo account and teach them how to always log off when they have been on their account.

Resume/CV – The Red Cross caseworker may be assisting your guest to put together a resume/CV. If not, maybe you can help out.

Medicare – Help your guest apply for a Medicare card if they want your assistance.

Travel - Guests will not be eligible for travel concessions in some States, you can make sure they understand this. Help them learn how to look up and read timetables and buy tickets. Help them travel to the Red Cross office.

Hygiene - Some guests may want to keep a bottle/bucket of water in the toilet. This is a common hygiene practice for some cultures. Work with your guest in a sensitive way as to how their preferences can be accommodated. Please also refer to the Muslim guide at www.homestaynetwork.org/cpn

Religious observation – If your guest would like to attend a mosque, church or other place of worship, help them learn how to get there.

Employment – Reinforce the work your guest’s Red Cross caseworker is doing to assist your guest with learning where they can look for work, whether it be full-time, part-time or casual. If their Red

Cross caseworker has not been able to help them complete an application for a tax file number, maybe you can assist. Note that because they are not able to access Centerlink payments, asylum seekers do not have a job search number and as a consequence job search agencies receive no retainer for placing an asylum seeker into a job. They are therefore reluctant to assist them.

Volunteering - You may wish to assist your guest in finding a local volunteering opportunity if they are interested. It may help to explain to your guest the benefits of volunteering and how the experience may assist them in finding employment. Care must be taken that the volunteering opportunity does not deprive an Australian of a job.

Accommodation – You may wish to assist your guest as they look for accommodation within their budget.

Sport – Participating in or watching sport can be a great diversion. See if your guest is interested in learning about Australian sport. Find out their favourite sport (often soccer or volleyball) and try to link them in with a club if they show interest. You might also see if they are interested in learning how to safely ride a bicycle if that is a viable form of transport in your area.

Art – See if your guest has an artistic streak and help them access affordable materials for their art.

Music – Music can be a universal language and a great ice-breaker. Swap musical favourites with your guest! You may also wish to link them with a community choir as many have an interest in singing. Larger asylum seeker support centres often have established community choirs that are open to all.

Poetry – Writing poetry is still a very active past-time in Middle Eastern countries. Ask if your guest writes poetry and assist them to acquire a writing book if they do.

Linking-in with community – check local bulletins and noticeboards to see if there are local community activities your guest can join in with, particularly free conversational English classes that do not require Centrelink ID to participate in.

Picnics and BBQ's – A relaxed way of introducing your guest to other Australians, being mindful that they may not feel confident to interact for long, but may enjoy being out and part of an accepting group of Australians and appreciate the opportunity to start building their own network. Show them parklands in your city and how to get there.

Free museums / galleries – Offer to show your guest how to get to free museums and galleries. This can provide another avenue for learning about Australian and western culture and history.

Sewing –Some guests may have worked as tailors or sewn their own clothes in their home country and may appreciate the use of a sewing machine to make clothing to sell. If you have a sewing machine, you may wish to offer them use of it.

Appropriate Do's and Don'ts

Here are some Do's and Don'ts to keep in mind based on material taken from the Refugee Council of Australia website at: <http://www.refugeecouncil.org.au/resources/advocacykit.html>:

DO behave in a **culturally appropriate way**. In terms of language and gestures, take your cues from the people you are hosting. Women, in particular, should avoid initiating physical contact with men – even shaking hands – until you get the sense that this is acceptable. Another example is eye contact – if a person does not make direct eye contact, be mindful not to stare.

DO bear in mind that asking asylum seekers and refugees to repeat their traumatic stories may have a re-traumatizing effect on the individual. Although you may be curious about their past, they might not be comfortable about divulging too much. Let people tell their stories in their own time. Adopt a non-intrusive approach – be aware that personal questions might trigger sadness about family members that are still at risk, harmed, missing or have been killed.

DO treat people seeking asylum as you would any person you have just met. Remember, people seeking asylum are just like us but living in difficult situations.

DO offer a consistent relationship.

DO only make promises that you can keep, and only offer to do something which requires an ongoing commitment if you are confident of your continuing involvement.

DO encourage activities to reduce isolation and depression, like introducing them to your local soccer club, take them to a library where free internet can be accessed, show them where a mosque or churches can be found, or open air fruit and vegetable markets etc.

DO allow time for trust between you and the person seeking asylum to develop – just like in any other friendship. Likewise, try to always maintain reliability, predictability (do what you say you will do), be non-judgemental, a good listener and have a caring attitude.

DON'T raise people seeking asylum' expectations regarding the refugee determination process by telling them they will get a visa.

DON'T venture into areas you are not qualified in – especially those related to the processing of people seeking asylum application, legal questions or trauma counselling.

DON'T provide people seeking asylum with donations (of cash or otherwise), as it can sometimes set up a dynamic of “expectation” which can become unsustainable. (see also paragraphs on professional boundaries and gifts). Also, many asylum seekers communicate with each other and it may lead to other asylum seekers expecting Australians to help them in this way.

What should I do if my guest withdraws or seems very unhappy?

At the outset of every placement it is recommended that a conversation be had with your guest advising them that if they do not feel well within themselves, to please let you know.

They don't have to tell you why they don't feel well, but if you know they don't feel well then you can help them contact their Red Cross caseworker to ask for professional support to be organised.

This conversation should ideally take place with your guest's Red Cross caseworker present.

You are not expected, nor is it your role, to provide all the support your guest needs. The effects of trauma and torture for example, require a careful and expert response. Your guest may receive family news that is upsetting; they may see or read about distressing current events in their country of origin or hear of negative political messages in Australian media about asylum seekers; they may become very worried about a scheduled protection interview or receive news that friend's claims for protection have been rejected or that their own claim for protection has been rejected – this news can cause a great deal of distress. Ongoing uncertainty about their visa status may also make them feel depressed.

As a host you can provide essential companionship and other support, however if you feel you are out of your depth, or if your guest appears severely withdrawn, distressed or unable to cope when talking about certain issues, refer them to their Red Cross caseworker, or contact your AHN Homestay Supervisor. The Red Cross caseworker will be the person responsible for supporting your placement to access specific counselling if required.

Personal Boundaries

Personal boundaries are an important part of a relationship between a Host and guest.

It is important for hosts to recognise that feelings can rise during the course of hosting of an asylum seeker that may challenge their personal and professional boundaries. If you are feeling uncertain about boundaries, seek guidance from your AHN Homestay Supervisor as soon as possible.

Hotham Mission cautions that signs of potential over-involvement may be:

- Frequent thinking of your guest while away from them
- Spending all your spare time supporting your guest with their needs
- Sharing excessive personal information or work concerns with your guest
- Feelings of personal responsibility for your guest's welfare
- An awareness of more emotional contact and touch than with other people in your life
- A desire to do "everything possible" for your guest
- Making referrals or taking actions without your guest's consent, even if it is well-meaning

If you recognise yourself in this list of attributes, you may need to adjust your behaviour or seek guidance from your AHN Homestay Supervisor.

Gifts

A common issue that may arise is that you are offered gifts from your guests. Hotham Mission recommends keeping the following in mind:

- The offering of a gift may be emotionally or culturally significant to the person or their family, and may be an appropriate gesture for a person seeking asylum to express their gratitude, and so should be handled sensitively.
- The person seeking asylum, and those around them, must not gain the impression that any obligation arises from the giving and acceptance of a gift.

- The value of the gift in economic terms may be inappropriate. Seek guidance from your AHN Homestay Supervisor if this occurs.

When giving a gift or providing an expensive outing or experience for a person seeking asylum, you need to be particularly mindful of the implications of such an action on the person seeking asylum, their family and others. Try not to set up false expectations of what is affordable for a person on a low income. Remember that after the six weeks your placement will need to live independently on little income.

What if my guest wants to leave before the six weeks is up?

Advise your guest that they need to tell their Red Cross caseworker of this as soon as possible as two weeks notice is required - and you must advise your AHN Homestay Supervisor also as soon as possible. You may wish to ask your guest if there is anything wrong that you can assist with to facilitate them feeling comfortable enough to stay longer.

You may want to sensitively remind your guest that this six week placement is a very valuable breathing space in which they can get all the paper work done (bank account, Medicare, tax file number) needed for finding work and accommodation, and if they move too soon it might end up taking them longer to become established – for example mail (e.g. Medicare card, tax file number) will need to be forwarded and they may not have a secure address to go to.

Gently suggest that they think again about the implications of their decision.

Use of Interpreters

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 CPN guest will have access for more formal dealings (e.g. medical appointments) to a telephone interpreter through the Translating and Interpreting Service (TIS). (For more information on TIS National, please [click here http://www.immi.gov.au/media/fact-sheets/91tis.htm](http://www.immi.gov.au/media/fact-sheets/91tis.htm)).

Your placement will have been issued with a TIS card. This will provide a TIS access code for them to use to access free interpreting services in limited circumstances. As the service is offered to your guest and the Red Cross caseworker, it is appropriate for your guest to seek interpreting assistance through their Red Cross caseworker in the first instance – e.g. your guest contact their Red Cross caseworker and the caseworker will organise an interpreter.

If this is not possible and there is an urgent situation at hand, your placement can contact TIS direct. This should not be the regular practice however, as it is the role of the Red Cross caseworker to provide the client with support, and they need to know what issues the client may be facing that require intervention.

Critical Incidents

Please discuss any issues arising in which you are unsure of what to do with your AHN Homestay Supervisor. We will then determine with you the best course of action.

You must advise your AHN Homestay Supervisor if any of the following occur, as soon as possible.

- Death of guest;
- Terminal illness diagnosed after guest was issued a BVE;
- Urgent medical treatment required;
- Hospitalisation;
- Attempted suicide or self harm attempts;
- Threats of suicide;
- Threats of harm to self or others;
- Harm or act/s of violence to others as perpetrated by the guest;
- Child abuse or assault witnessed by the guest or perpetrated by the guest;
- Domestic violence witnessed by the guest, perpetrated by the guest or perpetrated against the guest;
- Aggressive or abusive behaviour perpetrated by the guest or perpetrated against the guest;
- Sexual assault witnessed by the guest, perpetrated by the guest or perpetrated against the guest;
- Unwanted sexual advances perpetrated by the guest or perpetrated against the guest;
- Crisis Assessment Team (CAT) team involvement;
- Police involvement;
- Breakdown of accommodation provided by Host;
- Threat of media involvement; and
- Media involvement;
- Inappropriate behaviours on behalf of guest or Host in lieu of payment of an item such as food;
- Forced, coerced labour or fulfilment of task/s on behalf of Host or guest;
- Illegal activity perpetrated by guest or Host.

Call emergency services on **000** for any matter you would normally consider an immediate and critical emergency.

For reportable events you may wish to use the **1300 MY STAY (1300 69 7829)** 24/7 phone support line.

CONCLUSION

Supporting asylum seekers through the CPN program can be a very rewarding experience for both you and your guests.

Your contribution to supporting your guests transition from immigration detention into our Australian community is greatly appreciated.

The introduction you provide to Australian cultural and society will have a lasting impact, with the goal of enabling asylum seekers to live independently and productively in the Australian community.

Resources

- A comprehensive list of organisations that support asylum seekers in some way across all State and Territories can be found at the Refugee Council of Australia website:
<http://www.refugeecouncil.org.au/asylum/services.php>
<http://www.refugeecouncil.org.au/resources/links.php#aus>

Acronyms

- IAAAS – Immigration Advice and Application Assistance Scheme
- CAS – Community Assistance Support
- ASAS- Asylum Seeker Assistance Scheme
- DIAC – Department of Immigration and Citizenship
- ARC- Australian Red Cross
- BVE – Bridging Visa E
- IMA – Irregular Maritime Arrival
- CPN – Community Placement Network
- AHN – Australian Homestay Network

Some terms your guest may use

‘First decision’ – a term often used by asylum seekers to describe the decision made by DIAC about their claim for protection. Migration agents refer to this as the ‘primary decision’.

‘Second decision’ – a term often used by asylum seekers to describe a decision made by an independent merits reviewer who has re-examined and determined claims for protection a fresh. Migration agents refer to this as the ‘review decision’.

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The Australian Red Cross

- For valuable feedback on the content of this manual.

Hotham Mission Asylum Seeker Project

– For access to training material for reference in this manual. Hotham Mission is Melbourne based. It provides professional casework support (including referral and advocacy) as well as housing support; accommodation; a basic living allowance; help with utilities and emergencies; a volunteer program of one-to-one support ; men's and women's support groups; state and national policy advocacy and research towards a better reception framework for people seeking asylum. For more information visit www.hothammission.asp.org.au

Other Information

For additional information please refer to the Fact Sheet: guide to Islam on the CPN website:
www.homestaynetwork.org/cpn

Thank You

Thank you for your support for this very important project for Australia's Asylum Seekers.

Every little bit helps make a big difference.

For further enquiries, please contact your cpn@homestaynetwork.org or call **1300 MY STAY (1300 69 7829)**.