



Refugee Council of Australia

AUSCO EXCHANGE PROGRAM 2010-11 EXPRESSIONS OF INTEREST

The Refugee Council of Australia (RCOA) is seeking Expressions of Interest from Australian agencies providing support to refugee youth to participate in the AUSCO Exchange Program 2010-11. The program is an initiative emerging from the AUSCO Guest Trainer and Visiting Settlement Adviser Program implemented by the International Organization for Migration (IOM) and RCOA since 2008. The program will identify two Australian agencies currently delivering programs for refugee youth to participate in an exchange with two IOM AUSCO trainers from key locations where AUSCO youth training is delivered. The background, purpose, objectives and details of the program are outlined below. Expressions of interest close on **Monday 13 September 2010** and should be addressed to the Chief Executive Officer, Refugee Council of Australia and emailed to admin@refugeecouncil.org.au or posted to Suite 4A6, 410 Elizabeth St. Surry Hills NSW 2010. All applications should be clearly identified "Expression of Interest – AUSCO Exchange Program".

Background to the Exchange Program

IOM is contracted by the Department of Immigration and Citizenship (DIAC) to conduct Australian Cultural Orientation (AUSCO) for refugees and humanitarian entrants granted resettlement in Australia. Each year approximately 300 classes are organised by IOM for refugees and humanitarian entrants at various locations in Asia, Africa, the Middle East and other areas as required. AUSCO sessions are held in refugee camps and urban centres over a five-day period for classes averaging 25 to 30 people. Skilled trainers are recruited at each location by IOM. The training, which is delivered prior to departure to Australia, is based on a DIAC-approved curriculum.

As part of the AUSCO contract, IOM was asked by DIAC to develop a program through which suitably qualified Australian professionals would supply short-term inputs to AUSCO training in situ. These inputs would serve to provide relevant and current information on settlement services and issues in Australia.

RCOA has assisted IOM's AUSCO Global Coordinator, through the recruitment of personnel from Australia who have provided support to AUSCO trainers in country, since early 2008. Two trainers were recruited by RCOA and deployed to Kuala Lumpur and Mae Sot in June 2008, two Visiting Settlement Advisors were deployed to Amman, Jordan in November 2008 and four Advisors deployed to East Africa (Kenya) and West Africa (Ghana) respectively in April and June 2009.

In 2009-10, the **Guest Trainer Program** evolved from provision of one-way advice by Australian settlement officers into a two-way **exchange**. These changes were made on the basis of feedback by Guest Trainers, the IOM Global and Regional Coordinators, AUSCO Trainers and following the evaluation of the AUSCO Program undertaken by DIAC in 2009. The purpose of the revised program was to strengthen the links between AUSCO offshore and settlement onshore and to enhance understanding of the AUSCO program in Australia.

In the first half of 2010, two exchanges took place between Australian settlement service providers and AUSCO trainers from two regional locations where AUSCO training is delivered overseas. The first exchange was in March-April between an AUSCO trainer from Mae Sot, Thailand and a settlement worker from Centrelink Perth, WA. The second exchange between a trainer from Damak, Nepal and AMES, Victoria was in May-June 2010.

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The Refugee Council of Australia represents
non-government organisations and
individuals working with and for refugees
in Australia and around the world

Feedback from settlement services in Australia to DIAC indicates that current issues for refugee youth arriving in Australia need to be addressed in the AUSCO curriculum. A discussion paper *“Integrated Humanitarian Settlement Strategy: helping refugees and humanitarian entrants settle in Australia”* released mid 2009 noted that:

“Evidence suggests that humanitarian entrants require ongoing support and information to learn and adapt to Australian norms in gender relationships and adolescent behaviour, and parental roles and responsibilities.”¹

The AUSCO youth curriculum which is currently delivered in most regions where AUSCO operates was developed some years ago and needs to be updated to better reflect issues affecting refugee youth on arrival.

The next phase of the Exchange Program (July 2010 – February 2011) responds to comments relating to settlement of newly arrived youth to Australia to IOM, RCOA and DIAC and facilitates the incorporation of current youth issues in the AUSCO training curriculum. The program will expose AUSCO trainers to programs developed for young refugees and humanitarian entrants in Australia and enable them to update the existing youth curriculum and to identify whether additional teaching resources and activities need to be developed to enhance delivery of AUSCO youth classes.

1. The purpose of the program

To strengthen the links between the AUSCO program offshore and youth settlement onshore.

2. Program objectives

- To develop AUSCO youth programs offshore which reflect issues for refugee youth onshore through an exchange program between AUSCO trainers and agencies in Australia developing and delivering settlement programs for refugee youth.
- To increase both the level of understanding about the AUSCO program among settlement services providers in Australia and the profile of refugee youth from targeted regions.

3. Expected Results

- Enhancement of the AUSCO youth curriculum and exposure of AUSCO trainers to the content and methodologies used by agencies delivering youth programs in Australia.
- Enhanced understanding of AUSCO by settlement workers onshore and better insight into the complexities of dealing with specific youth issues for specific ethnic groups in the AUSCO program.
- Improved links between offshore orientation and onshore settlement.
- Both sets of workers adding value to youth programs they undertake.
- Enhanced knowledge and understanding of issues affecting youth and strategies to address those issues by Australian agencies involved in planning and delivery of youth programs and by the broader network of AUSCO trainers.

4. Program Description

4.1 The program is part of an initiative to strengthen the links between offshore orientation and youth settlement onshore. The program allows for an exchange for a period of 10 to 12 days between two Australian agencies experienced in development and delivery of training programs for refugee youth and two AUSCO trainers from two regional locations where AUSCO youth training is delivered overseas. **Agencies will, as part of this EOI process, identify a Guest Trainer from within their organisation**, who will be deployed to the region served by the AUSCO trainer.

On the basis of projected levels of refugee movements to Australia, the two offshore regional IOM locations assessed as having the greatest requirement for AUSCO youth training over the 2010 project period are Malaysia and East Africa.

¹ DIAC; *“Australia’s Cultural Orientation Program for Humanitarian Entrants: The Evaluation of AUSCO, 2009, p.69*

4.2 A briefing session will be organised for the two Guest Trainers *within one month* following the selection process. The aim of the session will be to inform participants about the purpose and content of the current AUSCO program and, specifically, the current youth program in the country to which they will be deployed. Guest Trainers will be provided with relevant background material used in the selected regional AUSCO program and a sample profile of AUSCO refugee participants to the program. Guest Trainers who have previously participated in the AUSCO Program exchange may provide inputs to this session. The briefing will include a teleconference with IOM personnel responsible for AUSCO program delivery and the selected AUSCO trainers. DIAC will provide input on the AUSCO Program's role in the Humanitarian Program. It is envisaged that the briefings will be held at the RCOA office in Sydney.

4.3 A Train the Trainer Conference organised by DIAC in Adelaide in October 2010 will bring together AUSCO trainers, IOM staff and various onshore service providers. The purpose of the conference is to encourage reflection on ways to improve AUSCO practice, to share experiences and knowledge and to broaden service provider understanding of the AUSCO program. The focus of the conference is youth engagement and methodology improvement in the youth program. Attendees will include the two AUSCO trainers identified to participate in the exchange program.

The two Guest Trainers will observe selected sessions of the Conference and deliver a presentation that draws on their experience in training newly arrived youth including youth issues, specific activities and programs developed for youth and responses to these programs. Their participation in the Conference will be for approximately three days and will serve to further familiarise them with AUSCO and enable them to meet the AUSCO trainers. They will use the opportunity to jointly plan the exchange program with the two AUSCO trainers who will undertake the attachment in Australia.

4.4 The two selected Australian agencies will host an attachment program for one AUSCO trainer each for a period of 10 to 12 days following the Adelaide conference. The purpose of this attachment will be to familiarise the AUSCO trainers with issues facing refugee youth on arrival in Australia. The program will be negotiated with the AUSCO Trainer and take into account their needs but will include exposing AUSCO trainers to programs designed specifically for newly arrived youth in Australia. If possible and appropriate, AUSCO trainers will participate in the delivery of activities targeting youth implemented by the host agency. During the attachment, the Guest Trainer and the AUSCO trainer will discuss the nature of Guest Trainer support for the AUSCO training and identify specific inputs required.

4.5 At least one workshop will be organised by the host agency for settlement workers, settlement service agencies and other relevant Australian agencies with a mandate to provide settlement services for refugee youth. The purpose of the workshop will be to increase the level of understanding among Australian settlement service providers both about the AUSCO program and about refugee youth. The workshop(s) will be facilitated by the Agency and the attached AUSCO trainer who will be the main presenter. The workshop(s) could include a presentation on AUSCO by DIAC staff.

4.6 Following the return of the AUSCO trainer to his/her home base, the Australian Guest Trainer will be deployed for 10 to 12 days to work out of the IOM office in which the AUSCO trainer is based. During their deployment, Guest Trainers will:

- Brief the AUSCO team on issues facing refugee youth on arrival in Australia;
- Provide support as required to develop the AUSCO youth curriculum and related materials.
- Work with the AUSCO trainers to develop suitable training schedules and training methodologies to deliver the curriculum.
- Co-deliver AUSCO sessions to refugee youth during the deployment, as required by the AUSCO training team in-country.
- Prepare a report on his/her assignment within 10 days of return to Australia.
- Attend a meeting organised by RCOA to debrief on the assignment with DIAC, IOM and RCOA.
- Present sessions on AUSCO to relevant settlement service agencies within six months of return to Australia, providing an outline of the training schedule for these sessions to RCOA. It is expected that Guest Trainers will spend the equivalent of two days on post-return briefings.

5. Responsibilities of the Youth Service Provider Agencies

The selected Agency will:

- Release the Guest Trainer for the period of the one-day briefing (possibly in Sydney); for attendance at the AUSCO conference in Adelaide (around 3 days) and for the period of the deployment to the IOM site where AUSCO youth training is delivered.
- Prepare a detailed draft program of activities to RCOA and IOM for the attachment of the AUSCO Trainer. The program will include exposing AUSCO trainers to the development, delivery and evaluation of programs designed specifically for refugee youth in Australia. The attachment program will be directly relevant to the specific needs of refugee youth coming from the region (South East Asia, Africa) and take into account the prior experience of the trainer. It will provide first-hand experience of the settlement issues relating to newly-arrived youth and training provided for them.
- Be responsible for the logistics of the AUSCO trainer attachment, including arranging suitably priced and located accommodation, a work space for the trainer and any local travel required. Agencies should be aware that, while there is no provision within the program for costs related to the hosting of the attachment, the AUSCO Trainer will receive a subsistence allowance during the program which will cover accommodation, personal expenses and limited local travel in Australia.
- Organise at least one workshop for settlement service agencies in its region as outlined in section 4.5 above.

Agencies should note the limited time between selection of the Agency and Guest Trainer and briefing session in Sydney, Adelaide conference and attachment of the AUSCO Trainer.

6. Roles of IOM and RCOA

The AUSCO Global Coordinator (based at the IOM office in Bangkok) will be responsible for the selection of the two AUSCO trainers. Following recruitment, the AUSCO Trainer will be briefed prior to departure by IOM and will communicate with the selected Agencies and the selected Guest Trainer to discuss the draft attachment program. IOM will be responsible for the mobilisation of AUSCO Trainers to Australia and for the mobilisation of Guest Trainers from Australia including the local (in-country) travel of the Guest Trainers.

RCOA, in collaboration with IOM, will be responsible for selection of the Provider Agency in Australia and the final selection of two Guest Trainers nominated by the Agency to participate in the program. RCOA will brief the Guest Trainer prior to deployment overseas. Guest Trainers will also be briefed by IOM prior to commencement of the assignment in-country on specific needs and areas of training required for AUSCO courses in the IOM region to which they will be deployed, including conditions of employment. IOM will provide Guest Trainers with background materials and a draft program in preparation for the assignment.

7. Proposed dates, duration and schedule of the assignment

It is expected that AUSCO Trainers will be attached to the Agency in Australia for 10 to 12 days. The Guest Trainers' field assignment will also be for approximately 10 to 12 days. It is expected that briefing of Guest Trainers will be held prior to the AUSCO conference in mid October 2010 and the AUSCO trainers will undertake the attachment to Australia and conduct the settlement workshops with settlement agencies immediately following the Conference. Guest Trainers will be deployed separately to Malaysia and East Africa and these deployments will be complete by end January 2011. Dates of deployment will be determined by refugee referrals to IOM of refugees at the point of departure for transfer to Australia and schedules of AUSCO youth classes.

The proposed schedule for delivery of these outputs is as follows:

<i>Early October 2010</i>	Face-to-face briefing in Sydney with Australian Guest Trainers to plan both the visit of IOM trainers and their deployment with IOM
<i>18-20 October 2010</i>	Guest Trainers attend selected sessions of AUSCO annual conference (South Australia)
<i>October/November 2010</i>	AUSCO trainers undertake attachment in Australia, and conduct workshops with settlement agencies

December 2010 to
February 2011

Australian Guest Trainers deployed to Kenya and Malaysia

February 2011

Telephone debriefing of Guest Trainers and compilation of reports by Guest Trainers, AUSCO trainers, IOM and RCOA to DIAC

Provision will be made for Guest Trainers as follows:

- one day of pre-mobilisation briefing;
- one day preparation for AUSCO conference
- three days' attendance at AUSCO conference
- 10-12 days on assignment in country
- two days report writing
- two days for presentation of workshops to Settlement Service Agencies following the return on Guest Trainers to Australia.

8. Salary and disbursements

Salary of the Guest Trainers will be \$205 per day for the duration of the assignment. Travel and accommodation costs will be covered by the Program.

9. Application and Selection Process

The application and selection process is a dual process, which aims to find:

- a settlement service agency with the capacity and commitment to meet its responsibilities as part of the AUSCO Exchange Program.
- a skilled worker representing the Agency able to fulfil the duties of the Guest Trainer role.

Agencies may nominate more than one candidate for the Guest Trainer position. However, no more than one candidate will be chosen from a single agency.

In response to this Expression of Interest, each Settlement Service Agency applying to participate in the program should submit a two-part application:

- an application from the settlement service agency, responding to the criteria set for agencies hosting the Australian leg of the AUSCO Exchange Program (authorised by a senior officer of the agency);
- an individual application by the nominated Guest Trainer, responding to the criteria for the Guest Trainer position.

To be considered for the position, applicants **MUST**:

- i. directly address each of the criteria below in their letters of application;
- ii. provide the names and contact details of two referees to support the application.

Applications which do not address the selection criteria will not be considered.

Following the initial selection process, agency representatives and nominated Guest Trainers will be interviewed by a selection panel at the RCOA office in Sydney. Travel and accommodation costs for the interview process will be covered by IOM.

9.1 Selection Criteria for Guest Trainers

Essential:

1. Demonstrated skills and current experience in the development of successful innovative training and related programs for refugee youth in Australia.
2. Knowledge and experience of current settlement issues for newly arrived young people from a range of refugee backgrounds and strategies to address their needs.
3. Experience (and preferably qualifications in) best practice adult learning methodologies.
4. Knowledge and understanding of the Australian Cultural Orientation (AUSCO) program.
5. Current experience in working with refugee and humanitarian entrants in Australia.
6. Understanding of, and experience in working in settlement support with, refugee communities from the particular region to which he/she will be deployed.

Desirable:

7. First-hand experience of resettlement in Australia, preferably as a refugee or humanitarian entrant.
8. A working knowledge of one or more of the languages of entrants covered by the program.

9.2 Settlement Service Agencies must demonstrate in their response:

1. Experience in the development and delivery of successful activities for refugee youth in Australia;
2. Experience in the development and delivery of a training and mentoring program on youth settlement.
3. Capacity to host a two week program of attachment designed to expose AUSCO trainers to their youth program.
4. Outreach to other agencies in the area providing settlement services for refugees and humanitarian entrants.
5. Capacity (including resources) to organise and support interactive workshop briefing activities.

Any queries regarding this position should be directed to the RCOA through the e-mail address below or by phone on (02) 9211 9333.

Applications are to be submitted by:

E-mail to: Chief Executive Officer
Refugee Council of Australia
admin@refugeecouncil.org.au

Or by mail to: Suite 4A6, 410 Elizabeth Street
Surry Hills NSW 2010

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Applications close on Monday 13th September 2010.