



BULLETIN FOR MEMBERS AND SUPPORTERS

24 August 2015

Welcome to the latest bulletin from the Refugee Council of Australia (RCOA). It's been another busy few weeks with discussions in Geneva on protection and safety, senate committees including on citizenship and the Nauru inquiry and preparations for an imminent visit from a delegation of colleagues from the Asia Pacific Refugee Rights Network (APRRN). This important delegation will be in Australia from later August and will be explaining to politicians, policy makers, academics and the public, the steps we could be taking in this country to support the 3.9 million refugees across the Asia Pacific region find better protection. We, of course, encourage you to submit events, opportunities and your own policy suggestions to admin@refugeecouncil.org.au. *Thanks for your ongoing support.*

Paul Power, CEO, Refugee Council of Australia

NEWS FROM THE REFUGEE COUNCIL

Asia Pacific Refugee Rights Network leaders make first visit to Australia

People in Melbourne, Sydney and Canberra will have the opportunity to hear senior Asian NGO leaders share practical steps Australia can take to respond to the pressing needs of refugees and asylum seekers in South East Asia and South Asia. From September 1- 8, leaders from the Asia Pacific Refugee Rights Network (APRRN) will be in Australia as part of a visit being co-hosted and supported by RCOA, Amnesty International Australia and Settlement Services International. Representing NGOs based in Indonesia, Malaysia, Sri Lanka, Pakistan and Nepal and APRRN's Bangkok-based secretariat, the APRRN delegation will share information on the impact of Australian policies on conditions for refugees in Asia and share ideas about constructive steps which can be taken immediately through government and civil society collaboration. This is the first visit to Australia by a senior APRRN delegation since the network's formation in 2008. Now representing more than 240 organisations and individuals across 26 countries, APRRN is the foremost voice on refugee rights in a region which now hosts 3.9 million refugees. Evening public events will be held in [Melbourne \(Tuesday 1 September\)](#), [Sydney \(Thursday 3 September\)](#) and [Canberra \(Monday 7 September\)](#) The APRRN delegation will also hold meetings with NGO representatives, government officials and Parliamentarians, before heading to New Zealand for a four-day visit from 9 September.

Refugee representatives show impressive leadership in Geneva

In late June and early July, Paul Power and Louise Olliff of RCOA joined a team of Australian NGO delegates, including six impressive representatives of refugee communities, in travelling to Geneva for UNHCR's global meetings with NGOs. Joining 500 NGO delegates from 90 countries, the Australian team worked tirelessly to raise a broad range of issues and ideas from Australia's refugee diasporas, learning also about the amazing work being done around the world by NGO counterparts and UNHCR to respond to the world's biggest displacement crisis in 70 years. While in Geneva, the Australian team had meetings with senior officials of UNHCR and staff of the UN Human Rights Council and observed UNHCR's Standing Committee meeting. A team of seven NGO delegates participated in the Annual Tripartite Consultations on Resettlement. Among the many highlights were: Teju Chouhan, a formerly stateless refugee from Bhutan now resident in Wodonga,

reading the global NGO statement on statelessness at the UNHCR Standing Committee; and Najeeba Wazefadost of the Australian National Committee on Refugee Week giving an inspiring address to the closing plenary of the NGO Consultations. [RCOA's report of the meetings is here.](#)

RCOA publishes new report on statelessness in Australia

RCOA has published a new report on the situation of stateless people in Australia. It provides background information on statelessness worldwide and an overview of issues and challenges faced by stateless people in Australia. It also includes a series of recommendations for improving protection for stateless people in Australia and ensuring that our international obligations towards stateless people are effectively upheld. The statelessness in Australia report can be downloaded [here](#).

Hazara community members share concerns about family reunion

The many challenges faced by refugee and humanitarian entrants in Australia in reuniting with their families have been consistently nominated as a primary issue of concern for refugee communities in Australia. Currently, these challenges are perhaps most acute for those who arrived in Australia by boat. Beginning in 2012, the introduction of new restrictions on access to family reunion opportunities has seriously limited the capacity of former refugees who arrived by boat to sponsor their family members for resettlement in Australia. During an internship with RCOA, accredited Hazaragi interpreter Latifa Hekmat conducted a small-scale research project to gather the views of representatives from the Hazara community about the impacts of these restrictions. A paper summarising the [key findings from this project is available](#).

How generous is Australia's response to refugees?

Does Australia, as is sometimes claimed, have the world's most generous refugee program? What do global statistics tell us? This short [briefing paper finds Australia](#), by fairest comparison, that the 14,350 refugees recognised or resettled in Australia during 2014 made up 0.43% of the global total, with Australia ranked 22nd overall, 27th on a per capita basis and 46th relative to total national GDP. In the days following publication of this briefing, The Australian newspaper published an article misrepresenting RCOA's presentation of the statistics. A heavily edited response from RCOA was published as a letter to the editor in following days. For background information about this exchange and [RCOA's response to The Australian's misrepresentation of the statistics](#).

Community survey about delays to citizenship application

RCOA is concerned people with a permanent refugee visa may be having their citizenship application delayed. This delay has occurred either when they are applying to complete the citizenship test or when they are waiting to attend a citizenship ceremony. We have also heard about people being asked for documents which are very hard for them to get. If you have a permanent refugee visa and have made a citizenship application, we would like to hear from you. Please complete this survey to help us better understand this issue: <http://goo.gl/forms/njncOEhWz9>

Although we cannot make your application any faster, the information you provide will help us better advocate to the government about this issue. Your personal information will be confidential. We will not share your name, address or identifying details. If RCOA members have any further information on this issue please contact: settlement@refugeecouncil.org.au.

POLICY SUBMISSIONS FROM THE REFUGEE COUNCIL

Community Support Program (CSP)

RCOA welcomes a private or community sponsorship program, and the replacement of Community Proposal Pilot (CPP) with strict caveats, including that places provided through the program be additional to the current intake of 13,570 places. After consulting widely in refugee communities we found that the CPP did not provide a sufficiently accessible option for refugee community organisations and community groups wishing to become more closely involved in the resettlement process. In addition, a range of concerns have been raised regarding the insufficient focus of the CPP model on humanitarian needs. You can [read the full submission here](#) and our [media response here](#).

Australian Citizenship Amendment (Allegiance to Australia) Bill 2015

For refugee and humanitarian entrants (particularly those who are stateless), Australian citizenship often has special significance, representing the culmination of their journey and the end of displacement. RCOA is therefore concerned that the measures proposed in this Bill are likely to undermine the values and principles of citizenship. In particular, we are concerned that the Bill will allow citizenship and its associated rights to be revoked without due process, and may increase the risk of both refoulement and indefinite detention for people from refugee backgrounds. We therefore recommend that the Bill be rejected in its entirety, and that the Australian Government consider adopting measures to increase social. You can see the [full submission here](#).

National Consultation on Australian Citizenship

For refugee and humanitarian entrants (particularly those who are stateless), the ability to acquire Australian citizenship often has a special significance, representing the culmination of their journey and the end of their displacement. We are therefore concerned that a number of measures proposed in the discussion paper informing this consultation may create significant barriers to citizenship for people from refugee backgrounds or allow citizenship and its associated privileges to be revoked without due process. We also believe there is a need for the Government to give greater consideration to measures for promoting the inclusion and participation of all citizens in Australian society. [Read our full submission here](#).

BRIGHT IDEAS

Footscray Community Legal Centre' Employment Law Project

RCOA celebrates good practice and innovative ideas from organisations in the refugee support sector through the "Bright Ideas" series. Our latest profile in this series is about the Footscray Community Legal Centre project which seeks to improve employment outcomes for newly arrived and refugee communities in Melbourne's western suburbs and builds on a recent consultation and features a pilot employment legal service, community education and a "train-the-trainer" program. The project is targeted at newly arrived and refugee communities in the western suburbs of Melbourne. The largest group of clients currently are refugees who arrived on humanitarian visas, while the second largest are international students. You can find out all about this exciting initiative [here](#).

FOLLOW US ON SOCIAL MEDIA

The best way to keep up with RCOA is through Facebook and Twitter. We regularly publish links to new RCOA statements and research and to interesting articles in the media on refugee issues. [Our Facebook page is here.](#) Our Twitter handle is @OzRefugeeCouncil

COMING EVENTS

Asia Pacific Refugee Rights Network (APRRN) Australian east coast events

Hear expert voices from the region explain practical and sustainable answers for the 3.9 million refugees in the Asia Pacific at these public events:

- **Canberra**, September 7, : [Finding Better Answers for Asia's Refugees](#)
- **Sydney**: September 3, [Finding Better Answers for Asia's Refugees](#)
- **Melbourne**: September 1, [Regional Refugee Protection: A conversation](#)

Melbourne Writers Festival – Schools Workshop: Identity – Yours, Mine, Ours August 27 Join Abdi Aden to explore the superb Identity – yours, mine, ours exhibition and then respond to the ideas and themes in a writing workshop. Year 7-10. 10am or 12noon sessions. <http://mwf.com.au/session/workshop-identity-yours-mine-ours-10/>

Queensland Multicultural Week ‘Ethno Roadshow’ August 21 @ 8:00 am - September 6 @ 5:00 pm. The Queensland Multicultural Week ‘Ethno Roadshow’ celebrates the state’s multiculturalism through music, by producing a cross-cultural music tour that brings together some of Queensland’s leading world musicians. From Townsville to Cloncurry and onto Cairns and many places in between featuring stellar performances from Nicolas Ng, Omeed Tasmim, Black Smoke, Celestino Conde and Barbod Valadi [More information here.](#)

Kincumber Community Conversation: Dr David Isaacs August 27 @ 7:30 pm - 9:00 pm. Highly regarded paediatrician Dr David Isaacs discusses the suffering he witnessed on a visit to Nauru. His vocal stand on asylum seekers has seen him threatened with imprisonment. *Kincumber Neighbourhood Centre*, 1/20 Kincumber St, Kincumber, 2251. briankoeir@gmail.com.

Brisbane Refugee and Asylum Seeker Support Network (BRASS) – workshop August 28 10:00-noon. Workshop to look at what is currently happening across our region, where the gaps are in supporting asylum seekers, and how we might better, and collectively respond. *Justice Place*, Abingdon St Woolloongabba.

Ride for Refugees – Sydney August 29 RIDE for Refugees is a cycling event for the serious and casual rider who has a heart to help refugees. We are focused on helping people and churches engage with and raise funds for refugees locally and globally. 25, 50, 75 and 100km and a short course option for the kids too, as well as a jumping castle and face-painting. More information: <https://www.rideforrefugees.com.au> phone: 02 97279290 or email Email: a.smith@houseofwelcome.com.au.

Unionists for Refugees meeting September 8 @ 5:30 pm - 6:30 pm. A group of unionists in Perth are building a network to campaign for a humanitarian and welcoming refugee policy. Interested union members or supporters are invited to meet on the second Tuesday of every month Level 6, 445 Hay Street, Perth, WA unionists4refugees@gmail.com.

If You come to Australia – Sydney Fringe Festival September 8 @ 7:00 pm - September 12 @ 9:00 pm. *If You Come to Australia* was created in a residency at Urban Theatre Projects in July and was written, directed and produced in collaboration with five asylum seekers who explain their journey in detail including their departure, detention and experience. [More information](#) Where: 505@5, Eliza Street Newtown, NSW.

Unmasked African Festival September 12. This annual cultural event empowers members of the South Australia's African Communities to showcase their culture and promote social cohesion with the mainstream Australian community. This year's spirited event promise a full program showcasing traditional and contemporary dances, drumming, songs and music. Victoria Street, Adelaide.

Tree of Life theatre September 17 @ 8:00 am - September 18 @ 5:00 pm Experience firsthand stories direct from the young people who lived them. Originally from Iraq, Sri Lanka, Syria, and South Sudan, these students now attend Miller Technology High School and Intensive English Centre. These bittersweet stories will tap every emotion, PLC, Pymble see [here for more](#).

Interfaith Prayer Service September 21 @ 2:00 pm - 4:00 pm. Celebrate the International Day of Peace as Interfaith Prayer Service at Parramatta Mission where prayers will be offered by people representing fourteen different faith/cultural backgrounds for peace and harmony. *Fellowship Centre*, 119 Macquarie Street Parramatta.

CALD Communities Conversations September 23 @ 10:00 am - 12:30 pm. Join us in a facilitated discussion exploring innovative solutions to the capacity building needs of CALD community organisations and emerging community groups in Liverpool and Fairfield area. *Bonnyrigg Community Services Centre*, 26 Bonnyrigg Ave Bonnyrigg, 2177. [More information here](#).

Refugee Ball October 8 @ 7:00 pm A night of inspiring speakers, performances, dancing and fine dining. Organised by STARTTS, you can [find out more here](#).

NEW RESEARCH, STATEMENTS AND PUBLICATIONS

Confident communities: A guide to working together with African communities to reduce alcohol-related harms. Toolkit offering communities practical guidance on working with African communities to prevent and reduce harm from alcohol. http://adf.org.au/images/stories/CEAP/CEAP_Toolkit_final.pdf.

Building Social Cohesion in our Communities Free, interactive online resource to support development of socially cohesive communities. Primarily aimed at local government, the resource will be useful to non-government organisations, community groups and others with an interest in community cohesion. Developed by the Australian Centre of Excellence for Local Government for the Commission under the National Anti-Racism Strategy and structured around five elements of building social cohesion based on international best practice. You can find the full resource at www.acelg.org.au/socialcohesion

Compatibility of the 1954 Convention relating to the Status of Stateless Persons with Canada's Legal Framework and Its International Human Rights Obligations (UNHCR, 2015) [text](#)

OPPORTUNITIES

Click [here for employment opportunities](#), and [here for volunteering opportunities](#). With the *Refugee Council of Australia*

Workshop: Learn to write your story of migration SA Writers centre invites anyone interested in recording their families' or their own migration to a unique workshop where participants can learn about the many different ways to design a migrant story, including through building a collection of

short stories, a photographic exhibition or a creative multimedia product. 2-5pm, August 29, SA Writers Centre [register here](#)

Dandenong Interfaith Network seeking volunteer tour guides People of asylum seeker and refugee backgrounds are encouraged to apply for tour guide roles and learn about other religions, meet new people and visit wonderful spiritual sites. For more information contact Helen Heath tour@interfaithnetwork.org.au or 0418 571 483

Multicultural NSW send in your achievement and celebrate success Any organisation, private, public or non-government can send highlights of their work, website showcases, key achievements and celebrations that showcase the many achievements, large and small, which contribute to multicultural harmony and cohesion in NSW. For more information click [here](#).

2015 NSW Human Rights Award nominations open The NSW Human Rights Award pays tribute to a person who has made a meaningful and lasting contribution to the advancement of human rights. Human rights activists across Australia are encouraged to nominate now for the NSW Human Rights Award, with entries closing on Friday, 21 August 2015. [Click here to download a copy of the entry form.](#)

2015 ACT Multicultural Awards The [ACT Multicultural Awards](#) provide an opportunity for the ACT Government to give public recognition to individuals or groups for outstanding contributions to the needs, welfare and interests of multiculturalism in the capital, either in a voluntary or in a paid capacity. Nominations are open until September 1 [SmartyGrants website](#)

2015 Victorian Premier's Volunteer Champions Awards, is now open for nominations. These awards celebrate the extraordinary contribution of volunteers who commit themselves to making Victoria a better place to live. We understand that many organisations in your network rely on the invaluable support of volunteers, and we want to celebrate their contribution. Nominations close 15 September 2015. You can find out more and nominate outstanding volunteers today at www.dhs.vic.gov.au/premiersvolunteerawards

Researchers for Asylum Seekers: Conference 16th November 2015 - Call for Papers Abstracts are invited for the annual Researchers for Asylum Seekers (RAS) Conference to be held in the Gryphon Gallery, 1888 Building, University of Melbourne, Monday 16th November 2015, 9am-5pm. before 5th October 2015. Conference registration is free and a light lunch will be provided – please advise of any dietary requirements at the time of registration. More information Karen Block: keblock@unimelb.edu.au or <http://www.ras.unimelb.edu.au>

Behind the Wire seeks your help An oral history project, Behind the Wire documents stories of men, women and children who have experienced Australian mandatory detention over the past 22 years. Seeking to bring a new perspective to the public understandings of mandatory detention by sharing the reality of the people who have lived it, in depth interviews with current and ex-detainees capture narrators' histories, experiences of seeking protection in Australia and the detailed reality of mandatory detention. These interviews are then edited into first person narratives that take the form of literary short stories. The stories collected through Behind the Wire are published online and in print. If you, or someone you know, has experienced mandatory detention and would like to participate in Behind the Wire, please email contact@behindthewire.org.au more information <http://behindthewire.org.au>

Volunteers sought for Statelessness Report 2016 See calls for [editorial assistants](#) and [country experts](#) to contribute to global report on statelessness. Applications open until **31 August 2016**.

Racism. It stops with me award Racism. It stops with me is a new award presented to an organisation that has made an extraordinary contribution to preventing racism in Australia. Find out how you can nominate your favourite organisation for this and other human rights awards before September 11, at <https://hrawards.humanrights.gov.au/nominations>

Dietician wanted – Promoting Healthy Outcomes for Refugees (PHOR) PHOR is seeking a dietician to implement refugee community focused nutrition initiatives, for more information see <http://phor.org.au/> or contact Marisa Salem marisa.salem@sswahs.nsw.gov.au

Parenting in a New Culture early intervention and prevention program Developed by Spectrum MRC provides culturally sensitive parenting education through facilitated workshops and downloadable family resources, supported by professional instruction materials. New resources have been developed to build the capacity of the community services sector in response to increasing demand for specialist family intervention and parenting support in refugee and migrant communities in metropolitan Melbourne and can be accessed at <http://www.parentinginaneewculture.org.au>.

Global Refugee Youth Consultations (2015-2016) Led by UNHCR and the Women's Refugee Commission, these consultations aim to promote dialogue and provide an environment for refugee youth to build alliances and networks at a national and global level, provide opportunities for refugee youth (girls and boys, young men and women) to emerge as leaders, and to strengthen understanding of the needs and desires of refugee youth and in the process contribute to the development of better programmes for their benefit. Settlement Services International (SSI) is leading implementation of consultations in Australia and is seeking expressions of interest from organisations who would like to volunteer to contribute to the consultations prior to February 2016. This will be the first time that the UNHCR consultations have focussed on youth and will be a unique opportunity to ensure that young people's voices are heard from all over the world and that the protection needs of youth may be given greater weight in the future. Please email UNHCRyouth@ssi.org.au.

Call for Chapter Proposals *Educating Refugee-Background Students: Critical Issues and Dynamic Contexts* Proposal deadline: October 15th, 2015 This collection will offer an in-depth exploration of key issues in the education of adolescents and adults with refugee backgrounds who have been resettled in the main refugee receiving areas of North America, Australia, and Europe. Until recently, educational researchers have devoted little attention to refugee-background students, despite the high numbers of refugees living in these areas. This volume will address geographic and thematic gaps in existing educational research with a focus on particular on students' goals, voices, and experiences, and each contributors will address contextual factors (both macro and micro level) informing their analysis. . For more information, [see here](#) or contact sshapiro@middlebury.edu

WANTED – DESKS The Melbourne office of RCOA is looking for good quality office desks. We are looking for small to medium sized desks, with draws and/or storage options. A corner desk would very, very helpful. A small bookshelf would also be appreciated. If you have any suitable office desks please contact: Asher Hirsch - settlement@refugeecouncil.org.au or call (03) 9600 3002. We can arrange to pick up furniture within the Melbourne area.

REFUGEE ISSUES IN THE MEDIA

A brief overview of the many issues facing refugees and asylum seekers covered in the media

Australian News

- [Europe must not mimic Australia's tough talk on asylum seekers](#) – The Guardian 10 August, 2015.
- [Asylum seeker married to an Australian resident faces deportation to Iran](#) – The Guardian, 11 August 2015
- [Mojgan Shamsalipoor: Teachers, pupils rally against detention of Iranian student, Border Force Act in Brisbane](#) – ABC News, 8 August 2015.
- [Cost of detainee flights a secret](#) – The West Australian, 8 August 2015.
- [How Mohammad Nasim Najafi died in a detention centre](#) – The Saturday Paper, 8 August 2015
- [Australia defies Afghanistan as asylum seeker forcibly repatriated](#) – ABC, 11 August 2015
- [Help asylum seekers and yourselves by using the Food Justice Truck](#) – The Age, 12 August 2015
- [Failed asylum seeker deported from Perth to Afghanistan day after Taliban attack](#) – www.news.com.au 12 August 2015.
- [Peter Dutton overturns deportation order for Vietnam War veteran](#) – The Guardian, 12 August 2015
- [Migrant crisis: the problem with the West's refugee policies](#) – SMH, 14 August 2015
- [Australia refugees: Detention centre 'gag' angers medics](#) – BBC, 16 August, 2015.
- [Refugees forced to choose between PNG resettlement or 'custody in new prison'](#) – The Guardian, 14 August 2015
- [Hospitality for asylum seekers? Think again](#) – Fairfax, 18 August 2015.
- [HESTA dumps Transfield citing detention centre abuses](#) – Fairfax, 18 August 2015
- [Petro Georgiou returns to Parliament with a message for the Abbott government](#) – Fairfax 18 August 2015.
- [Super funds put more pressure on Transfield](#) – Australian Financial Review 19 August 2015.

Offshore processing

- [Claims Nauru police watched fireworks as asylum seeker sexual assault victim waited](#) – SMH, 20 August 2015
- [Woman allegedly raped on Nauru flown to Australia for medical treatment](#) – ABC, 20 August 2015
- [Sting allegedly captures security guard in Nauru detention camp confessing fake assault story](#) – Fairfax, 15 August 2015.

- [Nauru guard who ordered spying on Sarah Hanson-Young to face inquiry](#) – The Guardian, 19 August 2015.
- [Commonwealth sued over ‘negligence’ of 5yo asylum seeker who lived on Nauru](#) – ABC, 14 August 2015
- [Spying and abuse described by Nauru detention centre’s former staff](#) – ABC 7:30 Report, 13 August 2015.
- [Immigration Department admits it was behind Freedom muesli bar ban on Manus Island offshore detention centre](#) – ABC News. 10 August 2015.
- [Asylum seeker on Manus forcibly returned to Iran amid court challenge](#) – The Guardian, 21 August 2015.

International

- [NZ not doing ‘fair share’ helping refugees-](#) MP Denise Roche – 3 News NZ, 14 August 2015.
- [Nun on a bike is changing the world](#) – AAP 20 August, 2015.
- [Angela Merkel slams ‘vile’ violent protests against refugees](#) – AFP, France24, 25 August 2015.
- [Migrant wave enters EU member Hungary after Macedonia hold-up](#) – AFP 23 August, 2015.
- [Refugee crisis: Millions of people fleeing war and poverty](#) The Age, Editorial 24 August, 2015.

Refugees Contribute

- [Refugee’s story to challenge opinions on asylum seekers at Melbourne Writers Festival](#) – Herald Sun
- [Refugee’s bright future thanks to education and training program between Menai High School and Tradies Club in Gympie](#) – Sunday Telegraph August 9, 2015.
- [Targeting Refugee & Asylum Seeker Potential](#) – Pro bono Australia
- [Former refugee repays debt of gratitude to Rotary](#) Community News

World News

- [Refugees pour into Cameroon fearing Boko Haram](#) – Irin News 18 August 2015.
- [Explainer: How European states shift responsibility for asylum claims](#) – The Conversation, 10 August, 2015.
- [Stranded in hell: No help for refugees in IS-controlled Yarmouk camp](#) – SMH World, 9 August, 2015.
- [Refugee crisis heightens on Greece's eastern islands](#) – Al Jazeera 8 August 2015.
- [Greece says cannot handle migrants, UNHCR calls crisis 'shameful'](#) – SBS news, 8 August, 2015.
- [Turkey will not give Syrian refugees right to work: labor minister](#) – SBS 9 August 2015.
- [Video: Creative solutions needed for refugees and asylum seekers](#) – ABC, 7 August, 2015.
- [The inconvenient truth about migrants is very different to what Cameron would have you believe](#) The Independent, 9 August 2015.
- [Yemen refugees return to ruined Aden with mix of hope and grief](#) – Reuters. 11 August, 2015.
- [Myanmar Sends Home 159 Bangladeshi Boat People](#) – AFP, 12 August, 2015.
- [Italy’s human tide: Where are they now?](#) – SBS 11 August, 2015.

UNHCR

- [Number of refugees and migrants arriving in Greece soars 750 per cent over 2014](#)
- [Central African Republic: Displaced at Home –](#)



An independent national network of more than 200 organisational members and thousands of individual supporters, the Refugee Council of Australia promotes fair treatment of people fleeing persecution and celebrates the contributions of Australians who have been refugees. Our work is funded by people who share our vision. To support us, visit <http://www.refugeecouncil.org.au/get-involved/make-a-donation/>

To unsubscribe email admin@refugeecouncil.org.au