GLOBAL REFUGEE SUMMIT BREAKS NEW GROUND IN INTERNATIONAL ADVOCACY

Years of advocacy by the Refugee Council of Australia (RCOA) for greater refugee community representation in international policy discussions culminated in the ground-breaking first-ever Global Summit of Refugees in Geneva. The Summit was the highlight of 10 days of Australian advocacy in Geneva (19-29 June 2018), which included UNHCR’s annual NGO Consultations, global dialogue on refugee resettlement, engagement with the UN Human Rights Council and meetings with senior officials of UNHCR and IOM. These events were a major breakthrough for RCOA, which has worked with other Australian NGOs to support refugee-led advocacy at the annual meetings in Geneva each year since 2007. The June 25-26 Summit, which RCOA and the Australian National Committee on Refugee Women (ANCORW) helped to plan, brought together 72 refugee delegates from 27 countries across the globe. It transformed the dialogue about refugee policy and programs, bringing significant numbers of people with lived experience of displacement into the discussions for the first time. RCOA’s hope is that the transformation will be permanent and that refugee representatives will have a much stronger voice in future global discussions on refugee policy.

The following report highlights some of the discussions that took place in Geneva in June 2018 and how advocates from Australia were involved.
BACKGROUND

The main Geneva gatherings in June 2018 that Australian advocates participated in were the inaugural Global Summit of Refugees (25-26 June), the Annual Tripartite Consultations on Resettlement (25-26 June), the UNHCR Annual Consultations with NGOs (27-29 June), and the 38th Session of the Human Rights Council (18 June-6 July). Additional side meetings between Australian NGO and community representatives and senior officials of UNHCR and IOM were held across the ten days of formal meetings.

The Refugee Council of Australia (RCOA), represented by Paul Power, Michelle Ferns and Sahar Okhovat, worked closely and participated in meetings with four delegates from refugee diaspora communities (Bernice Kamikazi, Simon Sang Hre, Mahammed Junaid and John Roc)\(^1\). RCOA also worked with a range of representatives from Australian NGOs participating in these meetings, including: AMES Australia; Amnesty International Australia; Assyrian Australian Association; Australian National Committee on Refugee Women (ANCORW); Community Migrant Resource Centre; Forced Migration Research Network of the University of NSW; International Detention Coalition; Jesuit Refugee Service; Multicultural Development Association (MDA); Multicultural Youth Advocacy Network (MYAN); Refugee Legal; the Settlement Council of Australia (SCoA); and Settlement Services International (SSI).

This year, 17 advocates from Australia who have experienced living as a refugee were involved in this international advocacy: Adam Bujairami, Anyier Yuol, Apajok Biar, Arash Bordbar, Bernice Kamikazi, Hayat Akbari, John Roc, Joseph Youhana, Mahammed Junaid, Melika Sheikh-Eldin, Najeeba Wazefadost, Narayan Khandal, Parsu Sharma-Luital, Sajjad Askary, Shabnam Safa, Simon Sang Hre and Tina Dixon. Most participated in the Global Summit of Refugees and many were engaged as speakers, facilitators and organisers in different workshops or meetings.

In participating in these international meetings, RCOA sought to:

- Work with other Australian delegates to bring to the attention of UNHCR the concerns of refugee communities in Australia, particularly concerns related to the protection of refugees and asylum seekers in various parts of Asia, the Middle East and Africa;
- Participate actively in discussions on refugee protection and resettlement, bringing perspectives from Australian communities and NGOs;
- Update interested NGO and UNHCR representatives about recent developments in Australia;
- Learn more about current international responses to global refugee needs, to help inform RCOA’s domestic work in policy development and community education; and
- Actively work to create spaces in international dialogue on refugee policy for people who can speak from direct experience.

Following is a summary and links to further information about these meetings, as well as highlights of the contributions made and joint advocacy of Australian delegates in these discussions.

OVERVIEW OF MAIN MEETINGS

Global Summit of Refugees

On 25-26 June, 72 refugee representatives from 27 host countries in Latin America, North America, Europe, Africa, the Middle East, Asia, Australia and New Zealand gathered at the Geneva Press Club for the inaugural Global Summit of Refugees. Of the participants, 16 were from Australia representing refugee diaspora communities from 10 countries of origin (Afghanistan, Bhutan, Burundi, Eritrea, Iran, Iraq, South Sudan, Syria/Palestine, and Ukraine). The Summit was the first

\(^1\) Contributions to pooled funding to enable refugee community advocates to participate in these meetings was generously made by: Overseas Services to Survivors of Torture and Trauma (OSSSTT), Community Migrant Resource Centre (CMRC), MDA, Victorian Foundation for the Survivors of Torture (Foundation House) and Amnesty International Australia. The Department of Home Affairs provided funding and support for Simon Sang Hre to participate in the Annual Tripartite Consultations on Resettlement as a refugee community representative.
time that representatives from refugee-led organisations and networks have come together on a
global level and created space for serious conversation about refugee self-representation.

Summit participants discussed how refugee-led advocacy is happening at local, national and
regional levels and how refugee-led networks so far have been raising issues in different ways at
the international level. The Summit focused discussions on five thematic areas: (1) Participation and
agency; (2) Access to protection, rights and shelter; (3) Local integration and inclusion; (4) Durable
solutions and movement; and (5) Root causes and system change.

A key outcome of the Summit was unanimous agreement among participants of the need for more
strategic refugee-led advocacy and to work towards the formation of a formal structure for a global
network of refugees. As Mohammed Badran, a member of the Network for Refugee Voices (NRV)
and the Summit steering committee, said in a media statement: “As part of the discussions about
the Global Compact on Refugees, much has been said about refugees having a greater voice. The
time is right for refugees to organise to ensure that their voices are heard more clearly as part of
national, regional and global discussions about policy and programs.”

The Global Summit of Refugees was convened and organised by representatives of eight refugee-
led networks, including the Australian National Committee of Refugee Women (ANCORW), the
Network for Refugee Voices (NRV), Red de Víctimas Colombianos por la Paz en Latinoamérica y el
Caribe (REVICPAZ-LAC), New Zealand National Refugee Association, Asia Pacific Refugee Rights
Network, Refugee Led Organizations Network (Uganda) and Syrian Youth Volunteers –
Netherlands.

The contribution of refugee leaders and NGOs from Australia to the success of this Summit was
considerable. The initial idea to create a space for refugee leaders to come together in Geneva
 gained momentum as an outcome of the Nothing About Us Without Us event that took place in the
margins of the 2017 UNHCR NGO Consultations, co-hosted by RCOA and Independent Diplomat.2
ANCORW’s Najeeba Wazefadost played a key role both in pushing the idea of a global refugee
network at this 2017 side event, and in bringing the 2018 Summit to fruition as an active member of
the steering committee. RCOA worked with Geneva-based NGO Independent Diplomat to provide
support to the steering committee in organising the Global Summit. Several Australian NGOs
(including Overseas Services to Survivors of Torture and Trauma, SSI, CMRC, MYAN, MDA,
Foundation House and Amnesty International) contributed to funding support that allowed
participants to get to Geneva.

To read more about the Summit, go to: http://www.networkforrefugeevoices.org/global-summit-of-
refugees.html

Annual Tripartite Consultations on Resettlement (ATCR)

From 25-27 June, 245 representatives from UNHCR, the International Organization for Migration (IOM), governments, and NGOs involved in refugee resettlement, gathered to discuss international cooperation on refugee resettlement. Australia was represented by three officials of the Department of Home Affairs. NGO representatives present were from Refugee Council of Australia (RCOA), Settlement Council of Australia (SCoA), AMES Australia, Settlement Services International (SSI), Victorian Foundation of Survivors of Torture (VFST) and Amnesty International Australia. Simon Sang Hre, a member of the Chin community with experience in working with refugee communities, human rights organisations and the International Rescue Committee in Kuala Lumpur and in Melbourne, participated as a refugee community representative from Australia.

Focusing on the theme of “Towards Expanded and Effective Resettlement”, the 2018 ATCR explored the challenges ahead and the best ways to respond to them. UNHCR raised concerns about the growing trend among many resettlement countries to favour refugees with particular profiles for resettlement. This places less emphasis on protecting the most vulnerable and deviates from resettlement’s core function: saving lives. UNHCR also asked resettlement countries to make collective efforts to ensure there is more diversity in the countries of origin of refugees. UN High Commissioner for Refugees and UNHCR’s Assistant High Commissioner for Protection voiced grave concerns about the stance of the majority of industrialised countries towards people seeking asylum and underlined that governments needed to provide protection to people irrespective of their mode of arrival.

Key themes discussed at ATCR included:
- UNHCR released its Projected Global Resettlement Needs document for 2019, nominating 1.428 million refugees as being in need of resettlement – a 17 percent increase from the year 2018 and more than any previous years;
The diverse resettlement needs of various groups of refugees was discussed as they need to be taken into consideration when countries design or deliver their resettlement programs each year. Those include the needs of populations in protracted situations, those who are part of mass displacement and those with specific protection needs, for example LGBTI refugees or refugees in detention.

The need for expanding resettlement and other pathways to enhance responsibility sharing was highlighted. Creating robust citizen engagement through community sponsorship of refugees, paying more attention to education as a means to increase self-reliance and as a complementary admission pathway and leveraging strategic use of resettlement were all discussed. It was also emphasised that regional governments need to be involved from day one in design, implementation and evaluation of resettlement programs.

Safeguarding resettlement as a protection tool was greatly emphasised. UNHCR highlighted the fact that with the current number of resettlement places, less than 0.5% of refugees have a chance of being resettled. As the number of vulnerable refugees and the protection risks they face increases, this small number of places needs to be safeguarded for the most vulnerable.

A full report on the ATCR, including details of discussions and a breakdown of resettlement statistics, is available at: [https://www.refugeecouncil.org.au/our-work/international-2/](https://www.refugeecouncil.org.au/our-work/international-2/)

UNHCR Annual Consultations with NGOs

From 27-29 June, the largest and most diverse annual gathering of NGOs working with refugees — the 2018 UNHCR Annual Consultations — drew over 600 delegates, representing about 300 organisations from 97 countries. The overarching theme of this year’s consultation was “Putting people first.”

Discussions covered topics including: an update on the Comprehensive Refugee Response Framework and how this has been rolled out in different countries; updates from UNHCR’s regional bureaux on protection issues and people-centred approaches; and thematic sessions on: statelessness; working with and for local and refugee leadership; ensuring responses are inclusive of age, gender and diversity; national systems strengthening, and; self-reliance and economic inclusion. The final day of the NGO Consultations focused entirely on discussions relating to internal displacement, recognising that most the world’s forcibly displaced have not crossed an international border.
As in previous years, there were opportunities for NGO representatives to ask questions and hear responses directly from the leadership of UNHCR. This included Q&A sessions with UN High Commissioner for Refugees Filippo Grandi, Deputy High Commissioner Kelly Clements, and with the two Assistant High Commissioners, Volker Türk (Assistant High Commissioner for Protection, AHCP) and George Okoth-Obbo (Assistant High Commissioner for Operations, AHCO).

Of note in terms of Australian NGO and community involvement in these consultations, was the role played by Yamamah Agha of Settlement Services International (SSI), who was this year’s UNHCR NGO Consultations Rapporteur. Yamamah was tasked with leading a team of documenters and reporting back on the discussions and ideas raised over the three-day meeting. Several delegates from Australia also volunteered as note-takers for different sessions, led by the team from SSI. In addition, Australian representatives played active roles as speakers, facilitators or organisers of different sessions: Sydney-based Arash Bordbar, in his capacity as co-chair of UNHCR’s Global Youth Advisory Council, spoke powerfully at the closing plenary about his experiences and perspectives on “putting people first”. Tina Dixson (Australian Women Against Violence Alliance) co-facilitated a workshop on “How do we ensure humanitarian responses are inclusive of age, gender and diversity?” and Najeeba Wazefadost (ANCORW) co-facilitated a workshop on “Working with and for local and refugee leadership”, while Anyier Youl (ANCORW) spoke on the panel at the Africa bureau session. Shabnam Safa (MYAN) facilitated a sub-group in the workshop on age, gender and diversity.

![Photo: ANCORW’s Najeeba Wazefadost, moderating the discussion in a workshop on “Working with and for local and refugee leadership” at the UNHCR NGO Consultations.](image)

**Ideas coming out of this year’s UNHCR NGO Consultation**

UN High Commissioner for Refugees Filippo Grandi opened this year’s UNHCR NGO Consultation dialogue with a call for redoubled efforts to tackle refugee crises through better support to the countries and regions hosting them, and to debunk claims of a ‘global’ refugee crisis. Grandi noted that an overwhelming majority of refugees are not in Europe, America or Australia. Most refugees are hosted by poorer nations; 85% of refugees are in low- to middle-income countries located in the Middle East, Asia and Africa. He also pointed to the current imbalance of responsibility and leadership in response to global refugee phenomenon. He acknowledged that, while accepting and responding to the needs of refugees is equally political for states in the global south as it is in the global north, the international community needs to come together to more equitably help countries such as Lebanon and Bangladesh, that are currently accepting the overwhelming majority of refugees. Grandi spoke of the need for multi-stakeholder commitments and support to get behind the Global Compact on Refugees. Grandi called on national and international NGOs to help make protection and solutions a reality for the people who need it, through solidarity, specialisation and connection into the displaced, stateless and host communities.
Arash Bordbar, representing UNHCR’s Global Youth Advisory Council, was one of the final speakers at the UNHCR NGO Consultations, delivering a powerful statement about his experiences and perspectives on how to “put people first”. Arash made a call for better engagement and support for refugees to have a voice in decision-making forums, including through the annual UNHCR NGO Consultations, but also drawing attention to the importance of the voices of those who are not able to travel to meetings in Geneva being heard. Arash spoke of the need for different actors to play different roles and to use their relative expertise in a complementary way. He spoke about how many refugees want to use their expertise at the local level or at the front line, and that NGOs and UNHCR working in partnership with refugees can achieve greater things. He gave the example of UNHCR’s Global Youth Advisory Council, saying: “When we work together with our complementary skills, we can bridge gaps. Putting people first means to support each other, not just financially, but by sharing knowledge.” Arash also spoke about how to work collectively to ensure protection and the dignity of people, including support for LGBTQI people, people with disability, and survivors of sexual and gender-based violence. Finally, Arash closed with a call to action, asking: “What do we do with the voices raised and what are the next steps?” emphasizing that participation is not just about listening to refugees, but about “hearing us and translating our ideas into policies.”


### 38th Session of the Human Rights Council

The 38th General Session of the Human Rights Council (HRC38), held from 18 June to 6 July, coincided with the period when many representatives of Australian NGOs and communities were in Geneva. Several Australian delegates used the opportunity to observe Human Rights Council proceedings. Some of the agenda items at the HRC38 focused on the human rights of migrants, the human rights situation in Myanmar, Eritrea, Democratic Republic of Congo and Burundi, and a full-day discussion on the human rights of women.

Sydney-based Hayat Akbari, who was supported by the Asia Pacific Refugee Rights Network (APRRN) to participant in this year’s meetings in Geneva, spoke as a representative of the End Child Detention Coalition on a panel about ending children detention held as a HRC38 side event.

![Photo: Hayat Akbari (far right) on the panel at a Human Rights Council side event about ending child detention.](image)

Reports and conclusions coming out of HRC38 are available from: [https://www.ohchr.org/EN/HRBodies/HRC/RegularSessions/Session38/](https://www.ohchr.org/EN/HRBodies/HRC/RegularSessions/Session38/)

### ADVOCACY BY AUSTRALIAN NGO AND COMMUNITY REPRESENTATIVES

In contributing to these international discussions, Australian NGO and refugee community representatives were active as participants, speakers and organisers. Prior to travelling to Geneva,
Australian delegates were involved through RCOA’s International Policy Network in a series of discussions to coordinate and plan advocacy in key areas, including: refugee self-representation, youth, gender, (re)settlement, and responses to displacement from Burma. Australian delegates prepared questions and key points to discuss in side meetings with various representatives of UNHCR, based on issues and concerns raised by refugee diaspora communities in Australia. The focus and outcomes of this advocacy is outlined in more detail below.

ISSUES RAISED AND QUESTIONS ASKED

While in Geneva, participants from Australia took every opportunity to ask questions prepared by those involved in the International Policy Network, to highlight issues of concern identified by refugee communities in Australia, as well as to discuss the situation in Australia itself.

Photo: Dr Melika Sheikh-Eldin (AMES Australia) asks a question at the Africa regional session at the UNHCR NGO Consultations; AHCP Volker Türk responds to a question on contingency plans to support refugees in camps in Thailand, an issue raised by Karen community members in Australia, and asked by Paul Power (RCOA)

Questions prepared and asked focused on:

Community engagement and participation
- How to ensure that there is effective and ongoing communication between refugee-led organisations and leaders and UNHCR, particularly in volatile contexts such as recent incidents in Kiziba refugee camp in Rwanda.
- What role refugee diaspora communities can play in amplifying the voices of refugees living in very dangerous situations, or who face significant risks in speaking up.

Protection policy and practice
- The need for specific policies and binding guidance, such as there is for gender and age, to ensure the protection of LGBTI people.
- Calls for the implementation of and accountability to UNHCR’s age, gender and diversity policy at every level of operations and equal representation of diverse groups of women and girls.
- Ensuring that commitments to youth participation and representation are upheld in the Global Compact on Refugees and its implementation.

Resettlement
- How UNHCR addresses discriminatory practices of states in their allocation of resettlement quotas by region, country or community.
The possibility of creating a “Children at risk” resettlement program for unaccompanied minors and other children in need.

Concerns about family separation in resettlement processes, with examples given of Iraqi and Syrian families in Australia separated from loved ones in the Middle East and North Africa region, and in Turkey.

**Country or region-specific concerns**

- Concerns about policies and practices of returns (forcible and ‘voluntary’) to Afghanistan in the context of ongoing security concerns and instability.
- Ensuring that lessons from the past are taken into consideration in planning for and facilitating any repatriation program for Rohingya to Myanmar.
- How to address gaps in educational opportunities and access (primary, secondary and higher education) for Rohingya refugees in Bangladesh.
- Concerns about the reduction of support to refugees on the Thai-Burma border, and what contingency plans are in place to ensure adequate ongoing support.
- How UNHCR is supporting internally displaced persons (IDPs) in Burma.
- Concerns about the grounds on which UNHCR’s decision to cease providing international protection to Chin refugees has been made, and how local integration or return is being planned for or facilitated with the meaningful engagement of Chin community members.
- Concerns about appropriate support being provided to IDPs in Syria and Iraq.

**DISCUSSIONS WITH REPRESENTATIVES OF UNHCR BUREAUX AND IOM**

Throughout the ten days of formal meetings in Geneva, RCOA arranged side meetings between Australian refugee community and NGO representatives and senior staff of UNHCR’s Asia, Africa, Middle East and North Africa Bureaux, the Division of International Protection, as well as with representatives of the International Organization for Migration (IOM). Points of discussion at these meetings, included:

**Asia Bureau**

- **Malaysia**: How or whether particularly vulnerable individual cases of people from Chin state will be considered for registration, and how the larger community from Chin state are being involved in decisions about repatriation. Seeking clarity and information on: the situation of refugees from Kachin state, the Rohingya pilot work program, and the removal of children from detention in Malaysia.
- **Myanmar**: The engagement of refugee community-based organisations in discussions about the need for ongoing protection and/or longer-term planning for returns.
- **Indonesia**: Information was sought on strategies to ensure refugees and asylum seekers in Indonesia are able to meet basic needs, and the role for Australian civil society in advocating for and supporting better protection of refugees in Indonesia.
- **Bangladesh**: Information was sought on the possibilities for resettlement being opened for Rohingya refugees.
- **India**: Concerns were raised about the impact of the introduction of the national ADDHAR card on refugees, and on ensuring continued engagement and communication between UNHCR and refugees from Myanmar in the context of discussions about return.
- **Iran and Pakistan**: Discussion about the impact on families in Australia that continue to face indefinite separation from their loved ones in Pakistan and Iran due to Australian Government policies.

**Africa Bureau**

- **Responses to refugee protests in the Great Lakes Region**: Continued discussion about UNHCR’s response to refugee protests in the region that have resulted in violence, and how to ensure channels of communication are kept open to avert violence in future.
• **Rwanda:** Information was sought on the possibilities of resettlement for Congolese refugees in Kiziba refugee camp, as well as the processes underway for registering these refugees for return.

• **South Sudan:** Clarity was sought on plans and priorities for resettlement of South Sudanese in neighbouring countries.

• **Sudan:** Recent changes and trends for refugees residing in Khartoum were discussed, including the detention and release processes for Eritrean refugees and asylum seekers entering Sudan.

• **Uganda:** A range of protection concerns were raised for refugees in Nakivale, including around identity breaches, access to secondary schooling, and monitoring and accountability of health services provided to refugees.

• **Resettlement advocacy:** To ensure NGO advocacy in Australia is aligned with UNHCR priorities, information was sought on priority groups for resettlement from Africa.

• **Kenya:** A question was raised about measures to address discriminatory practices affecting refugees in business.

• **Niger:** Concerns were raised about the protection of refugees seeking asylum in Agadez.

• **Zimbabwe:** Updates were sought about how those held in Harare Remand Prison who wish to seek asylum in Zimbabwe are able to get access to refugee status determination.

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**Middle East and North Africa (MENA) and Europe Bureaux**

- **Access to UNHCR:** Community advocates proposed and sought clarification on strategies to improve timely access to UNHCR offices in Turkey, Jordan and Lebanon and effective community engagement.

- **Resettlement priorities:** To ensure NGO advocacy in Australia is aligned with UNHCR priorities, information was sought on priority groups for resettlement from Lebanon, Turkey and Jordan. Specific concerns were also raised about families split through resettlement, and the possibilities of resettlement for single men.

- **Palestinians:** Discussions that began in previous years were continued about how UNHCR is able to help Palestinian refugees that are living in host countries where UNRWA has a mandate, and particularly in the context of UNRWA funding being dramatically reduced. Information was also sought on resettlement of Palestinians.

- **Iraq:** Process of providing financial support to refugees registered in Erbil were discussed, as was plans to increase access to education for refugees and support for refugees in camps more broadly.

- **Jordan:** Questions were raised about assistance provided to refugees in Amman and what is being done to ensure Iraqis and Syrians are equally eligible for support.
• Lebanon: Discussions focused on exit processes from Lebanon for refugees granted resettlement visas, including the prohibitive costs of exit permits, as well as concerns about registration and documentation for refugees pursuing complementary pathways to resettlement.

• Syria: Clarification was sought on the process of setting up videoconferencing interviews for non-UNHCR referred cases for resettlement.

• Turkey: Discussion focused on steps being taken to address tensions between host and refugee communities, and ensuring access to reporting mechanisms and justice. Questions were also asked about the exclusion of some groups of refugees to humanitarian assistance provided by national organisations.

Resettlement Unit, Division of International Protection

• Resettlement of Rohingya: Information was sought on the possibility of resettlement being opened for Rohingya refugees in Bangladesh in the short- to medium-term.

• Resettlement priorities: A range of questions about resettlement priorities — including split families, Women at Risk cases, and single men, were asked, particularly in the context of Syria and Iraqi caseloads.

• Exit processes from Lebanon: Advice was sought from UNHCR on advocacy relating to exit permit costs being reduced, standardised or subsidised for refugees being resettled from Lebanon.

• Resettlement delays due to health concerns: Information was sought on policies relating to medical reports and delays in resettlement departures, including how these are communicated to families, and how those affected are informed and able to make decisions relating to resettlement delays for medical reasons.

• Protection concerns and solutions for refugees in Indonesia: UNHCR was asked for more information on what strategies are being pursued to ensure refugees and asylum seekers in Indonesia are able to meet basic needs in the context of withdrawal of international assistance, including resettlement quotas.

![Photo: Simon Sang Hre (ATCR community representative), Shabnam Safa (MYAN), Nick Tebbey (SCOA), Carmen Lazar (Assyrian Australian Association) and Yamamah Agha (SSI) outside IOM headquarters in Geneva.](image)

IOM

• Funding for IOM in Indonesia: Discussion focussed on the implications and the impact on refugees and asylum seekers of changes to funding to IOM for border management programs in Indonesia.
• **AUSCO:** Information was sought on developments and changes in the Australian Cultural Orientation (AUSCO) Program.

• **Exit processes from Lebanon:** IOM's perspective was sought on the prohibitive cost of exit visas from Lebanon for refugees being resettled in Australia.

• **Youth-led project in Greece:** IOM engagement with a youth-led organisation that is involved in preparing young people for resettlement pre-departure in Greece.

• **Support for Chin refugees in Malaysia:** Following the recent decision by UNHCR that those from Chin State no longer require international protection, discussion was sought on the possibilities for IOM to support Chin community members in Malaysia.


For more details about the response by UNHCR to the issues raised by Australian NGO and community delegates in side meetings, contact RCOA (admin@refugeecouncil.org.au).