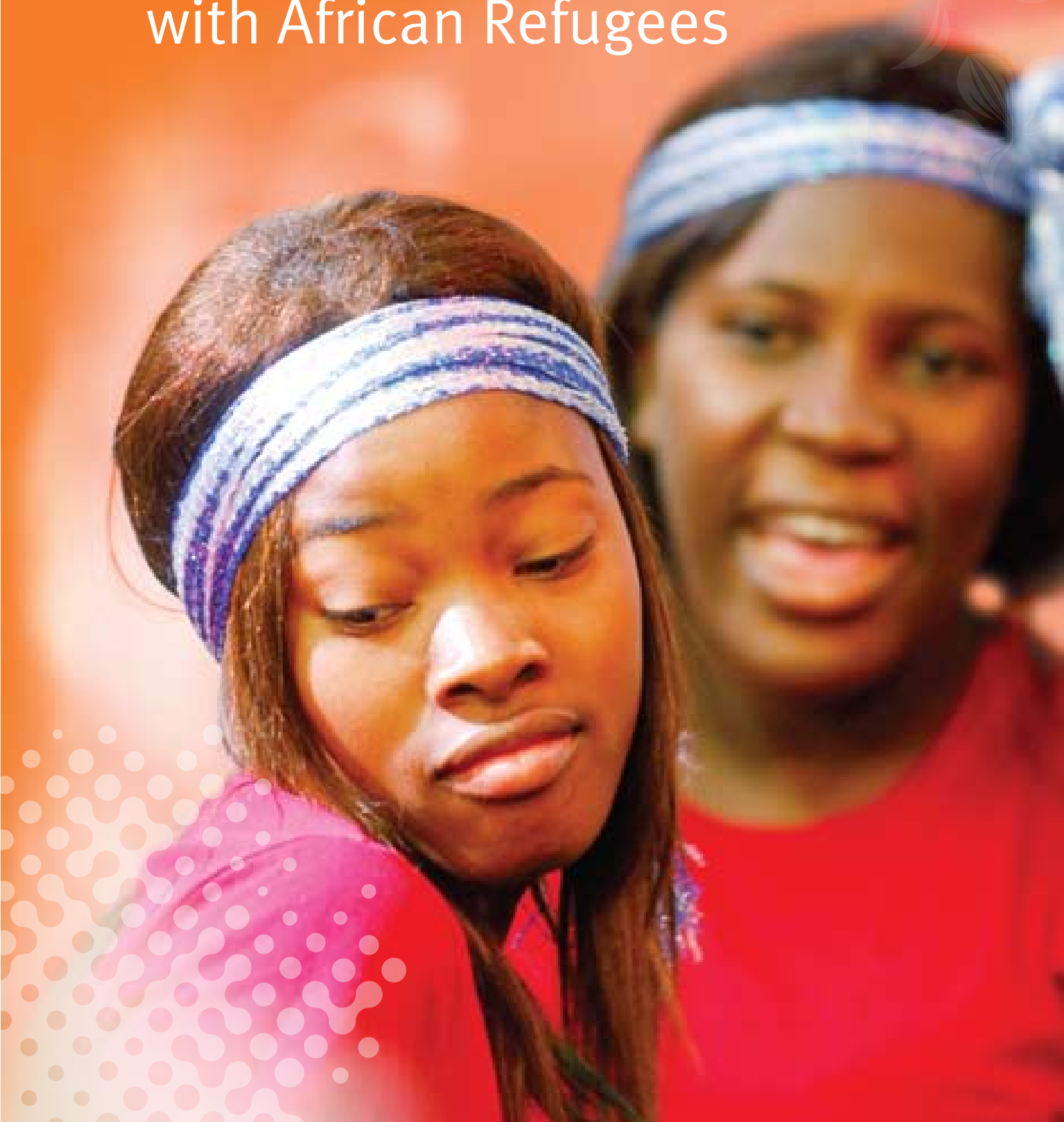


New Futures: The Queensland Government's Engagement with African Refugees



Queensland Government
Department of **Communities**



August 2008

Acknowledgements

The involvement of African community representatives in the process of developing New Futures is recognised and valued. They provided invaluable assistance in identifying the challenges facing their communities, as well as feedback on early drafts of this document, helping to make it as useful and relevant as possible. Their time and energy, which they have devoted largely on a voluntary basis, will continue to be vital in ensuring successful outcomes for their communities.

Abbreviations used throughout this document

ESL English as a Second Language

TAFE Technical and Further Education

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Message from the Minister

Queensland has gained much from the enormous contributions of migrants and refugees, and our cultural diversity is one of the Smart State's greatest strengths. African refugees have made, and continue to make, important contributions to Queensland's diverse society – in business, the arts, sport and education.

In their journey to Queensland, many African refugees have shown an indomitable spirit and tremendous courage in the face of extraordinary and often tragic life experiences. The Queensland Government is committed to supporting African refugees to rebuild their lives here and recognises that many Africans face further challenges as they adjust to a new culture, despite freedom from their previous strife.

Of the challenges faced by some African refugees in Queensland, some are highlighted in this publication, *New Futures: The Queensland Government's engagement with African refugees*; which demonstrates the Queensland Government's commitment to working with African refugees to meet those challenges.



New Futures: The Queensland Government's Engagement with African Refugees has been developed in consultation with leaders and representatives from Queensland's African refugee communities. It outlines the whole-of-government approach to improve access to services for African refugees and to combat discrimination.

Individual Queensland Government agencies have already undertaken important steps towards addressing the challenges that face some African refugees in Queensland. *New Futures* captures some of the most innovative and effective examples of the Queensland Government's engagement with African communities in the following areas:

- health
- employment
- access to government services
- language services
- education
- housing
- community relations
- family

- leadership and community development
- law and justice
- sport and recreation.

We look forward to building upon the initiatives outlined in *New Futures*, to strengthen and work with African refugee communities so that they may take full advantage of the many opportunities the Smart State has to offer.

I commend the vision and breadth of services outlined in *New Futures* for thriving African refugee communities that are able to enjoy broad and significant participation in all aspects of Queensland life.

Lindy Nelson-Carr MP Minister for Communities, Multicultural Affairs, Seniors and Youth



Fiona Muirhead, Friendship Premier's Multicultural Photographic Awards winner People's Choice Award.

African refugees: a welcome addition to a multicultural Queensland

The Queensland Government is determined to promote cohesion, a sense of belonging and equality of access to services and programs for everyone. This commitment includes taking action to improve access to services for African refugees¹ and to promote their full participation in the social and economic life of Queensland.

Queensland has welcomed African migrants under the skilled migration program for many years. A significant proportion of individuals and families from Africa who have settled more recently in Queensland have a refugee background, and have been granted residency under the Australian Department of Immigration and Citizenship's Humanitarian Program. Many of these people have demonstrated incredible resilience in their journey to safety.

African refugees and other humanitarian entrants have made, and continue to make, an important contribution to Queensland's economic, social and cultural fabric, and the Queensland Government is committed to building upon the skills and strengths of new and emerging African communities across the state.

However, African refugees face a number of complex challenges as they build new lives here. Their full participation in Queensland society requires concerted efforts by all levels of government to improve the coordination of existing services and to develop new initiatives targeting specific areas of need.

New Futures: The Queensland Government's Engagement with African Refugees is a commitment under the core values of the Queensland Government's Multicultural Policy, *Multicultural Queensland – making a world of difference*. It provides a snapshot of current state government services and initiatives. It also highlights some of the ways in which the Queensland Government is building and strengthening links between government departments, community agencies that deliver settlement services, not-for-profit community groups, and local governments to improve the accessibility of services in Queensland for African refugees.

The Queensland Government recognises that the challenges facing African refugees cannot be met by any one agency or level of government working in isolation, but that effective outcomes will be best achieved through a coordinated approach.



While the Australian Government has lead responsibility for refugee settlement services, the Queensland Government has a key role in providing all those who come to Queensland with frontline services such as education (including primary and secondary schooling and TAFE), health (including hospital inpatient, outpatient and emergency services, community and mental health services, and public health and health promotion programs), services to children and law and order (including policing and legal services). English language, education and employment are critical to improving the resettlement experiences of African refugees in Queensland.

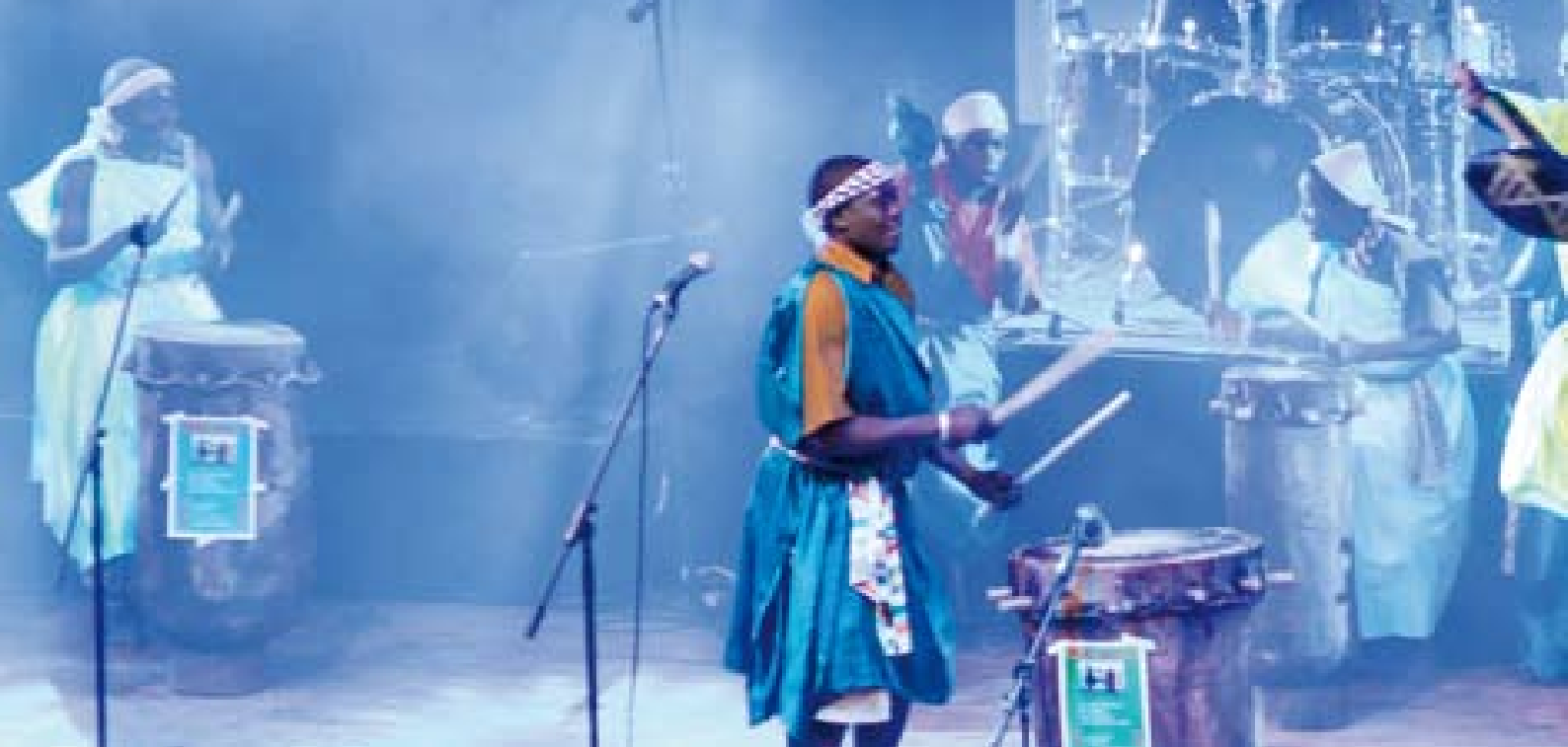
A new future in Queensland

Over the last five years, over 32,900 people from Africa were granted visas under Australia's humanitarian program.² This represents almost 60 per cent of the total number of humanitarian visas granted during this period. Over 5000 refugees and other humanitarian entrants have been resettled in Queensland from Africa in the past five years – over 75 per cent of all people

resettled in Queensland under the Australian Government's humanitarian program during this period.³

While most have settled in the south-east, around Brisbane, Logan and Toowoomba, smaller numbers of African refugees live in Townsville, Cairns and other regional locations. African refugee communities are heterogeneous, comprising very distinct groups with a diversity of cultural and social norms. While the majority of African refugees who have made a new home in Queensland are from Sudan (more than 3100 since January 2000),⁴ other home countries include Burundi, the Democratic Republic of the Congo, Eritrea, Ethiopia, Liberia, Sierra Leone, Somalia, Rwanda and Uganda.

- 1 A refugee is “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.” Reference – Article 1, The 1951 Convention Relating to the Status of Refugees, Retrieved from <http://www.unhcr.org.au/faqs.shtml> 23/10/2007
- 2 Department of Immigration and Citizenship.
- 3 Department of Immigration and Citizenship.
- 4 Department of Immigration and Citizenship.



Some of these refugees may return to their home countries when the political circumstances permit, while many others will build a new life permanently in Queensland. Either way, African refugees have a tremendous capacity to contribute to the prosperity of Queensland.

Characteristically highly motivated and hard working, African refugees have shown a solid work ethic and a willingness to have a go.⁵

Settling in Queensland

The Australian Government has primary responsibility for the settlement of refugees in Australia. As well as providing key support services through Centrelink, the Australian Government funds organisations and agencies to deliver settlement services to newly-arrived humanitarian entrants through the Integrated Humanitarian Settlement Strategy for six months after arrival, and subsequently through the Settlement Grants Program.

The Integrated Humanitarian Settlement Strategy provides settlement support through case coordination, ‘on arrival’ reception and assistance, accommodation services and short-term trauma counselling. The strategy focuses on assisting refugees and other humanitarian entrants to gain access to mainstream services through a referral process.⁶ The Settlement Grants Program provides settlement services on the basis of need to permanent residents from refugee and migrant backgrounds for a period up to five years after entering Australia.⁷

Many services that are vital to the resettlement of African refugees, including some health and educational services, are funded in part by the Australian Government and delivered by the Queensland Government. Not-for-profit groups, community volunteers and religious organisations also play key roles in the settlement of African refugees in Queensland, as do local governments through the provision of services such as public transport and libraries.

5 Ahmed, B. (2007, p5). ‘Introduction’. In African Think Tank Inc (Ed.), African Resettlement in Australia: The Way Forward. Report from the African Resettlement in Australia Conference, University of Melbourne, 11-13 April 2007.

6 Department of Immigration and Citizenship (2000). Australia’s Refugee and Humanitarian Program. Retrieved from [/www.immi.gov.au/media/fact-sheets/66ihss.htm](http://www.immi.gov.au/media/fact-sheets/66ihss.htm) 10/10/2007.

7 Department of Immigration and Multicultural and Indigenous Affairs (2005). Settlement Grants Policy Paper. Retrieved from www.immi.gov.au/media/publications/settle/_pdf/sgp_policy_paper.pdf 12/10/2007.



Understanding the refugee experience

Unlike other migrants who have the opportunity to choose to leave their country of origin and to choose the country in which they will resettle, refugees are forced to flee in order to survive, often without any significant possessions. Furthermore, refugees do not have the same time or opportunity as other migrants to plan their move or farewell their loved ones, and face a number of additional pre-departure and post-resettlement stresses.

Many refugees have experienced oppressive and abusive regimes in their country of origin. This may result in a heightened mistrust of government officers. In addition, African refugees are likely to have experienced any or a number of the following:

- denial of human rights
- forced separation from members of their family and/or family fragmentation
- witnessing family members being tortured and/or killed
- being tortured themselves
- exposure to other acts of violence
- physical, emotional and/or sexual abuse

- illness and/or starvation
- exploitation
- limited or disrupted education, especially in the case of children and young people
- in the case of some children and young people, being forced to fight as soldiers.

Sudanese refugees, for example, have come from a country where, over two decades, civil war has killed millions of people, displaced millions more, devastated the land and frozen development in what was already one of the world's most underdeveloped regions.⁸

For many refugees who have survived such extraordinary life experiences, the process of adjusting to significant differences in the culture and lifestyle of Australia, compared with their country of origin, can be challenging. The Queensland Government recognises that African refugees face distinct difficulties associated with their full participation in the social and economic life of Queensland.

⁸ United Nations High Commission for Refugees www.unhcr.org

Under the Coordinated Advocacy in the Multicultural Sector program, two part-time African community workers are funded by Multicultural Affairs Queensland to address issues faced by African refugees. One worker is based at the Queensland Program of Assistance to Survivors of Torture and Trauma, while the other is located at the Multicultural Development Association. The role of these workers is to identify and document issues and needs of African refugee communities, and to establish links among government and non-government agencies to facilitate the development of appropriate responses to these needs. These community workers also play an important role in assisting African refugees to engage in government processes and informing the Government's approach to engaging with African refugee communities.

The Local Area Multicultural Partnerships program, funded by Multicultural Affairs Queensland, is implemented in partnership with local governments, and is designed to create harmonious and cohesive community relations. Under the program, 14 local councils are funded to employ workers who are responsible for ensuring that every part of councils' core business is accessible and inclusive of all community members, regardless of their background. Program workers in Brisbane, Toowoomba, Logan, Cairns and Townsville, in particular, work closely with African refugee communities.

Challenges experienced by African refugees in Queensland

Consultation with representatives of Queensland's African refugee communities has identified a number of key challenges facing these communities.

- **Health:** some African refugees have complex physical and mental health problems and have difficulty accessing culturally appropriate services.
- **Employment:** high rates of unemployment and underemployment amongst African refugees, compared with the general population, are exacerbated in some cases by limited transport options to and from work.
- **Access to services:** barriers to obtaining services include the limited numbers of bicultural workers in service organisations, transport problems and, for African refugees in rural communities, relative geographical isolation.
- **Language services:** it can be difficult to access interpreters, especially in some African languages and dialects.
- **Education:** some African refugee students entering school in Australia have limited or severely disrupted prior schooling experience, and consequently require additional assistance to reach the educational levels of their same-age peers.
- **Housing:** difficulties in accessing appropriate and affordable long-term housing are exacerbated by discrimination in the private rental market.
- **Community relations:** many African refugees experience lack of acceptance, incidents of racism, and lack of intercultural understanding, while inaccurate media reporting can strengthen negative stereotypes about young Africans in particular.
- **Family relationships:** there are challenges associated with adjusting to a new culture and differing models of family interaction. Particular challenges are faced by some African refugee women, sole parents, young people (including unaccompanied minors) and seniors.
- **Leadership and community development:** assistance is needed in re-establishing links within some African refugee communities, as well as with the broader Queensland community.



- Law and justice: because many African refugees have had negative experiences with authority prior to resettlement, the re-building of trust is crucial to positive relationships between African refugees and the Queensland Police Service. Some African refugee communities are also concerned that a number of complex issues have led some African young people to come in contact with police.
- Sport and recreation: barriers to participation include poor availability of, and access to, resources such as training areas, organised activities and equipment.

As *New Futures* outlines, the Queensland Government is dedicated to assisting and working with African refugees in each of these important areas. Multicultural Affairs Queensland is liaising with relevant Queensland Government agencies to develop a coordinated approach to addressing these challenges.

A whole-of-government approach

All Queensland Government agencies will undertake the following initiatives to support African refugee communities' **access to services** and to **address discrimination**.

To improve **access to services** for African refugees, Queensland Government agencies will:

- provide information on public services to African refugee communities in culturally appropriate ways
- consult with African refugee communities using appropriate consultation protocols
- promote the employment of people from African refugee backgrounds within Queensland Government agencies, so as to reflect the diversity of local communities
- investigate the extent to which services reach African refugees and meet their needs
- encourage staff to undertake relevant cross-cultural training.

To **address discrimination** and racism against African refugees, Queensland Government agencies will:

- adopt culturally appropriate consultation and service delivery strategies
- consider issues faced by African refugees when developing strategies to ensure workplaces and services are free from discrimination and harassment
- disseminate information about ways to address racial discrimination and vilification.



Agency-specific approaches to meeting the needs of African refugees in Queensland

In addition to the broader commitment by Queensland Government agencies to address the needs of African refugees, a number of agencies have committed to specific initiatives and programs.

Health

In the short term, there is an urgent need to meet the primary health care needs of newly-arrived refugees in an integrated and informed manner. As a result of experiences of torture and trauma, the longer-term health needs of many African refugees, particularly in relation to mental health, are complex. The challenges faced by African refugees in accessing and navigating the Australian health system can be exacerbated if practitioners display limited cultural competence, particularly in relation to sensitive issues.

The Queensland Government is committed to supporting healthy African refugee communities.

Queensland Health allocated \$1.08 million in 2007–08, increasing to \$1.2 million recurrently from 2008–09, to establish a coordinated Statewide Refugee Health Service, which will provide refugees, other humanitarian entrants and asylum seekers with:

- standard health assessments, including public health screening and catch-up vaccinations
- short-term health management, with additional support for complex cases
- referral to existing services for continuing care
- education for general practitioners and other health professionals on refugee health issues.

A range of refugee-specific health services are provided in South East Queensland. Queensland Health is investigating options for a Statewide Refugee Health Service to enhance existing services and to establish new services in Toowoomba, Cairns and Townsville to provide assessment and short-term health care to newly-arrived refugees.

The Queensland Transcultural Mental Health Centre has recruited Sudanese, Ethiopian, Liberian, South African and Somali mental health consultants and a Congolese bilingual worker to provide a better response to African refugees.

Queensland Health's *Healthier Multicultural Communities* initiative strengthens its response to the health needs of Queensland's culturally and linguistically diverse communities, including African refugees, and improves their access to culturally appropriate services.

Employment

African refugees seek to participate actively in Queensland life and become more self-sufficient. This is why unemployment is a major concern for many African refugees. Prevailing challenges for many African refugees seeking meaningful careers include accessing relevant information, developing English language skills, gaining recognition for prior qualifications and skills, obtaining local work experience, understanding Australian work culture, and overcoming discrimination in the workplace.

The Queensland Government is committed to supporting African refugees to participate more fully in the Queensland workforce by improving employment pathways.

The Logan Employment African Pilot project assisted 98 people in its first 12 months, resulting in the placement of 45 people in employment and 36 into vocational education and training. In 2006–07, 142 people were assisted, with 45 participants placed in employment and 48 into vocational education and training.

The Department of Employment and Industrial Relations is also supporting a "Get Set for Work" project targeting young Sudanese refugees aged 15 to 17 years. The Get Set for Work (Yeronga TAFE) project provides a diverse range of activities to give early school-leavers basic skills in finding employment or re-entering education and training.

The Department of Employment and Industrial Relations will continue to provide programs for African refugee jobseekers, including training and pre-employment assistance, and to fund various programs targeting unemployment. One initiative, based in Logan and Toowoomba, assists African refugees to obtain their driving licences while also improving their literacy, numeracy and work skills.

Regional Training Services offices of the Department of Education, Training and the Arts assist African refugees to access the department's services, leading to increased representation of African young people in traineeships.

Other Queensland Government initiatives that can benefit African refugee jobseekers include:

- The Multicultural Employment Strategy provided under the *Skilling Queenslanders for Work* initiative, which supports jobseekers from non-English speaking backgrounds, particularly newly-arrived migrants and refugees.
- The Skills Recognition Unit in the Department of Education, Training and the Arts, which provides a free academic assessment service for holders of overseas qualifications issued by recognised technical and tertiary institutions.
- The Department of Tourism, Regional Development and Industry's *Cultural Diversity Business Development Program* for those interested in starting a business or who are in business. African refugee groups can request specific business workshops for groups of 10 to 20 people.



Access to services

Difficulties experienced by many African refugees in accessing services are exacerbated by language barriers and transport problems. Providers with an understanding of the issues faced by African refugees, bicultural workers and culturally competent staff are key factors that can improve access to services, particularly in rural and regional areas.

The Queensland Government is committed to improving access to services for African refugees.

The Department of Emergency Services (DES) has worked in alliance with settlement providers (which offer settlement support services for migrants and refugees) and the Queensland Police Service (QPS) to educate newly arrived residents about emergency services and safety issues. For example, in the South East region DES and the Queensland Police Service have conducted workshops with refugee groups on issues such as what to do in an emergency, phoning triple zero and how to recognise emergency services vehicles and uniforms.

The Queensland Fire and Rescue Service is implementing an Ethnic Fire Safety program. This program has been piloted in Toowoomba and enhances understanding of fire safety among African refugee residents.

Queensland Transport, in collaboration with the Queensland Police Service, undertook a licensing program for African refugees in 2006, which included 42 successful Sudanese licence applicants.

Legal Aid Queensland includes representatives from non-English speaking communities in its annual business planning across the state. The Woodridge, Toowoomba and Brisbane offices are ensuring that representatives from African refugee communities are included.

The Anti-Discrimination Commission Queensland organises information sessions on discrimination and complaints mechanisms in liaison with Sudanese and Liberian refugees.

African refugees can also benefit from Queensland Government initiatives that improve access to services for all Queenslanders from culturally and linguistically diverse backgrounds, such as:

- The Department of Emergency Service's community safety resource, which includes information on dialling triple zero (000) in an emergency.
- Legal Aid Queensland's training to its client service staff, grants officers and legal professional staff on the use of interpreters and specific issues for non-English speaking clients. This includes specific training relevant to working with African refugees.

Language services

The use of interpreting services is critical to enable some African refugees to access human services. African refugee communities are diverse and some African refugees speak languages for which there are no accredited interpreters, making it more difficult for them to benefit from services. The need for interpreting services and bilingual workers is particularly important for communities in regional areas, as well as for families in contact with the education system.

The Queensland Government is committed to providing language services and information about government services in an appropriate manner to African refugees.

The Queensland Fire and Rescue Service has produced 'Working Smoke Alarms Save Lives' brochures in various languages including some that are spoken by some African refugees, and is also developing an information DVD, which promotes fire and general community safety messages.

The DVD will be available in several languages common to African residents and will be used in English language classes across the state, commencing with a pilot program in Toowoomba.

Legal Aid Queensland provides information on domestic violence, including its services for victims of domestic violence. This information has been translated into languages commonly spoken by Africans to improve accessibility to some African refugees. Legal Aid Queensland will investigate the benefits of translating further legal information into other African languages, as well as using illustrations and audio presentations.

The Office of Fair Trading will investigate translating consumer fact sheets, business fact sheets and complaint forms into key African languages. These fact sheets and complaint forms will be available on the Office of Fair Trading's website.

Other ways to effectively distribute the fact sheets to African refugee consumers and business owners will also be investigated.

The Anti-Discrimination Commission of Queensland has contacted the Sudanese and Liberian communities to organise sessions on its discrimination and complaints mechanisms. The Commission is planning to include information on its website in languages spoken by African refugees. This process will assist African refugees to understand the complaints mechanism, particularly in reporting incidents motivated by racism.

Services to African refugees will also be improved through the development of language and interpreting services such as Queensland Health's establishment of a statewide interpreter service. Queensland Health will coordinate and develop resources that are appropriate and accessible to staff and service users. For instance, it will develop a cross-cultural training program for staff, including information on refugee, torture, and trauma issues in areas where there is a high refugee population.

Education and training

A limited or disrupted education prior to arrival (often due to long periods in refugee camps) creates additional barriers to successful engagement with the education system. Some African students may have no experience of a classroom setting and equal access to the curriculum as their same-age peers is not possible without significant adjustments by the education system. There is also limited knowledge or understanding of the vocational education and training sector among refugee communities in general, largely due to barriers in accessing relevant information. This means that many African refugees are missing out on vocational education and training opportunities, and this can impact on their chances of finding meaningful employment.

The Queensland Government is supporting African refugees to achieve their educational and training goals.

This is particularly evident at Milpera State High School (Milpera) where African students often comprise around half of the school's population. Milpera has specialist ESL teachers and the English language is taught in the context of the Queensland state school curriculum.





Milpera employs a number of bilingual personnel who support students and teachers in the classroom, administration, and technology and resource areas. In 2006–07 the Department of Education, Training and the Arts provided more than \$33 000 to Milpera for a Bilingual Liaison Officer to develop pathways and community networks to support African refugee students at risk. Milpera will continue to provide ‘on arrival’ ESL, high school preparation and settlement support services to prepare these students for participation in high schools around Brisbane. In addition, nine other state secondary schools have ESL units.

In 2005, the Department of Education, Training and the Arts committed \$8.507 million over four years to the Refugee Support Program to assist refugee students in state schools to participate in school life and improve their educational outcomes. This has provided access to support programs such as additional English language support and classroom assistance, participation in excursions, school camps and sporting events, art therapy classes and life skills courses. An additional \$827 000 was provided to the non-state schooling sector, making the total funding for this initiative \$9.334 million.

In 2007, the Department of Education, Training and the Arts provided \$86 000 to the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Spiritus Anglican Refugee and Migrant Services to coordinate homework clubs for refugee students. These clubs assisted more than 400 students during that period.

This funding also supported QPASTT and Communitify Queensland to develop a Refugee Student Support Kit for Education Queensland, which will assist teachers and school staff to support refugee students. In 2007, \$18 000 was also provided to schools in the Wynnum-Manly cluster to support primary and secondary homework clubs and a home tutoring program. The latter has provided academic support to refugee students while also assisting friendships to develop between refugee students and local residents.

In 2008, the Department of Education, Training and the Arts will continue to support the homework clubs, and plans to review its Refugee Support Program to ensure it continues to support the needs of refugee students in schools.

TAFE Queensland delivers the Adult Migrant English Program and the Language Literacy and Numeracy Program, which are funded, respectively, by the Australian Departments of Immigration and Citizenship and Employment, Education and Workplace Relations.

The Adult Migrant English Program is an English language program to support settlement in the community and provides up to 510 hours of English language tuition to newly-arrived migrants and refugees and other humanitarian entrants over 18 years of age. There is access to an additional 400 hours for clients between 18 to 24 years of age who have backgrounds of trauma and torture and who have had less than seven years of schooling.

The Language Literacy and Numeracy Program is an employment-focused program targeting those for whom English is a barrier to gaining sustained employment. It provides up to 800 hours of tuition over a two-year period. The two programs together can offer up to 1,700 hours of English language provision for young African refugees.

African refugee students represent a significant proportion of clients of these two programs, and of the Special Preparatory Program, which supports newly-arrived refugee students who are likely to have difficulty learning in a mainstream class due to traumatic experiences.

In addition to Australian Government-funded programs, thousands of African students have enrolled in a wide variety of Queensland Government-funded courses. There has been a concerted effort to offer pathways to mainstream programs in Training Queensland, and TAFE Queensland will monitor and report on the level of participation by African refugees.

The employment of two African community liaison officers in 2007 strengthened links with African communities. This has enabled TAFE English Language and Literacy Services in the Department of Education, Training and the Arts to develop the following three projects that benefit African clients.

- English language tuition and access to the Adult Migrant English Program to African refugee women who, due to settlement and family issues may experience isolation in the community. This program enables African refugee grandmothers, women with children and other women to undertake English classes in a community setting. A community liaison officer and qualified African child-care workers provide culturally appropriate support for participants and on-site child care.
- Youth classes providing English language and literacy, numeracy development and learning pathways for refugee youth. These were initially established at Logan and expanded to Mt Gravatt, with an additional class at Brackenridge commencing in early 2008.
- Bilingual classes in Swahili and Kirundi have been piloted at Logan and will expand in 2008. African community liaison officers support the students and teachers involved in these programs.

In 2006–07 the Department of Education, Training and the Arts also provided \$15,000 funding to Lifeline Darling Downs and South West Queensland for its Building Community Connections Refugee Students program, through which African youth workers assist refugees to understand Australian social and cultural systems.

African refugees can also benefit from other Queensland Government education and training initiatives, such as:

- Skilling Solutions Queensland, a free service providing information on training and career options that matches peoples interests, skills and experiences.
- the Student Services web pages of the Department of Education, Training and the Arts, which are being redeveloped to clearly outline information relating to ESL and refugee information and services.

Housing

Difficulties associated with resettlement (such as dealing with past experiences and acceptance of a new way of life) are exacerbated if there are uncertainties about long-term housing needs.⁹ African refugees generally rely heavily on the private rental market. They often face difficulties in finding accommodation (especially for larger families), and many encounter discrimination from landlords and real estate agents. Access to public transport, cultural services, shops and schools is paramount for African refugees looking for stable housing options.

The Queensland Government is committed to assisting African refugees improve their access to housing services.

9 Field-Pimm, M. & Ng, E. (2003). Australia the Lucky Country: Housing Options for African Australians. Retrieved from http://www.afho.org.au/conference/2003conference/Field-Pimm_Ng.pdf 18/10/07.

The Queensland Government, through the Department of Housing, has introduced the one social housing system to create a more efficient and responsive social housing system and to support integrated provision of a broad range of housing assistance for low income Queenslanders. The one social housing system provides people in need, including African refugees, with a better and fairer way to access a range of housing assistance, based on a housing needs assessment.

The Residential Tenancies Authority has provided funding to support projects that assist African refugees in Brisbane, Logan, Gold Coast and Townsville.

Refugees from a range of African communities, including Sudanese, Burundi, Somali, Rwandan and Congolese communities, have benefited from a range of community education strategies undertaken by the Residential Tenancies Authority. These include the translation of information booklets into four African languages and the training of bilingual workers about the laws applying to renting in Queensland. The Authority is committed to implementing targeted information and engagement strategies that support African refugees to understand their rights and responsibilities when renting in Queensland, and prioritises emerging communities for funding within its grant scheme.

The Tenant Advice and Advocacy Service Queensland has conducted workshops identifying the communication needs of African refugees in relation to housing.



Community relations

Many African refugees display a high level of resilience and possess a strong cultural identity. While they strive to adapt to local legal, social, cultural and economic values, some communities experience social isolation as well as incidents motivated by racism and discrimination. For example, Africans are often inaccurately depicted in the media as illiterate and/or unskilled. Likewise, there have been negative media reports about the use of public space by young African people. Many people also inaccurately assume that African communities are homogeneous, despite their cultural linguistic and religious diversity.

The Queensland Government is committed to supporting African refugees to achieve full social participation, by promoting cross-cultural understanding and challenging racism.

In 2007, Multicultural Affairs Queensland entered into an important three-year partnership with the Queensland Roar Football Club to implement the *Queensland Roars Against Racism* campaign. This campaign engages community role models to send positive messages in support of harmony and social cohesion, together with the clear message that there is no room for racism in Queensland. Over the course of the partnership there will be a range of events and activities in support of the anti-racism message, targeting the whole community – especially young people – to challenge racist attitudes and stamp out racial intolerance.

Through its ongoing Multicultural Assistance Program grants scheme, Multicultural Affairs Queensland has committed more than \$700 000 to multicultural projects, festivals and events in 2007–08.

Of this amount, more than \$110 000 has been dedicated to projects directly benefiting African refugee communities, including the following examples:

- The African Women’s Information Expo targets African refugee women in the Logan region by assisting them to adjust to life in Australia, translate life skills into employment skills and unify their communities, whilst giving them a sense of belonging and self worth.
- The Leadership Seminar, Skills and Capacity Development Workshop Project for African Refugees assists African refugees by providing development and leadership training, motivating the participants towards skills and capacity development. This project increases awareness of multiculturalism and cultural competency and encourages integration into different culturally diverse groups.
- The Celebrating Sierra Leone Independence Day Festival provides an opportunity for the broader community to participate in a range of cultural activities and improve understanding of the Sierra Leone community. The festival is an opportunity to showcase the diversity of the community and enables cultural exchange to promote understanding and harmony.
- The Congolese Community National Day Festival strengthens links between the Congolese and other communities by enhancing understanding of the Congolese culture and history within the broader community.
- The Young Resilience Exhibition empowers refugee children and adolescents through the use of art and symbolic communication, and raises awareness about services for culturally and linguistically diverse groups.
- The Building Bridges Project raises community understanding and celebrates cultural diversity within African refugee communities and the Gold Coast community. This project provides information sessions on African culture, history and customs and workshops in drumming, hair-beading, coffee-making ceremony and food preparation.
- The Eritrean Multicultural Festival highlights local cultural diversity and the local identity of African communities in Brisbane, with a specific emphasis on Eritrean culture.
- The World Refugee Day 2008 Project involves a large number of African refugee communities in a six-month consultation and capacity-building process resulting in a major sporting and cultural festival.
- The Shilluk Festival will showcase the Shilluk culture, traditional dance and music to the wider community of Brisbane in ways that will promote cross-cultural understanding.
- The African Women’s Chorus will build friendships between African women and provide the broader community with opportunities to experience traditional African music.

The Department of Education, Training and the Arts supports Youth Affairs Network Queensland’s recommendations in the *New Kids on the Block: Making Space for Sudanese Young People in Queensland* report on Sudanese young people and public space. The department will facilitate access to appropriate government school facilities outside of school hours for groups of young Africans.

All state education agencies are also being encouraged to update resources on the *Bullying No Way!* website, as well as the *Under the Skin – Combating Racism in Queensland Schools* website.





These initiatives foster positive relationships among students from various backgrounds in the school environment.

Other positive projects that support African refugees to achieve full social participation include the following.

- The *Confronting Racism in Communities* project funded by Multicultural Affairs Queensland documents the nature and extent of racism in Queensland and provides support, training and resources to the community sector. The three-year project, which began in 2005, is delivered through a consortium led by the Centre for Multicultural Pastoral Care.
- Through the Community Renewal program, the Department of Housing funds capacity-building projects that help African refugee communities develop skills and knowledge, and build networks, community leadership and community identity.



Family

A large number of African refugee families are dealing with grief and the loss of family members as well as uncertainty about the whereabouts of extended family members. The transition from a collectivist society in their home countries to one that is more focused on the individual and nuclear family structures also poses challenges for many African refugees. Pressures associated with resettlement, new family dynamics and extended family commitments can also place strains on intergenerational relationships. Increased access to parenting training and awareness-raising sessions about the role of government in supporting families is needed by many African refugee communities.

The Queensland Government is committed to supporting strong and happy African families.

The Department of Child Safety, in collaboration with the Department of Communities, has met with service providers and African refugee community representatives to develop culturally appropriate ways of working with African refugee families to ensure the safety of their children and young people and assist them to understand child safety in Queensland.

In 2005–06, the Department of Child Safety provided a grant to the Ethnic Communities Council of Queensland to advise ethnic communities about the department's services, the importance of kinship and foster care and the need for additional carers. Five information sessions, primarily targeting African refugees, have been held in south-east Queensland.

The Department of Child Safety is developing a Sudanese child protection protocol and culturally appropriate resources, and delivering cultural awareness training to child safety staff.

The department is also improving awareness amongst Sudanese families in Toowoomba of family support services, child protection legislation, and responsibilities for protecting children and reporting incidents of child abuse and neglect. The department has provided \$100 000 for a 12-month trial multicultural child protection project specifically for this community, to which the Department of Communities has also contributed \$40 500.

Under the 2007–08 Multicultural Assistance Program Grants program, Multicultural Affairs Queensland has provided the Queensland Program of Assistance to Survivors of Trauma and Torture with \$30 000 for the Families in Cultural Transition Program for African Families project. This project will build the capacity of the African refugee communities in Toowoomba and Gatton by strengthening families and helping them understand Australian culture and how work with the Queensland Government. The program will provide long-term benefits with regard to leadership development, employment and training.

The Moreton region of the Department of Communities works closely with Multilink, an organisation that services the culturally diverse communities in the greater Logan area, including African refugee communities. The department contributes \$70 000 for a Community Development Officer.

African refugee families can also benefit from information sessions provided by the Commission for Children, Young People and the Child Guardian and tailored for African refugee communities, about risk management and the procedure for obtaining a Working with Children Blue Card.

Leadership and community development

Many African refugees possess strong leadership skills and represent their communities well. Some smaller African refugee communities may require assistance to represent their communities' concerns and to negotiate effectively with Government agencies.

The Queensland Government is committed to strengthening African refugee communities and recognises the key role that African community leaders play in supporting their communities.

The Moreton Region Outlook Youth and Community Team (The Outlook) is a unit of the Department of Communities that works with a number of community agencies to develop Adventure Based Learning (ABL) programs targeted to African refugees.

The Outlook has been providing training, resources and support services to government and non-government service providers since 1979. The Outlook specialises in using ABL to facilitate positive learning and growth outcomes for all Department of Communities client groups. The Outlook has undertaken several joint projects aimed at young African refugees, and has partnered with:

- Mercy Family Services Fatima Centre, to deliver programs such as the Unaccompanied Humanitarian Refugee Minors Program, which provides positive ABL experiences.
- Harmony Place, to deliver the African Peer Mentoring Program, which reduces social isolation and empowers young people, particularly young women, to develop essential life skills, such as obtaining a driver's licence.

- Yeronga Institute of TAFE, to conduct community development programs that introduce African refugee students to ABL and familiarise them with specific support services located in south-east Queensland.
- the Rwandan Association of Queensland and the Multicultural Development Association, to develop the leadership skills of Rwandan young people and address issues of 'growing up' in Australia.
- Logan Youth and Family Services Inc, to develop an ABL program for African refugee families in Logan.
- the Youth Affairs Network of Queensland to conduct two staff development programs for network staff working with young African refugees.

Law and justice

The expectations of a Western legal system are unfamiliar to many newly-arrived African refugees. In addition, because some African refugees have experienced violence and abuse from authorities in their home countries, building trust between police, other government authorities and African refugees is important. In regard to dealing with law enforcement bodies in particular, many African refugees have suggested that the employment of more African Police Liaison Officers would result in improved outcomes.

The Queensland Government is committed to promoting understanding of the law as well as building trust, understanding and open communication with African refugee communities.

The Queensland Police Service employs a statewide network of Police Liaison Officers who form links with communities by building trust, to help reduce and prevent crime and divert people from the criminal justice system. They advise police officers on customs, traditions and languages and work with communities to improve knowledge of policing services and law and order issues generally.

Sudanese Police Liaison Officers are currently employed at Dutton Park and Boondall.

The Queensland Police Service also employs a statewide network of Cross Cultural Liaison Officers, who provide support for operational police and other regional staff. As an ongoing initiative, these officers have collaborated with local service providers to deliver information sessions to recent arrivals in Brisbane, Logan and Toowoomba. These sessions improve participants' understanding of the role and function of the Queensland Police Service, and cover law and order issues such as traffic and domestic violence. The Service has also participated, with the Australian Department of Immigration and Citizenship, in the development of a DVD to help improve settlement outcomes of newly-arrived humanitarian entrants from Africa.

Legal Aid Queensland has trialled an education kit on family law specifically for African refugees. This kit will become one of the tools in the agency's community education program in regions with large African refugee communities.

The Department of Justice and Attorney General is conducting a pilot community engagement project in Logan City to facilitate engagement with African refugee communities and other disadvantaged groups. In early 2008, the department began providing information about the justice system and departmental services to these communities.

African refugees can also benefit from strategies developed for all people in Queensland from culturally and linguistically diverse backgrounds, including:

- the Queensland Police Service Cultural Advisory Unit, which promotes understanding within the Service about cultural diversity
- Legal Aid Queensland's community legal education strategy 2005-08, which focuses on improving the legal education of African young people through the Toowoomba, Woodridge and Brisbane offices.

Sport and recreation

Sport is an important way in which African refugees can engage in the broader Australian lifestyle. Many young Africans in particular are keen to participate in Australia's strong sporting culture as a means to forming new friendships and increasing their skill levels. Some barriers to participation include limited knowledge about how to access organised sporting opportunities and playing venues (for training and competitions), and the costs associated with obtaining sporting equipment and joining organised sporting associations.

The Queensland Government is committed to supporting African refugees to participate in sporting and recreational events and activities.

The Queensland Police Service, in partnership with the Ethnic Communities Council of Queensland, coordinates an annual Football Cup for young people from diverse backgrounds.

This event kicked off in 2005, originally to engage Sudanese young people in sport, and has evolved to celebrate diversity within the broader community and partnerships with police. The May 2007 event involved 24 teams from diverse backgrounds and was attended by 4500 people. It was also supported by a number of government and community agencies. The event received the Queensland Police Service Bronze Award for Excellence in Problem-Oriented and Partnership Policing.

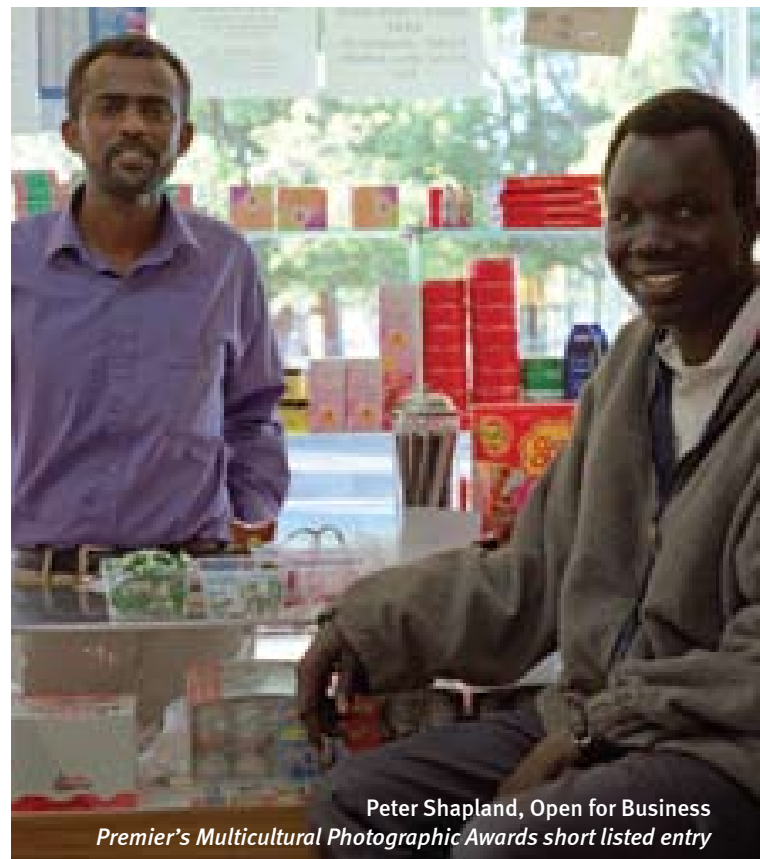
In February 2008 the Queensland Police Service participated in "Bridging the Gap", a soccer game between police and a Sudanese youth soccer team.

The event, which was attended by over 500 spectators, was initiated by Sudanese young people who play locally in and around the Annerley and Yeronga areas. "Bridging the Gap" celebrated diversity, fostered a sense of belonging and encouraged a fun and safe community environment.

A "Meet and Greet" project was established with African refugee groups at six Police-Citizens Youth Club facilities in North Brisbane to encourage African refugees to use those facilities.

The Department of Local Government, Sport and Recreation will engage with and support young African refugees to access recreational venues and participate in various sporting activities.

Under its Queensland Roars Against Racism strategy, Multicultural Affairs Queensland has made special effort to include African refugee communities by providing low-cost entry to sports events and by showcasing African performers at major events.



Peter Shapland, Open for Business
Premier's Multicultural Photographic Awards short listed entry



Liam Kidston – Walking Home 4
Premier's Multicultural
Photographic Awards highly commended

Working together into the future

New Futures identifies the challenges faced by African refugees in Queensland and the efforts of Queensland Government agencies in meeting these challenges. As such, *New Futures* also provides a starting point for the development of future initiatives targeting areas of unmet need.

Multicultural Affairs Queensland will assist agencies to utilise existing structures and reference groups – such as departmental Multicultural Action Teams and Regional Managers Coordination Networks – to identify ways for Queensland Government agencies to work together towards a coordinated approach to the issues outlined in *New Futures*.

The Queensland Government supports the recent formation of the Queensland African Communities Council and looks forward to working in consultation with the Council, other representative organisations and advocacy groups to improve services to African refugees and strengthen their participation in Queensland society.

Many of the challenges identified in *New Futures* are common to other refugee populations. Multicultural Affairs Queensland will encourage and support Queensland Government departments, particularly service delivery agencies, to prioritise the needs of refugee communities, including African refugees, in their 2008–09 Multicultural Action Plans. All Queensland Government departments must publish such plans, to publicly demonstrate their commitment to the multicultural policy, *Multicultural Queensland – making a world of difference*.

Departments must also report annually to Multicultural Affairs Queensland on their performance against their Multicultural Action Plans. Multicultural Affairs Queensland coordinates an annual report to the Queensland Government on the progress of implementation of the multicultural policy, and this report will include information on departments' implementation of initiatives to improve support for refugees seeking to build new futures in Queensland.

Key contacts

The following list is not exhaustive. The Queensland Government acknowledges that there are other organisations, not listed here, that are delivering services across Queensland to refugee communities.

Contact details of additional non-government and other service providers in Queensland that may be relevant to African refugees can be obtained from the **Multicultural Resource Directory** published by Multicultural Affairs Queensland. Copies of this publication can be obtained by calling 13 13 04. The directory is also available electronically at http://www.multicultural.qld.gov.au/media/maq_resource_directory.pdf

The Queensland Government Multicultural Policy, *Multicultural Queensland – making a world of difference*, can be accessed from the Multicultural Affairs Queensland website at www.multicultural.qld.gov.au

Queensland Government Contacts

Ensuring access to services for all Queensland Government services:

Hearing impaired/deaf:
National Relay Service – 13 36 77

TIS Interpreting Service:
13 14 50

Department of Communities
GPO Box 806
Brisbane QLD 4001
Telephone: 13 13 04
TTY: (07) 3012 8655
email: enquiries@communities.qld.gov.au
www.communities.qld.gov.au

Multicultural Affairs Queensland
GPO Box 806
Brisbane QLD 4001
Telephone: 13 13 04
email: info@multicultural.qld.gov.au
www.multicultural.qld.gov.au

Department Education, Training and the Arts
PO Box 15033 City East
Brisbane QLD 4002
Telephone: (07) 3237 0919
www.deta.qld.gov.au

Department of Employment and Industrial Relations
Wageline: 1300 369 945
Workplace rights hotline: 1300 737 841
Employment: 1300 369 925
www.deir.qld.gov.au

Anti-Discrimination Commission Queensland
Telephone: 1300 130 670
TTY: 1300 130 680
www.adcq.qld.gov.au

Office for Women
GPO Box 1141
Brisbane QLD 4001
Telephone: (07) 3224 4062 or 13 13 04
Freecall: 1800 177 577
email: info@women.qld.gov.au
www.women.qld.gov.au

Queensland Health
GPO Box 48
Brisbane QLD 4001
Telephone: (07) 3234 0111
Health Advice: 13 43 25 84 (24 hours, 7 days)
www.health.qld.gov.au
Multicultural Health: www.health.qld.gov.au/multicultural

Queensland Integrated Refugee Community Health Clinic
Ground Floor, Community Services Building
Mater Misericordiae Health Services
39 Annerley Road
South Brisbane QLD 4101
Telephone: (07) 3840 2880

Logan Refugee Health Clinic
Level 2, Logan Central Community Health
Wembley Road
Logan Central QLD 4114
Telephone: (07) 3290 8900

Zillmere Refugee Health Assessment Clinic
Zillmere Community Centre
54 Handford Road
Zillmere QLD 4034
Telephone: (07) 3250 8633

Queensland Transcultural Mental Health Centre
519 Kessels Road
Macgregor QLD 4109
Telephone : (07) 3167 8333
email: tccs@health.qld.gov.au

Queensland Police Service
GPO Box 1440
Brisbane QLD 4001
Telephone: (07) 3364 6464
TTY: (07) 3364 4655
www.police.qld.gov.au

Department of Emergency Services
GPO Box 1425
Brisbane QLD 4001
www.emergency.qld.gov.au

Queensland Fire and Rescue Service
Telephone: (07) 3247 8100
Queensland Ambulance Service
Telephone: (07) 3109 5015

Emergency Management Queensland
Telephone: (07) 3247 8511 or (07) 3247 8505

Department of Child Safety
GPO Box 806
Brisbane QLD 4001
Telephone: (07) 3224 8045
Freecall: 1800 811 810 (Queensland only)
TTY: (07) 3012 8655
email: info@childsafety.qld.gov.au
www.childsafety.qld.gov.au

Commission for Children and Young People and
Child Guardian
PO Box 12671
Brisbane George Street QLD 4003
Telephone: (07) 3247 5525
Free call: 1800 688 275
Employment Screening: 1800 113 611 (Free call)
Fax: (07) 3247 5507
www.ccypcg.qld.gov.au

Department of Justice and Attorney General
GPO Box 149
Brisbane QLD 4001
Telephone: (07) 3239 3520
email: mailbox@justice.qld.gov.au
www.justice.qld.gov.au

Office of Fair Trading
Telephone: 13 13 04
email: BrisbaneOFT@justice.qld.gov.au
www.fairtrading.qld.gov.au

Legal Aid Queensland
GPO Box 2449
Brisbane QLD 4001
Telephone: 1300 65 11 88
email: feedback@legalaid.qld.gov.au
www.legalaid.qld.gov.au

Disability Services Queensland
Telephone: (07) 3224 8444
Freecall: 1800 177 120 (toll-free within Australia)
TTY: (07) 3896 3471 or 1800 010 222
email: disabilityinfo@disability.qld.gov.au
www.disability.qld.gov.au

Department of Housing
GPO Box 690
Brisbane QLD 4001
Telephone: 1300 880 882 6am–6pm
email: dohnet@housing.qld.gov.au
www.housing.qld.gov.au

Residential Tenancy Authority
33 Herschel Street
Brisbane QLD 4001
Telephone: 1300 366 311

Queensland Transport
Telephone: 13 23 80 (8am to 5pm Monday
– Friday)
email: fastinfo@transport.qld.gov.au
email: roadsafety@transport.qld.gov.au
www.transport.qld.gov.au

Department of Tourism, Regional Development
and Industry
PO Box 15168
City East QLD 4002
Telephone: 1300 363 711 (QLD callers only)
www.dtrdi.qld.gov.au

Department of Local Government, Sport and
Recreation
PO Box 15031
City East QLD 4002
Telephone: (07) 3234 1870

Sport and Recreation Queensland
PO Box 15187
City East QLD 4002
Telephone: 1300 656 191 (within Australia only)
www.sportrec.qld.gov.au

Australian Government contacts

Department of Immigration and Citizenship
www.immi.gov.au

Brisbane
299 Adelaide Street
Brisbane QLD 4000
Counter hours: Mon-Fri 0900-1600
(Wed 0900-1330)

Gold Coast
Level 1, 72 Nerang Street
Southport QLD 4215

Cairns
Level 2, GHD Building
95 Spencer Street
Cairns QLD 4807
Telephone: (07) 4044 5907

Thursday Island
Commonwealth Centre
Hastings Street
Thursday Island QLD 4875
Telephone: (07) 4069 1292

Integrated Humanitarian Settlement Strategy (IHSS) providers

Multicultural Development Association
512 Stanley Street
South Brisbane QLD 4101
Telephone: (07) 3375 5400

Assisting Collaborative Community Employment
Settlement (A.C.C.E.S) Services Inc
4/2 Carmody Street
Logan Central QLD 4114
Telephone: (07) 3808 9299

Spiritus – Toowoomba
600 Ruthven Street
Toowoomba QLD 4350
Telephone: (07) 4639 3983
email: caryan@spiritus.org.au

Townsville Multicultural Support Group
63 Ross River Road
Mundingburra QLD 4812
Telephone: (07) 4775 1588
email: tmsg@beyond.net.au

Centacare Cairns
195 Abbott Street
Cairns QLD 4870
Telephone: (07) 4044 0130
email: admin@centacarecairns.org

Settlement Grants Program (SGP) Providers

ACCES Services Inc
Unit 4/2 Corner Carmody Street and Ewing Road
Logan Central QLD 4114
Phone: (07) 3808 9299
email: accessinc@accessservicesinc.org.au

Centacare Cairns
Level 1, 68 Abbott Street
Cairns QLD 4870
Telephone: (07) 4041 7699
email: migrantservices@centacarecairns.org

Centacare Toowoomba
Cnr Annand & Union Streets
Toowoomba QLD 4350
Telephone: (07) 4632 3604
email: centacare@toowoomba.centacare.org.au

Gladstone Area Promotion and Development
Marina Ferry Terminal
Bryan Jordan Drive
Gladstone QLD 4680
Telephone: (07) 4972 4000
email: rees.banks@gladstoneregion.org.au

Hervey Bay Neighbourhood Centre Association
57 Taylor Street
Pialba QLD 4655
Telephone: (07) 4124 2737
email: migrant@hbnc.com.au

Inala Community House
38 Sittella Street
Inala QLD 4077
Telephone: (07) 3372 1711
email: ich@ich.org.au

Islamic Women's Association of Queensland
363 Gowan Road
Sunnybank Hills QLD 4109
Telephone: (07) 3272 6422
email: iwag@iinet.net.au

Lifeline Darling Downs South West Queensland
17 Long Street
Toowoomba QLD 4350
Telephone: (07) 4687 5118
email: lifeline@lifelinedarlingdowns.org.au

Mackay Regional Council for Social Development
62 Wellington Street
Mackay QLD 4740
Telephone: (07) 4957 3208
email: settlement@mrcsd.org.au

Maroochy Neighbourhood Centre
2 Fifth Avenue
Cotton Tree QLD 4558
Phone: (07) 5443 6696
email: msp@maroochync.org.au

Migrant Resource Centre Townsville Thuringowa
358-360 Flinders Mall
Townsville QLD 4810
Telephone: (07) 4772 4800
email: ann@townsville-mrc.org

Mount Isa Community Development Association
Old Court House, Isa Street
Mount Isa QLD 4825
Telephone: (07) 4749 1404
email: migrants@micda.org.au

Multicultural Community Centre
977 Ann Street
Fortitude Valley QLD 4006
Telephone: (07) 3257 1868
email: ayodele@mcccommunitycentre.org

Multicultural Development Association
512 Stanley Street
South Brisbane QLD 4101
Phone: (07) 3337 5400
Email: mailbox@mdabne.org.au

Multicultural Families Organisation
21-27 Davenport Street
Southport QLD 4215
Telephone: (07) 5571 0381
email: mfamilies@mfo.org.au

Multicultural Information Network Service
Gympie Community Place
24 Lawrence Street
Gympie QLD 4570
Telephone: (07) 5483 9511
email: minsinc@bigpond.com

Multilink Community Services
38 Blackwood Road
Logan Central QLD 4114
Telephone: (07) 3808 4463
email: info@multilink.org.au

Nutrition Australia
6/100 Campbell Street
Bowen Hills QLD 4066
Phone: (07) 3257 4393
email: rtilse@qld.nutritionaustralia.org

Queensland Program of Assistance to Survivors of
Torture and Trauma
50 Shottery Street
Yeronga QLD 4104
Telephone: (07) 3391 6677
email: admin@qpastt.org.au

Spiral Community Hub
192 Boundary Street
West End QLD 4101
Telephone: (07) 3844 7733
email: asalmon@spiral.org.au

Spiritus
1/32 Lutwyche Road
Windsor QLD 4030
Telephone: (07) 3370 0407
email: lcallister@spiritus.org.au

St Vincent de Paul Society of Queensland
66 Roderick Street
Ipswich QLD 4305
Telephone: (07) 3202 1180
email: ipswich.settlementservices@svdpqld.org.au

Townsville Multicultural Support Group
63 Ross River Road
Mundingburra QLD 4812
Phone: (07) 4775 1588
email: tmsg@beyond.net.au

Other relevant contacts

Australian Red Cross
49 Park Road
Milton QLD 4064
Telephone: (07) 3367 7222
www.redcross.org.au

Ethnic Communities Council of Queensland
253 Boundary Street
West End QLD 4101
Telephone: 07 3844 9166
email: administration@eccq.com.au
www.eccq.com.au

Harmony Place
46 Shottery Street
Yeronga QLD 4104
Telephone: (07) 3848 1600
email: admin@harmonyplace.org.au
www.harmonyplace.org

Logan Youth and Family Services Inc
376 Kingston Road
Woodridge QLD 4114
Telephone: (07) 3826 1500
email: yfs@yfs.org.au
www.yfs.org.au

Mercy Family Services Fatima Centre
104 South Street
Toowoomba QLD 4350
Telephone: (07) 4635 8600
email: toowoomba.admin@mfsq.org.au
www.mercyfamilyservices.org.au

Refugee and Immigration Legal Service
Level 1, 170 Boundary Street
West End QLD 4101
Telephone: (07) 3846 3189
email: admin@rails.org.au
www.rails.org.au

Toowoomba Anglican Refugee and Migrant
Services
PO Box 2434
Toowoomba QLD 4350
Telephone: (07) 4632 9681

Toowoomba Red Cross Refugee Support Group
128 Annand Street
Toowoomba QLD 4350
Telephone: 0408 776 442
email: Mened24@hotmail.com

Toowoomba Refugee and Migrant Support Centre
123 Neil Street
Toowoomba QLD 4350
Telephone: (07) 4632 9285
email: trams@iinet.net.au

Youth Affairs Network of Queensland
30 Thomas Street
West End QLD 4101
Telephone: (07) 3844 7713
email: admin@yanq.org.au
www.yanq.org

Coordinated Advocacy in the Multicultural Sector Workers funded by the Queensland Government

Multicultural Development Association
African Advocacy Worker
Telephone: (07) 3337 5400

Multicultural Development Association
Grants Access Worker
Telephone: (07) 3337 5418

Queensland Program of Assistance to Survivors
of Torture and Trauma
African Community Development Worker
Telephone: (07) 3391 6677

Local Area Multicultural Partnerships Program funded by the Queensland Government

Local Government Association of Queensland
Program Coordinator
Telephone: 3000 2235