

**A Needs Assessment Research Project
with a client group at:**

**The Romero Centre
Dutton Park, Queensland**



Researcher: Claire Kuyper
Student: The Australian College of Applied Psychology (2008)
Mobile: 0414 697 358

Contents

Abstract
Introduction
Overview

Part A

- Background – Temporary Protection Visa
- Impact of Temporary Protection visa
- Protracted refugee situations worsening
- Greater restrictions on access to asylum
- Human rights abuses continue to exacerbate displacement

Part B

- Afghanistan Historical Background
- Religion
- Detention Centres
- Literature Review

Part C

- Purpose of Research
- Hypothesis
- Future Research
- Limitations of research
- Time Line
- Climate within research environment

Part D

- The Romero Centre staff structure
- Activities presently offered by the Romero Centre
- Volunteer Roles
- Supervision
- Omissions
- Documents
- Ethics

Part E

- Methodology
- Use of Instruments
- Participants
- Demographics
- The Questions
- Data Analysis
- Results
- Discussion
- Six major themes identified

Part F

- Appendix 1
- Appendix 2

A MESSAGE OF THANKS

This research report could not have been conducted without the kind assistance, and support from all the staff at the Romero Centre.

The researcher thanks all those who participated in the focus groups and the sharing of the Afghan cultural knowledge, interpretation of language, and time freely given. Some of the documented interview material contained personal past events, and has been withheld at the discretion of the researcher.

Claire Kuyper
Researcher

Abstract

The Romero Centre opened in 2001 to support the Afghan, Iranian and Iraqi groups leaving the detention centres; seeking asylum in Brisbane. The Romero Centre offered practical support to refugees on Temporary Protection Visas, former TPV holders and their families. Now, the majority of detainees have become Australian citizens. Notably, the Romero Centre requires a 'Needs Assessment' to ascertain direction for future funding applications to aid this community. Hence, seven focus groups were interviewed by means of a qualitative approach over a period of 20 weeks. A total of 53 participants (37 females and 16 males) were interviewed with the assistance of a bi-lingual interpreter. All interviews were conducted at The Romero Centre. The interviews were tape recorded and verbatim dialogue compared and analysed. Six major themes have been identified; the results are: A paid bi-lingual Youth Worker for the Afghan community (35); 'learn to swim' classes for Muslim women (23); driving lessons for women (18); educational assistance for English tutoring (15); continued advocacy (15); workshops on women's health (15).

Introduction

This research report has adhered to strict and stringent principles of action based research. Action research, according to Costello (2003), is referred to variously as:

‘A term, process, enquiry, approach, flexible spiral process and is cyclical. It has a practical, problem solving emphasis. It is carried out by individuals, professionals and educators. It involves research, systemic, critical reflection and action. It aims to improve educational practice. Action is then undertaken to understand, evaluate and invoke change’ (Blaxter, Hughes, & Tight, p.67).

This research technique is about the procedures and methodology by the researcher to carry out a ‘Needs Assessment’ on behalf of the Romero Centre at Dutton Park in Brisbane.

In compiling this report the researcher canvassed the opinions from a wide range of service providers, volunteers, and more importantly the views of previous significant Temporary Protection Visa holders, now Australian citizens, who have maintained a close relationship with The Romero Centre. The main focus of the research was to put forward significant directives for the Romero Centre. To implement change, Bennis (1966) writes;

‘Conceptions of planned change have tended to focus on how change can be implemented in organisations’. These frameworks referred as ‘theories of changing’ initiate and carry out successful organisational change (Waddell, p.30).

The identified change is to provide a functioning facility for the Afghan community who attend the Romero Centre during, and more importantly after the lengthy and traumatic resettlement period.

Overview

In 2001, the Romero Centre opened to aid and support the massive influx of refugees' predominately Afghan, Iranian and Iraqi men and women departing the Australian detention centres. At that time, in conjunction with Australian Governmental agencies, the Romero Centre assisted with TPV (Temporary Protection Visas), temporary accommodation, Centalink and Medicare payments.

Now, in 2008, the majority of this population of refugees are Australian citizens. However, the majority group where mostly men, and once this group obtained citizenship, they commenced sponsoring their families (from the country of origin) into Australia. This influx of family settlement and reunion has created a different set of issues. The Romero Centre remains loyal to this group experiencing a variety of resettlement issues. Therefore, the centre requires a 'Needs Assessment Report'.

The Romero Centre is a unique non government organisation staffed mainly by volunteers. It is faith based and ecumenical. The Romero centre has played an integral role supporting the settlement, housing, employment and education of this marginalised group. Continual lobbying and advocacy has remained a fundamental focus for all staff and committee members, for the clients and community to the Romero centre.

Part A: Background

Temporary Protection Visa (TPV)

Since the commencement of this research the TPV has been abolished (AGO, 2008).

The (TPV) was granted where an applicant was a non citizen to whom Australia owed protection obligations under the Refugee Convention and its Protocol. Therefore, at that time, the grant of temporary protection did not widen the net of protection, but rather utilised the same stringent formula that applied to other asylum claims. The relentless uncertainty of having only temporary protection was compounded by the limited range of Commonwealth entitlements for refugees. They had no right to family reunion or to the full range of settlement services provided to refugees resettled as part of the offshore humanitarian program. For many, they had not been able to access Commonwealth funded education or health services which had meant refugees on TPVs had no access to government funded English language training. While refugees on TPVs were permitted to work, their access to work was impeded by their restricted access to federally funded employment and training schemes.

Impact of TPV

The first substantial investigation into the impact of the TPV was undertaken by the Queensland Government's Department of Multicultural Affairs in 2001.

The Queensland study found that:

'Even though it was the Queensland State Government's policy to grant TPV holders the same level of services currently offered to PPV (Permanent Protection Visa) holders by the Commonwealth. TPV holders in Queensland were still profoundly and negatively affected by their temporary status. In particular the report noted that "the prohibition of family reunion and the denial of travel permission have compounded existing torture and trauma symptoms" (Mann 2001, p.21).

However, the Australian Government also provides a Humanitarian Program which comprises two components:

- 1) Offshore resettlement for people in humanitarian need.
- 2) Onshore protection - for those people already in Australia who arrived on temporary visa or in an unauthorised manner, and who claim Australia's protection (Mann 2001, p.21).

As Australia considers plans for the 2008-09 Refugee and Humanitarian Program, the case for a strong program, focused on the protection of those most in need, is as compelling as ever. A review of the current global situation for refugees and displaced people shows three serious and growing trends:

Protracted refugee situations worsening:

The number of refugees with little hope of a durable solution is growing. The Office of the United Nations High Commissioner for Refugees (UNHCR) estimates that there are more than 5.5 million refugees under its mandate in what it classifies as "protracted refugee situations" (populations of 25,000 refugees displaced for five years or more). The average length of displacement has grown from nine years in the early 1990s, to 17 years a decade later. In addition, under the mandate of the UN Relief and Works Agency (UNRWA), there are 3.8 million Palestinians in protracted refugee situations (UNHCR, 2006)

Greater restrictions on access to asylum:

Across the world, a growing number of governments have introduced tighter "border security" measures which restrict opportunities for people to access asylum. This trend has been most marked in Europe, where many nations, despite being signatories to the 1951 *Convention relating to the Status of Refugees* and its 1967 *Protocol*, have introduced policies which seek to limit their responsibilities to people seeking to escape persecution, mirroring the worst aspects of recent Australian policy. Consequently, millions of refugees are being left stranded elsewhere with little protection and no long-term solution.

Human rights abuses continue to exacerbate displacement:

Not included among the 9.3 million people in protracted refugee situations are refugees recently displaced by conflicts and human rights abuses in many nations. Without serious international action, many of these people may also face protracted displacement. One of the most serious current crises is in Iraq with 2 million refugees and 2.2 million internally displaced persons (IDPs) in the past four years.

Currently, resettlement is offered to less than 1% of the world's refugees but the global trends outlined above highlight the pressing need for resettlement to be developed further as a durable solution. Even with a growing number of nations offering resettlement places, the total number of resettlement places available each year is around or less than 100,000.

Anticipated number of refugee resettlement places, 2007

United States	60,000 -70-000	Netherlands	500
Australia	11,500-13,000	United Kingdom	5000
Canada	10,300 – 11,500	Brazil	280
Sweden	1900	Chile	200
Norway	1200	Ireland	200
New Zealand	750	Iceland	50
Finland	500	Iceland	50
Denmark	500	Paraguay	30

Total global resettlement places - 88,710 to 101,410

UNHCR, 2006, '*The State of the World's Refugees 2006: Human Displacement in the New Millennium*' (pp 106ff).

Part B: Background

Afghanistan Historical Background

The population of Afghanistan includes many different ethnic groups. The Pashtuns, who make up more than half the population, have traditionally been the dominant ethnic group. The Pashtuns speak Pashto, which is an Indo-European language and one of the two official languages of Afghanistan.

The Tajiks are the second largest ethnic group in Afghanistan. The Tajiks speak Dari, also an Indo-European language and the other official language of Afghanistan. Dari is more widely spoken than Pashto in most of the cities. The Tajiks are closely related to the people of Tajikistan.

In the central ranges live the Hazaras. Although their ancestors came from the Xingjian region of northwestern China, the Hazaras speak an archaic Persian. In the east, north of the Kabul River, is an isolated wooded mountainous region known as Noristan. The Noristani people who live there speak a wide variety of Indo-European dialects. In the far south live the Baluchi, whose Indo-European language (called Baluchi) is also spoken in southwestern Pakistan and southeastern Iran.

To the north of the Hindu Kush, on the steppes near the Amu Darya, live several groups who speak Turkic languages. The Uzbeks are the largest of these groups, which also include Turkmen and, in the extreme northeast Vakhn Corridor, the Kyrgyz people. The Kyrgyz were mostly driven out by the Soviet invasion and largely immigrated to Turkey.

Afghanistan is strategically positioned between the Middle East, Central Asia and the Indian subcontinent along the ancient 'Silk Route'. Afghanistan has long been fought over. The country was first united under an Afghan leader in 1747. During the 19th and early 20th centuries Imperial Russia and the British Empire vied for influence. There were many years of conflict and civil war, leading eventually to Soviet troops entering Afghanistan in 1979. Soviet troops withdrew in 1989, while the ongoing civil war continued. The fundamentalist Islamic Taliban militia took control in 1996 until the United States, supported

by a number of countries including Australia, attacked in October 2001, paving the way for opposition groups to drive the Taliban from power (DIMIA, 2003).

Religion

Vogelsang (2002) writes, 'Approximately 99 percent of Afghans are Muslims. The majority Religion in Afghanistan is Islam, with over 99% of Afghans being counted as Muslims'. He goes on to say, 'Islam is a central, pervasive influence throughout Afghan society; religious observances punctuate the rhythm of each day and season' (pp.120).

Therefore, it appears Islam is a total way of life and functions as a comprehensive code of social behavior regulating all human relationships. Individual and family status depends on the proper observance of the society's value system based on concepts defined in Islam. Vogelsand (2002) states, 'These are characterized by honesty, frugality, generosity, virtuousness, piousness, fairness, truthfulness, tolerance and respect for others' (pp. 123)

The researcher notes; the observation of religious influence was apparent during this research project. The men and women interviewed clearly have their own roles in the family and community structure. A clear demonstration of historical origin with a sense of pride was present albeit it consciously or subconsciously.

Detention Centers

As the war continued to savage the Afghanistan country side in early 2000, people fled by whatever means they could, and many risked their lives by crossing the ocean in boats to enter Australia. These groups of people are referred to as 'The Boat People'. After the ordeal and trauma of these events, the boat people were then detained in Australian mandatory detention centers.

Australia's mandatory detention policy was set into legislation with bipartisan support in 1992 and came into force in 1994. In 1998 -1999, approximately 3574 people were held in detention, 926 of whom were boat people; in 1999-2000, approximately 8205 people were held in detention, 4174 of whom were boat people.

A high proportion originated from Middle Eastern countries (Iraq, Afghanistan) to which they could not be returned. The outcome of detention for most was that they would be released into the community on three-year TPV, with the subsequent prospect of permanent residence.

In the early 2000s, the mandatory detention of people seeking political asylum in Australia attracted considerable controversy. Between 1999 -2001, over 2000 children, mostly with family members, were held inside immigration detention centers commissioned by the Australian government. Mandatory detention remains a very controversial aspect of Australian immigration policy.

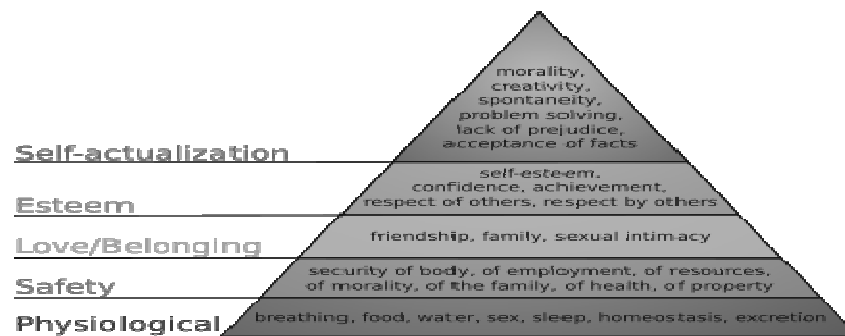
Immigration detainees were incarcerated in one of the Australian immigration detention facilities on the Australian mainland, or on Manus Island or Nauru as part of the Pacific Solution. The detention facilities were managed by a private company, Global Solutions Limited. In July 2008, the Rudd Labor government announced that it was abandoning the policy of mandatory detention.

Literature Review

Page (1992) writes, 'There is still room to argue about the duration of settlement – whether the settling-in period lasts months or years or whether, for some at least, the settlement experience is a lifelong process of readjustment'. This is an important consideration for the centre. He goes on to say: 'You can argue about whether settlement services are equitable; whether it is fair to turn to the needs of recent arrivals while previous generations of migrants continue to suffer disadvantage and discrimination'(p.220). It is therefore imperative to identify the on-going needs of the refugees entering either an on-shore or off-shore humanitarian program.

Maslow (1970) organised human needs into a hierarchy. Maslow's hierarchy ranges from psychological needs, such as hunger and thirst, through to self-actualisation (see figure 1). Maslow believed that we naturally strive to travel up through this hierarchy during a life time (Rathus, p.339).

Figure 1



1. **Biological and Physiological needs** - air, food, drink, shelter, warmth, sleep.
2. **Safety needs** - protection from elements, security, order, limits, and stability.
3. **Belongingness and Love needs** - work, family, affection, relationships.
4. **Esteem needs** - self-esteem, achievement, mastery, independence, status, dominance, prestige, managerial responsibility.
5. **Self-Actualization needs** - realising personal potential, self-fulfilment, seeking personal growth and peak experiences.

The researcher suggests this paradigm (that is utilising Maslow's model). The reality for ethnic groups, migrants, asylum seekers and individuals entering Australia through humanitarian programs is obvious. Firstly, all basic needs must be established, before a new lifestyle can take shape; there needs to be hope, and promise of safety. It could be argued, the attainment of self actualisation is not necessarily the peak of the 'pyramid'. For some individuals, especially those departing from war torn countries, simply to be alive, might be equal to self actualisation.

The current framework in which 'on-arrival settlement services' are provided is through the Integrated Humanitarian Settlement Strategy (IHSS).

Implementation of the IHSS began in 1997 and subsumed all other initial

settlement services for new arrivals by 2001. From 2001, IHSS covered the delivery of Initial Information and Orientation Assistance, Accommodation Support, Household Formation Support, Early Health Assessment and Intervention Program (torture and trauma service) and Community Support for Refugees (the volunteer program) during the first six months of a refugee or humanitarian entrant's arrival in Australia (Australian Refugee and Humanitarian Program 2008, p.25).

In relation to Maslow (1970), this data confirms the IHSS targets the first and second tiers in the hierarchy of needs' those being:

1. Biological and Physiological needs 2. Safety needs

In 1991, A National Integrated Settlement Strategy (NISS) was developed to better coordinate refugee and other migrant service delivery, both across Australian Government departments and between tiers of government. Under the IHSS and Settlement Grants Program (SGP), the reliance on mainstream services is even more marked, with service providers actively prevented from receiving funding for services that are supposed to be provided by mainstream agencies (CAAIP, 1988, p.61).

While the notion of mainstreaming is theoretically a sound one, it relies on a situation where government departments and mainstream service-providers are sensitive to the needs of refugee communities. Despite countless recommendations for incremental change, this initiative is unfortunately still to be realised.

Part C: Purpose of Research

The purpose of this research was to determine the needs of the present client group currently being serviced by the Romero Centre.

The following were important considerations:

- Health needs
- Education needs
- Social needs
- Current support systems in place including volunteer supports
- Family needs and support systems
- Identification of gaps in services being provided

The researcher needs to:

- a) Identify community resources/services currently provided by and utilised by clients of Romero centre
- b) Identify gaps in community resources/services provided by Romero centre
- c) Present a written report

Hypothesis

The hypothesis underpinning this research was that the Afghan community serviced by the Romero Centre had unmet needs. These gaps in servicing the Afghan community were presumed to be in the areas of pastoral care work, translation of documents, English tutoring and help with solving other resettlement issues. The data gathered has in fact identified other needs. Consequently, action may be required on behalf of the Romero Centre to provide extended services.

Future Research

The findings, methodology, use of instruments and reflection on the process will have implications for future research in this area, especially with regard to understanding and responding to the needs of groups such as these.

Limitations of this research

The limitations of this research were boundaries to do with the environment. All focus groups interviews were conducted at the Romero Centre. The researcher considers more in-depth responses may have been forthcoming if interviews had been undertaken in private homes. (Privacy is naturally a concern when conducting group interviews).

Further limitations include: the relatively low number of participants in the overall research – 53 participants in total, and the inaccessibility to interview working families.

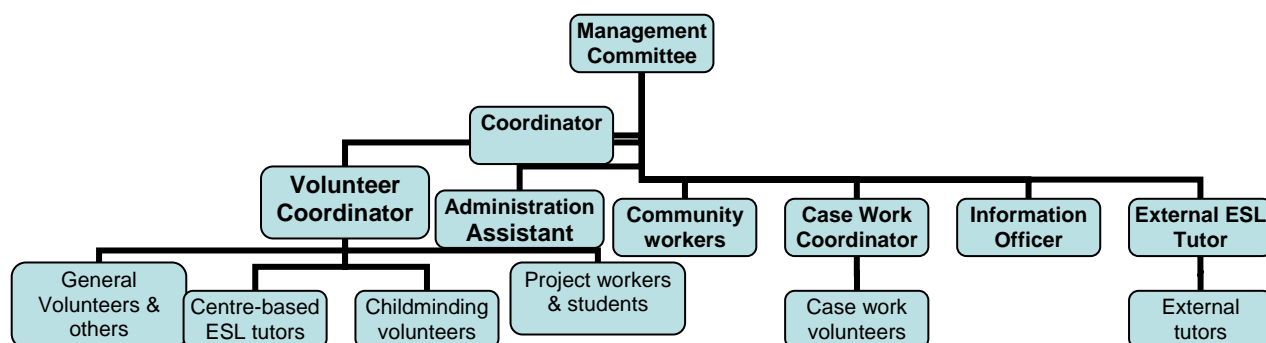
Time Line

This project was completed over a 20 week time frame. This gave the researcher ample time for discussion with key stakeholders and time to familiarise with, and orientate to the cultural diversity of the community in question. The researcher attended several workshops with the Multi Cultural Development Organisation, to attune to cultural sensitivity.

Climate within the Research Environment

The staff and volunteers at the Romero Centre are passionate about their involvement with the Afghan community. The researcher received a high level of support and assistance from all staff during the research process.

Part D: Staff structure (2008) at the Romero Centre



Activities presently being offered by the Romero Centre includes:

- Drop-in casework service: information, referral, support and advocacy (Mon – Fri)
- Offsite tutoring and social support
- Women’s sewing group on Tuesdays (with childminding)
- Drop-in tutoring on Tuesdays (with childminding)
- Saturday Study group on Saturdays
- Centre is used internally for staff and volunteer meetings & events, as required
- Afghan community groups regularly use the Centre for community meetings and mentoring
- Centre is open to the community for refugee group related events and celebrations

Volunteer roles

- | | |
|-------------------------------|-----------------------|
| • Hospitality | • Casework support |
| • Administration | • Project |
| • Accommodation support | • Home tutors |
| • In-class tutor | • Childminding |
| • Fundraising | • Events |
| • Newsletter | • Website |
| • Public speaking | • Sewing supervisor |
| • Handyperson & groundskeeper | • Driving supervision |

Supervision

Supervision was provided to the researcher by the volunteer coordinator Emma Davey in conjunction with the director Kathi McCulloch at the Romero Centre at Dutton Park in Brisbane.

Omissions

Due to time constraints, the following agencies were not formally interviewed:

1. Multicultural Development Association
2. The department of Immigration
3. Refugee Council of Australia
4. QPASTT Queensland program of assistance to survivors of torture and trauma

Documents

Consent forms (Appendix 1) were presented and signed by all participants at the time of the focus groups interviews.

Primarily, consent was required to tape record the sessions and if necessary to use verbatim dialogue for the use of this study.

Ethics

Two fundamental guidelines in social science research are that participation should be voluntary and that no harm should come to the research participants (Babbie, 2004). The procedure undertaken to canvass opinions and collect the data will adhere to standardised ethical codes. These include:

- Permission from the relevant organisations
- All subjects will complete informed consent notice
- Confidentiality will be honoured
- Beneficence
- Upon completion of data results, accurate publication and dissemination of gathered data will be presented to the organisation (Babbie 2004, p. 63).

Part D: Methodology: Qualitative research methodology was employed by this research project; it included:

- A series of interactions through focus group processes
- Individual interviews with reference group members (staff and volunteers)
- A snapshot of client services provided at the Romero Centre during a selected period

This strategy was adopted to ensure that the information obtained was representative of a cross section of stakeholders and participants.

Use of Instruments: The instruments used for this research included:

- a) Consent forms (Appendix 1)
- b) Secure environment – The Romero Centre
- c) A tape recorder
- d) A bi-lingual interpreter was present for all interviews

Participants and Age: A total of 7 focus groups were interviewed and 53 participants took part in the research. For the purpose of this data collection the groups have been named as the following:

The Sewing group	10 participants	Age: 25 -38 yrs
Men's Group	7 participants	Age: 23 -60 yrs
Women's Group	3 participants	Age: 25 -45 yrs
Women's re-union group	12 participants	Age: 22 -41 yrs
Student Group	9 participants	Age: 18 -28 yrs
Mother's and babies group	9 participants	Age: 18 -32 yrs
Staff and volunteer from Romero	3 participants	Age: 25 -70 yrs

Total 53 participants

Total female participants	37
Total male participants	16

Demographics of Participants

Table 1

LOCALITY	*GENDER		ACTUAL TOTAL
	M	F	
Annerley	5	8	10
Runcorn	3	3	6
Woodridge	-	7	7
Greenslopes	4	10	14
Coorparoo	3	5	8
Mount Tamborine		1	1
Logan		4	4
West End		3	3
Moorooka		9	9

The majority of participants interviewed have been living in Australia between 7 and 3 years. All participants interviewed had come to Australia through the Temporary Protection Visa excluding the students who came through family reunion or the Humanitarian resettlement program.

The Questions

The Romero Centre was very clear regarding the approach used by the researcher during the interview process. This particular group has previously been interviewed on numerous occasions regarding their past experiences. The researcher was attuned to the group's cultural sensitivity and respected resettlement problems.

Repetition was necessary (at times) due to language barriers and reliance on a bi-lingual interpreter. Other significant behaviours were noted by the researcher; these included: body language; facial expressions; eye contact; tone of dialogue (quiet or assertive) and attention span. Naturally, casual conversation also occurred; to create a relaxed atmosphere.

Key Questions were:

- 1) Can you tell me where you live please?
- 2) How long have you been in Australia?
- 3) How long have you been involved with the Romero Centre?
- 4) Are you aware of the services already provided by the Romero Centre?
- 5) Which of these services do you attend or use now?
- 6) How could the Romero Centre help you now?
- 7) What needs do you have now?
- 8) What are the needs of your family?
- 9) Can you think of anything the Romero Centre could help you with now?
- 10) Is there something in particular that you need the centre to assist you with?
- 11) In what way could the Romero Centre support you?
- 12) If the Romero Centre provided the services you are suggesting; when is the best time of the day for you to attend: Morning, afternoon or evening?

Data Analysis

The data received from the focus groups was in the form of tape recorded interviews: convergent questioning method was used and hand written notes during all interviews. All of the participant's responses were descriptive accounts of their identified needs. The data was analysed by grouping and through recording the frequency of similar or like responses under the relevant question areas. Frequency counts were reported along with key quotes from the participant's responses: (Appendix 2- verbatim dialogue obtained from interviews).

Results - Identified Needs

In terms of identified needs, participants indicated one or more from a list of ten opinions (Table 2).

Needs identified by female clients:

- 1) Swimming classes for Muslim women
- 2) Driving lessons for Muslim women
- 3) English tutoring
- 4) Sewing classes
- 5) Workshops for women

Needs identified by male clients:

- 1) A bi-lingual Youth worker
- 2) Practical assistance with forms
- 3) English tutoring
- 4) Computer classes for students
- 5) Assistance with employment opportunities

Summary of Identified Needs

Table 2

ITEM #	IDENTIFIED NEED	TOTAL COUNT
1.	Bi- lingual Youth worker	35
2.	Swimming Classes for Muslim ladies	23
3.	Driving lessons for Muslim ladies	18
4.	Education Assistance English tutoring Resume writing Mock interviews	15
5.	Continued advocacy for humanitarian rights	15
6.	Workshops – woman's' health, social support	15
7.	Computer courses for students	12
8.	Housing & Employment	11
9.	Legal Assistance	6
10.	Family re-settlement issues –counselling and support	6

Discussion

The purpose of this study has been to identify needs from the Afghan community group who utilise and frequent the Romero Centre. The findings clearly support the hypothesis; that the original TPV holders, now Australian citizens, do require ongoing services.

The literature reviewed identifies key concerns for all refugees under-going resettlement in Australia. Previous studies (of which there are many) concentrate on services provided or lack there of. This particular study for the Romero Centre is focused on delivery of service and identification of gaps in services.

The majority group interviewed was Muslim. A critical analysis of the interviews also highlights influences on gender roles.

Holmes (2003) writes; 'Agents of influence include religion, education, parenting, media, role expectations relevant to gender in perspective to cultural environment of socialisation and cultural norms' (p.145).

As previously discussed in this research, religion and gender roles do fulfil certain needs in society. Accordingly, modesty is an important spiritual and cultural value for many Muslim women, especially in a liberal Australian society in which sexuality plays an increasing role in the public arena. Outside the immediate family system, many Muslims choose not to mix socially with members of the opposite gender (Mahmoud, 1996).

Women may adopt Islamic dress, including the practice of veiling, or hijab, as a proactive way of expressing modesty, as well as for other reasons (Reece, 1996; Smith. 1999). According to Moughrabi (1995) and Shakeri (1998) the hijab, more commonly, symbolises the emancipation from a Western discourse. It is a "badge" announcing the respectability of the woman it covers (pp.122 – 128).

Hence for the women to 'learn to swim' - a male free, secure environment must be provided if they are to retain religious integrity.

The Six Major Themes Identified:

- 1. *A paid bi-lingual Youth Worker for the Afghan community (35)***
- 2. *Learn to swim classes for Muslim ladies (23)***
- 3. *Driving lessons for ladies (18)***
- 4. *Educational assistance - English tutoring (15)***
- 5. *Continued advocacy (15)***
- 6. *Workshops – woman’s health (15)***

Further needs identified are: computer courses for students, housing and employment, legal assistance, family re-settlement issues, counselling and support. .

Maslow (1970) would determine the present needs of this group to be approaching: *Belongingness and Love needs* - work group, family, affection, relationships, etc. *Esteem needs* - self-esteem, achievement, mastery, independence, status, dominance, prestige, managerial responsibility. And eventually *Self-Actualization needs* - realising personal potential, self-fulfilment, seeking personal growth and peak experiences. Indeed a goal to be achieved by all, not only the refugee population in Australia.

Part F: Appendix 1

Consent Form

I understand that Claire Kuyper is a student from the Australian College of Applied Psychology and is undertaking her final practicum by means of a research project for the Romero Centre, Brisbane.

My name is and I have been asked to participate in a focus group exploring the needs of the Afghan community and to also identify the possible future direction of the Romero Centre.

1. I understand my participation is voluntary and that I may withdraw permission to be audio taped at any given time.
2. I understand the findings of the research will adhere to strict guidelines regarding confidentiality of any issues discussed during interview.
3. I understand the audio tape will be stored securely and erased after use.

Signature of Participant
Date:
Signature of Researcher
Date:

Contact: Claire Kuyper Mobile 0414 697 358

APPENDIX 2

Individual Focus Groups – verbatim dialogue during interviews

SEWING GROUP

All ladies had attended the sewing group for some years. Some of them spoke English and some did not, an interpreter was present to aid the researcher.

*“I like the sewing group; we like to make clothes for ourselves and the children
The Romero centre”.*

“Travel is hard for me; my husband brings me and collects me”

“I would like to learn driving”.

“My English is not so good; I like to learn more English”.

*“Romero Centre very kind to me; help my family with forms, I find forms very
hard”*

“Always many forms; the Romero centre help me with that”

*“I like to have sewing machine in my home; this would be very good, travel
very hard for me”*

MENS GROUP

The men's group is an ongoing gathering. The men meet each week either at the Romero Centre or one of their homes. The participants gather to discuss a number of issues concerning them and their community. This focus group gathered at the Romero Centre to meet with the newly appointed director Kathi McCulloch and the researcher, an interpreter was present to aid the researcher.

"Our young men are concern; they get into trouble with the Australian way of life"

"We need a youth worker; to go to the homes of our people's and guide them in better ways"

"English for many of our people remains a problem"

"The Romero centre could provide educational evenings for this group of people"

"Sport is very good for our young boys"

"Many people still need the Romero Centre to assist with the endless forms, and now we need to help with the citizen test, many can write English"

"The citizen test is hard for many"

"People with their own business are affected by poor English"

"Finding work has always been hard for our people"

WOMENS GROUP

This small group of women are well established Australian citizens. All spoke very good English and had great awareness of the needs for women. All women had employment or were studying.

“Public transport is difficult for women and children as they can be harassed”

“Women require something practical to attend meetings, workshops etc”

“Workshop ideas such as women’s health, conflict resolution, family law, parenting and cross cultural issues”

“Romero centre clients drive illogically”

“Women at Aces require assistance with travelling and employment”

“Language is an issue for employment”

“Single women/widows need social support”

“Need to have separate men and women’s groups and small groups to assist with women speaking English”

“There is much isolation for the women”

WOMEN'S REUNION GROUP

This group of ladies have known the Romero Centre for many years and have formed friendships through the centre. All ladies have accessed the centre for assistance with forms to be filled in, advice in legal matters and assistance getting other family members to Australia.

“Swimming classes in closed space, no men”

“More meeting for ladies”

“English classes to get job”

“Driving lessons would be very good, we have trouble with public transport, some people's are not nice to us on the bus”

Note: The researcher took many notes during this meeting as the women are very loquacious, and verbatim dialogue was difficult to reproduce.

STUDENT GROUP

This group of young people were attending a business course for the duration of 10 weeks. The course is supplied free to 'job seekers' through a service provider in Brisbane and funded by the Australian government.

"Housing is every expensive for us, and we need to provide credit history, this is very hard for us"

"My English is still not so good, I have trouble with study and forms"

"A computer course at Romero would be very good for us"

"TAFE courses are not very good English course, my teacher is Asian and understanding her English pronunciation is very hard for me"

"The young men of our society need to have things to do, like sport, they get into trouble easily, and they are easily led and want to drive cars.

They need jobs which is very hard to get. The employers give jobs to Australian and good English speaking persons"

MOTHER'S AND BABIES GROUP

This group of ladies attended a bead making luncheon (all materials supplied by the centre). All the ladies participated in making necklaces and bracelets. Most of the ladies brought their children, who were cared for by volunteers at the centre for the duration of the gathering.

"We need better English"

"I get very lonely at home alone with nothing to do after my husband goes to work, I just clean my house, look after my baby and watch tv"

"I would like the Romero Centre to help me find a job"

"I would come to meetings – any meetings with women in the day time, when my husband and children are away - if I could drive"

"I would like learn to swim; my children can swim - but not me"

"Making pretty necklace is very nice, maybe we do this again"

Note: The researcher took many notes during this meeting as the women are very loquacious, and verbatim dialogue was difficult to reproduce.

STAFF AND VOLUNTEERS FROM THE ROMERO CENTRE

Some participants of this small group have been with the Romero Centre for many years. They have been strong advocates for the Afghan community. The case load of the clients is time consuming, with ongoing needs for forms to be filled in and assistance with the citizenship test. The centre has always offered 'a drop in' attitude for all clients to the centre.

Some brief comments by volunteers include:

'Many get into trouble with understanding rental agreements and knowing their rights'

'I think personally they do need to be given ongoing support with English and re-settlement issues.'

'The citizen test has created tremendous stress and obvious difficulties with reading and writing the English language'

'I think many of the women suffer from isolation and at times depression when their men and children leave the home - they have little to do. Finding work is hard for many of them – due to language and at times - poor education'

'Transport is hard for many, some get harassed on the buses, and taking their children on the bus is hard too'

'Due to their cultural many wait for their men to transport them around as this culturally correct – but some are getting more confident with 'Australian lifestyle'

References

Australia's Refugee and Humanitarian Program (2008-09) (p. 21-45)

Australian Government website - <http://www.australia.gov.au/Immigration>
(cited August 7th, 2008)

Adelman, H. Borowski, A. Burstein, M. and L. Foster (eds) (1994) *Immigration and Refugee Policy: Australia and Canada Compared*, Vol 2, Melbourne University Press, Melbourne, p.368, (cited in DIMA (2003))

CAAIP (Committee to Advise on Australia's Immigration Policies) (1988) *Immigration: A Commitment to Australia*, AGPS, Canberra, p. 61.

Cox, D. (1996) 'Understanding Australian Settlement Services'. Department of Immigration (DIMA), Canberra, p.41.

Department of Immigration www.immi.gov.au (cited, August 1st, 2008)

Fitzpatrick, J., (1999), "The End of Protection: Legal Standards for Cessation of Refugee Status Withdrawal of Temporary Protection" *Georgetown Immigration Law Journal*, Volume 13, pp343-382.

Gibney, M., (2000) "Between Control and Humanitarianism: Temporary Protection in Contemporary Europe" *Georgetown Immigration Law Journal*, Volume 14, pp689-707.

Holmes, D., Hughes, K. & Julian, R. (2003) *Australian Sociology: A Changing Society*. Pearson Longman. Australia

Mahmoud, V. (1996). African American Muslim families. In M. McGoldrick, J. Giordano, & J. K. Pearce (Eds.), *Ethnicity and family therapy* (2nd ed., pp, 122— 128). New York: Guilford Press.

Page, D. (1992) “*Services to Assist New Settlers: Past, Present and Future*” in *Improving Service Delivery to Migrants*

Mann, R. 2001, Temporary Protection Visa Holders in Queensland, Brisbane, Queensland Government. Mansouri, F. and Bagdas, M. 2002, Politics of Social Exclusion: Refugees on Temporary Protection Visa [sic] in Victoria

Pederson, P. B. (1991) Multiculturalism as a Generic Approach to Counseling *Journal of Counseling and Development*, Vol. 70, No. 1.

Pederson, P.B. & Ivey, A. (1993) *Culture-Centered Counselling and Interview Skills: A Practical Guide*. Praeger Publications: Connecticut (p.13)

Pickering, S., (2001), Common Sense and Original Deviancy: News Discourses and Asylum Seekers in Australia, *Journal of Refugee Studies*, Volume 14, 2, pp169-186.

Sheridan, M (1999) *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*,(DIMA, AGPS, Canberra, p. 167).

UNHCR (2006) *The State of the World's Refugees 2006: Human Displacement in the New Millennium*, pp 106ff.

Vogelsang, W. (2002). *The Afghans*. Blackwell Publishers. Oxford.

Waddell, D.M. (2004) *Organisation Development and change*: Thomson, Victoria, Australia