

Special points of interest:

- ASHRA Multicultural Information Day
- Housing support over the holiday period
- Support tools for property managers
- Congratulations to ARA! (Winner of the NAB Volunteer Award)
- Young Australian Muslim Leaders Exchange
- What's on at MYSA?
- Early intervention program at the Legal Services Commission
- And much more!

ASHRA Multicultural Information Day

For many people from a CALD background, limited access to information has meant that large proportions of CALD communities depend on word of mouth for information. This means that family, friends, even taxi drivers need to be considered as an integral part of the way in which we disseminate information about our services and activities to CALD communities. Findings from research carried out by the Centre for Cultural Diversity in Ageing (as discussed in the ASHRA newsletter 7th Edition), reported that the majority of respondents preferred information forums or presentations to learn about services and their activities, as they are an opportunity to hear about services, and have the added capacity for attendees to ask questions most relevant to them. Guided by these findings (re the most effective way to speak directly with specific groups experiencing need), the ASHRA network decided to hold a Multicultural Information

Day.

In collaboration with Shelter SA, the ASHRA network held our first Multicultural Information Day at Pilgrim Hall in the city. The aim of the day was to further promote many of the services that are available to refugees and their families after the initial settlement period, to provide opportunities for networking between services working in related fields and to create opportunities for questions to be raised on a personal level directly to the relevant service. 15 organisations participated and an estimated 40 people attended. Feedback has been really positive and Shelter SA has received a number of follow up inquiries since. For more details about some of the participating stallholders, please see inside.

As part of Shelter SA's contribution to the day, we have developed two tenancy pamphlets for those new to the private rental market:

Applying for a rental property – with 10 top tips about how to be competitive when applying

for a property in the current private rental market, and *How to be a good tenant* – with 8 suggestions of how to ensure a successful tenancy and what to realistically expect in the private rental market.

Both of the tenancy pamphlets have useful contact details for the Tenants Information and Advocacy Service (TIAS) if you are experiencing problems with your current rental arrangement, Housing SA if you need financial help with bond or rent in advance, the Office of Consumer and Business Affairs for a full list of forms, tenancy legislation and free courses and information sessions and of course Shelter SA if you have a housing query and don't know where to go for help. The two pamphlets are part of our *Get Informed About* series and are available to download from the Shelter SA website:

www.sheltersa.asn.au

How to say g'day in Dari ... Chaturasi or if Muslim (Assalamu Allekum)

Dari is the official name of the Persian language in Afghanistan. Spoken by about a third of the population in Afghanistan (approx 5 million speakers), Dari is very similar to Farsi and is written in a modified Arabic alphabet. The Afghani people have a long and important association with Australia, first arriving in 1859 to participate in the Burke and Wills expedition and creating a permanent trail through central Australia. Originally known as the Afghan Express, the name *The Ghan* was inspired by these cameleers. There are approximately 11,280 Afghanistan born people in Australia with just 1,030 living in South Australia. You can contact the United Afghan Association of SA on 0438 371 208.



ASHRA IS A BRANCH OF SHELTER SA

Tel: 8221 6488

Fax: 8221 6292

Email:

margo.johnson@sheltersa.asn.au

For more information about ARA's housing workshops, contact Gatluit or Kylie on 8354 2951



Housing workshops at ARA

The Australian Refugee Association (ARA) has two part-time Accommodation Support Workers funded through DIAC's settlement grants program. Part of their work is to organise workshops and information sessions for groups of refugees on housing issues. So far three workshops have been held: one providing information

about assistance from Housing SA and two about the process of applying for a rental property and how to give yourself the best chance to be successful. Future workshops are also being planned to tell people about their rights and responsibilities as tenants, give tips on how to make sure you get your bond

back and provide information about buying your own home through HomeStart. These sessions are open to any refugees who have arrived in Australia in the last five years. For more information please contact Gatluit or Kylie at ARA on 8354 2951.

Contact Margaret at MMHA on (02) 9840 3381 or you can visit the The Multicultural Mental Health Website www.mmha.org.au



Contact:
Bill Peterson on
0423 458 813

Multicultural Mental Health Australia CALD Speakers Bureau

Multicultural Mental Health Australia (MMHA) is a national program funded to promote mental health awareness and suicide prevention to Australians from culturally and linguistically diverse (CALD) backgrounds.

One of our greatest challenges is breaking down the stigma attached to mental illness. To achieve this, MMHA is developing a national Speakers Bureau of carers and

consumers from CALD backgrounds.

MMHA hopes this special group of people, with lived experience, will help raise awareness of mental health and wellbeing through national and local media interviews.

If you would like to be a part of the MMHA Speakers Bureau, registration forms are available on the MMHA website or you can contact

Margaret El-Chami on (02) 9840 3381 for further details.

The selection process for the Speakers Bureau will entail a number of stages including initial interview with other CALD consumers and carers and the MMHA Communications, Media and Information Coordinator.

Housing help over the holiday period: Bowden Brompton Housing Service

Because many services will close over the Christmas holidays, we thought it would be useful to our readers to know that the Bowden Brompton Housing Service will continue to respond to calls and provide information over the holiday period. The Bowden Brompton Housing Service will close from the

20th December to the 7th of January; however Bill Peterson will continue to respond to housing queries and provide accommodation information. The Bowden Brompton Housing Service can help with housing applications, assist in arranging Bond applications, assist individuals and families to find accommodation,

provide advocacy at the RTT and can organise transport to view properties in some instances. Please call Bill on 0423 458 813.

The Bowden Brompton Housing Service is located at 19 Green St Brompton.

Telephone: 8346 3220



The Legal Services Commission provides free and confidential legal advice, legal education and in some cases legal representation. We provide initial advice for most legal problems, including housing-related problems and can refer you to other places to get help. For free, fast and simple advice call The Legal Helpline on 1300 366 424 (9am to 4:30pm, Monday to Friday). To get help in a language other than English, call the Telephone Interpreter Service (131 450) and ask to be connected to the Legal Helpline.

Free face to face legal advice is also available for more complex matters. Call your nearest office (see details below) to arrange a free 30 minute appointment (up to 1 hour with an interpreter). We will arrange and pay for interpreters - please request this when making an appointment. Other services offered by Legal Services Commission include:

Information Sessions about Australian Law

The Family Law and Culturally and Linguistically Diverse (CALD) Communities Project educates new and emerging migrant communities based in South Australia about laws that affect families. Our legal training sessions are interactive and participants are encouraged to ask as many questions as needed. If you work with a community which wants to know more about Australian law and families, please contact Kate Howard, on (08) 8463 3396 or e-mail

howard.kate@saugov.sa.gov.au

The Legal Education and Awareness Project (LEAP)

is an early intervention program, aimed at empowering young African people (aged 12-25) to make positive choices, through the provision of legal education about their legal rights and responsibilities. LEAP delivers youth focused legal education sessions for young Africans and also supports service providers in their work with African youth through legal training sessions and written resources. For more information about LEAP please contact Christian Cifuentes on 8463 3699 from Wednesday to Friday or email cifuentes.christian@saugov.sa.gov.au

Immigration Advice and Assistance

We offer a variety of immigration advice and assistance (filling in forms, writing letters) but are usually unable to provide representation (appearing in tribunals or courts) in immigration matters. We may be able to help with refugee, partner, parent, last remaining relative, aged dependant relative and child/orphan relative visa applications, depending on the level of client disadvantage. We cannot help with student or skilled visas. Appointments can be made in person or contact us on (08) 8463 3737.

Duty Solicitor Service

We provide a lawyer at most Magistrates and Youth Courts. Duty solicitors act for people who have been arrested

overnight and are appearing in court on a criminal charge and have no one to represent them. Usually the duty solicitor arranges for bail or for the case to be adjourned and helps the client fill out an application for legal aid or find a private solicitor.

Family Law Duty Lawyer Service

Is for people who are without a lawyer and have a hearing date in the Family Court or Federal Magistrates Court. The service can help with general family law advice. Please call 0434 079 387 or 0434 079 388.

Child Support

Our Child Support Unit offers a complete service to fathers and mothers for all child support and maintenance problems. For an appointment telephone (08) 8463 4328.

Community Education and Online Legal Resources

We can provide your organisation with multilingual posters and business cards which advertise free legal help in 24 languages, as well as a wide variety of English language publications and resources. You can print all publications directly from our website at www.lsc.sa.gov.au or we can send them to you. To order copies please telephone 8463 3528.

Adelaide office:

82~98 Wakefield St

Adelaide SA 5000

8463 3555

Elizabeth office:

Windsor Building Elizabeth

Centre Elizabeth SA 5112

8207 9292

Holden Hill Chambers:

7/560 North East Rd

Holden Hill SA 5008

8369 1044

Mt Barker office:

18 Walker St Mt Barkers

SA 5251

8226 8722

Noarlunga office:

Noarlunga House

Noarlunga Centre 5168

8207 3877

Port Adelaide Chambers

306 St Vincent St

Port Adelaide SA 5015

8207 6276

Whyalla office:

1st Floor RAA Building

25 Forsyth St Whyalla 5600

8648 8060



*MYSA is located at
Shop 9, Millers Arcade,
28 Hindley St Adelaide*

*To telephone MYSA:
8212 0085*

*Website:
www.mysa.com.au*



*Mira House is
available free of
charge to all
agencies to use with
their clients for a
range of purposes.
Contact Ann on
8357 6899*

Multicultural Youth SA (MYSA)

Multicultural Youth South Australia Inc. (MYSA) is the state representative advisory, advocacy and service delivery body for young migrants and refugees in South Australia. MYSA's work involves direct service delivery to young people, community capacity building, support and training to the government and community services sectors, policy advice to government and research.

Cross Roads – African Youth Project

The purpose of the project is to support and assist young African males in developing sustainable future pathways by delivering life-skills workshops and complimentary recreational activities.

Multicultural Young Women's Leadership Program

The purpose of the project is to implement a tailored and flexible approach to support

and assist multicultural young women in developing their leadership potential and enabling sustainable future pathways.

Multicultural Youth Music & Culture Festival (March 16th 2008)

Multicultural Youth Music and Culture Festival is a free one-day event linked to the Adelaide Fringe Festival where talented multicultural performers can showcase their creativity live on stage. Auditions are open to all and will be commencing in December.

Multicultural Youth Volunteering Project

The project intends to increase the current and future participation of socially and economically marginalized refugee youth within the community. The project will achieve this by providing a range of training sessions in leadership, personal

development, and job readiness to ultimately prepare participants for meaningful voluntary workplace experience.

Multicultural Youth SA's Mentor Program (Under the Radar Project)

The Multicultural Youth Mentor Program is a key element of the Under the Radar project and will link young refugees with community Mentors to support and guide the young person to achieve their goals during the program.

Settlement Grants Program

This project is intrinsically linked to the needs of young people and incorporates individual case work and life-skills workshop via group work sessions, designed to ensure a comprehensive settlement process.

Mira House: A Tenancy Training House

Housing Spectrum houses over 300 people with disabilities of varying complexities. Many applicants and new tenants come directly from homelessness, institutions or Supported Residential Facilities and may not have the necessary independent living skills to ensure a successful tenancy. In response to this, Housing Spectrum initiated Mira House. The property is a fully functional and equipped three

bedroom home and is available free of charge to all agencies to use with their clients for purposes such as:

- Learning cleaning skills
- Cooking lessons
- How to use household machinery (microwave etc)
- Clothing care (washing/ironing)
- Gardening responsibilities
- Completing agency

assessments

- Providing a quiet place for workers to be with their clients for training purposes such as preparing a budget
- Establishing a space where workers can run group activities.

If you would like to book Mira House for a tenancy training session, call Ann on 8357 6899.

Young Australian Muslim Leaders Exchange

Applications are invited from young Australian Muslim leaders to travel to Indonesia in 2008 under the Australia-Indonesia Muslim Leaders Exchange.

The Exchange was established by the Australia-Indonesia Institute in 2002 to enable young Muslim leaders in Australia and Indonesia to visit each others' countries for approximately two weeks to meet Muslims and non-Muslims, to exchange views and to share experiences.

Since 2002, 64 young Indonesian Muslim leaders have visited Australia and 18 young Australian Muslims leaders have travelled to Indonesia.

All costs are covered for the visit to Indonesia. Applications are due by **Friday 4th January 2008**. Applicants should be under forty years of age, and be an active member of the Muslim community in Australia.

The Australia-Indonesia Institute (All) supports a range of people-to-people exchanges aimed at promoting greater mutual awareness. The Muslim Leaders

Exchange Program is intended to raise the level of informed opinion about Islam in both countries, increase awareness about the diversity of cultures and faiths in Australia and Indonesia, and encourage the development of links between Australian and Indonesian Muslims.

The 2008 Exchange is managed by the Islamic Council of Victoria with the support of the Asia Institute, University of Melbourne.

HOW TO APPLY

Letters of application should include the following:

Brief Curriculum Vitae (CV) including full contact details and a summary of work/ education experience and relevant qualifications.

A statement of purpose, containing the following information:

What you would hope to gain from participating in the Exchange;

What you can offer the Exchange, during and after the visit (such as creating better

awareness of Australian Muslims about Indonesia, strengthening relationships and understanding between Islam and other religions, etc.);

An outline of your current involvement in the life of the Muslim community in Australia; How you would share and build on your experiences, during and after the program, with others; An indication of people and organisations in Indonesia you would like to meet and particular topics you are interested in pursuing; and Any previous visits to Indonesia (with dates).

Two letters of reference supporting your suitability for the Exchange, one of which should be a recommendation from an Islamic organization in Australia with which you are associated.

Further information can be obtained from ai-exchange@unimelb.edu.au.

All applications must be received by 4 January 2008. Applications arriving after that date cannot be considered.

Applications should be sent to:
Director,
Australia-Indonesia Muslim Leaders Exchange
Rm 230A, The Asia Institute
UNIVERSITY OF MELBOURNE
VIC 3010



Special thanks to:

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Margo Johnson

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Cathy Lawson

Margaret Hess

And everyone who participated in the

ASHRA

Multicultural

Information Day!

Congratulations ARA!! Winner of the NAB Volunteer Award

In 2007, more than 800 organisations across Australia nominated for the National Australia Bank Volunteer Award, offered in collaboration with Volunteering Australia. The awards are given in recognition of first class volunteering practice.

As the South Australian winner, ARA is in excellent company.

Similarly awarded projects in other states included: SHINE for kids, a volunteer group that provides regular activities for children of imprisoned parents, and DRUG ARM Australasia, a volunteer outreach service providing health care to disadvantaged groups.

ARA works with around 400 volunteers across a range of

programs including: the Homework Clubs program, reception and administration, migration and family support.

Shelter SA and the ASHRA network applaud ARA on this fantastic achievement and for contributing to the quality of volunteering opportunities available in South Australia.

Well done ARA!

ASHRA Vision Statement

ASHRA is committed to developing our network of interested groups and individuals working with refugees and asylum seekers. We wish to provide greater opportunity for leadership and skill development, create strong informal networks between organisations, provide greater transparency in information sharing, potentially reduce the duplication of services and more readily identify the gaps in services.

ASHRA Meeting dates for 2008

14th Feb

13th August

9th April

8th October

11th June

3rd December

All meetings are held in the Torrens Building, 220 Victoria Square, Adelaide from 3-5pm. Meetings are informal and everyone is welcome to attend.

Support Tools for Property Managers

The Real Estate Institute of Queensland, in collaboration with the Department of Communities recently conducted information sessions to assist property managers in understanding social issues that impact the lives of almost every property manager at some point during their career.

These sessions highlighted the extremely tight vacancy rates and rising accommodation costs as social issues that impact on the tenant's life. Issues discussed included:

- Mental health
- Cultural and communication differences, including



language barriers

- Domestic violence and child protection.

The forum focused on:

- Anti-discrimination and privacy law
- Dispute resolution techniques, and

- Best practice guidelines.

The forums provided property managers with tools and community resources that can be easily accessed. Part of the forum's aim was to create awareness and an understanding about these issues, with the hope of sustaining tenancies.

Does anyone in our readership think that similar sessions would be useful in South Australia? Does anyone know of something similar already being offered in South Australia?

If not, perhaps this could be a focus for ASHRA activities in 2008?

For governments to sell security, they must first make you feel insecure



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