MYAN

multicultural youth
advocacy network (australia)

National Youth Settlement Framework

A guide for supporting and measuring good practice with young people from refugee and migrant backgrounds in Australia

Acknowledgements

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Executive Summary

Young people from refugee and migrant backgrounds have enormous potential to be active participants in and contributors to Australian society. Their engagement as active citizens in the Australian community has significant and long-term benefits for each young person, their families, communities, and a diverse and socially cohesive Australia. Young people arriving through our permanent migration program come to Australia with a range of capabilities and are important actors in building strong and resilient communities.

Australia is home to a significant number of young people from refugee and migrant backgrounds - young people consistently make up an important portion of permanent arrivals to Australia, contributing significantly to Australia as a successful multicultural nation.[1]

At the time of the 2016 Census, almost half of Australia's young people aged 12 to 24 were either first- or second-generation migrants, and one in four young Australians aged 18 to 24 years were born overseas.[2] Young people aged between 12 and 24 consistently comprise approximately one quarter of arrivals through the Humanitarian Program and one fifth through the Family Migration Program.[3]

However, they often face particular challenges in realising their potential – in accessing the support and opportunities they need, and to which they are entitled, to navigate the demands of settling in a new country. The settlement process is complex and can be highly stressful for individuals and families. For young people, the challenges of settlement are compounded by the developmental tasks of adolescence. Their settlement needs are distinct from adults and they commonly face additional and more complex transitions than their Australian-born counterparts. These needs often go unrecognised and unmet as they are commonly seen as a sub-set of the broader youth and settlement sectors.

Multicultural Youth Advocacy Network Australia (MYAN) developed the *National Youth Settlement Framework* (NYSF) in 2016 to support a targeted and nationally consistent approach to best supporting young people in the settlement context. NYSF was the first, and remains the only, national framework to guide and measure youth settlement policy and service delivery.

Informed by national consultations with young people, government and the non-government sector, the NYSF is designed for those developing policy and planning and delivering services. The NYSF provides conceptual and practical information for achieving good settlement outcomes for young people. Good youth settlement is understood as active citizenship, where young people are supported to become active and engaged members of Australian society.

The NYSF is intended to have broad application across sectors including settlement, health, education, training and employment, housing, justice, sport and recreation and the broader youth sector. Achieving good settlement outcomes for young people is the responsibility of all services, not just those delivering settlement-specific services or programs.

Since its launch in 2016, the NYSF has been used by different stakeholders working with young people from refugee and migrant backgrounds to guide policy, program planning, design and evaluation. It is used during staff induction and training, in team discussions and as a tool for individual, team and organisational self-reflection. More than 1,500 people working in various sectors have participated in NYSF training, webinars and workshops across Australia. MYAN has also delivered training, shared and presented on the NYSF internationally. It is embedded in Australia's settlement services and recognised as the key benchmark for planning, delivering and measuring good practice with young people from refugee and migrant backgrounds.

This 2020 edition provides up-to-date data, new information and resources on youth settlement, including: reference to youth focused international instruments, a new section on 'Understanding Youth Work in the Australian Context'; revised and additional Good Practice Capabilities (with three new good practice capabilities - reflective practice, rights-based approaches and measuring outcomes); and practice tools. Since 2016, MYAN has consulted with those who have applied the NYSF in their practice, and their feedback has informed this new edition.

The NYSF is designed to provide the basis for supporting young people from refugee and migrant backgrounds to become active participants in, and contributors to, the Australian community. The potential for this group of young people to be active citizens in the Australian community is high.

However, young people cannot, and should not, do this alone. Their success as active and engaged participants in all aspects of Australian society is dependent on the ability of policy makers and service providers to design and deliver services and programs targeted to build on their capabilities, meet their needs and fulfil their potential.

The NYSF will help achieve this aim. MYAN looks forward to continuing to work with a range of stakeholders across the government and non-government sectors to support its implementation.

Introduction

Multicultural Youth Advocacy Network Australia (MYAN)

Multicultural Youth Advocacy Network Australia (MYAN) is Australia's national peak body representing the rights and interests of young people from refugee and migrant backgrounds, and those who work with them.

MYAN works in partnership with young people, government and non-government agencies to ensure that the particular rights and needs of young people from refugee and migrant backgrounds are recognised and addressed in policy and service delivery. MYAN facilitates a national approach to youth settlement through its state and territory partners.

Why do we need a National Youth Settlement Framework (NYSF)?

Almost half of Australia's young people are first or second generation migrants, and one in four Australians aged 18 to 24 years are born overseas.[4] Young people aged between 12 and 24 consistently comprise approximately a quarter of arrivals through the Humanitarian Program and one fifth through the Family Migration Program.[5]

The need for a framework to guide and measure youth settlement policy and service delivery for young people from refugee and migrant backgrounds has long been identified in the policy and advocacy work of both the non-government and government sectors.[6]

Young Australians from refugee backgrounds are a diverse population group who commonly display immense resilience. They have enormous potential to be active participants in and contributors to Australian society. They come to Australia with an array of strengths and capabilities and are often highly motivated to succeed in education and embrace the opportunities available to them. However, they also face particular challenges in accessing the support and opportunities they need to navigate the demands of building a new life in a new country.

Their settlement needs are distinct from adults (due to their age, developmental stage, position within the family and role they often play in supporting the settlement of family members) and they commonly face additional and more complex transitions than their Australian-born counterparts.

These particular challenges often go unrecognised as the needs of this group of young people are commonly considered a sub-set of either the broader youth or settlement sectors.

While there have been some important youth initiatives in settlement services in recent years,[7] settlement services are often designed around the needs of adults and family groups on the assumption that adult-focused programs can be readily applied to young people.

Similarly, in the mainstream or generalist youth sector, services are commonly designed around the context and experiences of Australian-born young people, neglecting the cultural and migration/settlement experiences of those from refugee and migrant backgrounds and how these impact on their rights and support/service delivery models.

The NYSF in the global context

The NYSF complements and further strengthens a global trend focused on youth empowerment and participation. The NYSF's approach to young people's empowerment through the promotion of active citizenship is observed in different parts of recent youth-focused international instruments.

The UN Youth Strategy: Youth 2030 builds on youth development, participation and engagement, envisioning a world where every young person is empowered to achieve their full potential, while recognising young people's agency, resilience and positive contributions.[8] *The UN Youth Strategy* further prioritises the protection and promotion of human rights of young people.[9] The UN Human Rights Council resolution on Youth and Human Rights recognises the crucial role that young people play in realising human rights, peace and sustainable development and refers to the importance of providing young people with opportunities to enable their full, effective and meaningful participation in society.[10]

The Global Compact on Refugees similarly recognises young people as an important stakeholder whose meaningful participation and engagement is required to address the diverse and specific needs they have.[11] The Compact on Young People in Humanitarian Action also refers to the importance of young people's priorities, needs and rights, and that these need to be addressed, while young people are consulted and meaningfully engaged in all stages of humanitarian action.[12]

UNHCR also highlights young people's strengths, resilience and their potential when they are given the opportunity to develop their talents and skills. This can benefit them in their transition to adulthood and lead to considerable contributions to their communities. In the settlement or integration context, UNHCR also recognises the particular rights and needs of adolescents and youth with a focus on addressing their needs through a specific chapter in the Integration Handbook. [13]

What is the NYSF?

The NYSF is Australia's first and only national framework for understanding and responding to the rights and needs of young people from refugee and migrant backgrounds in the settlement context. It benchmarks good practice and provides the foundation for improvements in service delivery across the youth and settlement sectors - supporting a more targeted approach to addressing the rights and interests of young people in all areas of their engagement with the service system. It is intended for government and non-government services, programs funded through federal, state and local government, as well as philanthropy.

The NYSF reflects key aspects of youth work and settlement service delivery and draws on the work of the Centre for Multicultural Youth (CMY), the Australian Government and the youth focused work of the United Nations (UN) and United Nations High Commissioner for Refugees (UNHCR) in relation to good practice in resettlement and achieving settlement outcomes for young people.[14]

This revised version includes a new section on 'Understanding Youth Work in the Australian Context', and includes three new good practice capabilities - reflective practice, rights-based approaches and measuring outcomes.

The NYSF consists of five components that provide the basis for understanding and facilitating good settlement for young people. These are:

1. Understanding the refugee and migration experience for adolescents

2. Understanding the Australian settlement context

3. Understanding youth work in the Australian context

4. Facilitating good youth settlement through active citizenship

5. Facilitating active citizenship through good practice capabilities.

Achieving active citizenship requires building skills, knowledge and networks in the domains of economic, social, civic participation and personal well-being. Indicators are provided in each of these domains to guide application to practice.

A set of thirteen good practice capabilities sits at the foundation of the NYSF, providing guidance on facilitating good settlement at the service delivery level. Supplementary resources and tools has been developed to support the NYSF and are available on MYAN website (myan.org.au). These supplementary resources provide further detail on each component of the framework and should be read alongside this document. They currently include:

- *Applying Active Citizenship Indicators to Practice*

- *Applying Good Practice Capabilities*

- *Useful Resources for Supporting Good Practice in Youth Settlement*

- *Applying Active Citizenship Indicators to Practice: An Assessment Guide*

- *Applying Good Practice Capabilities: An Assessment Guide*

- *Life In Australia: Celebrating Young People from Refugee and Migrant Backgrounds* (Video)

- *Youth Settlement Data Reports* (prepared annually by MYAN)

- *Not Just Ticking A Box: Youth Participation with Young People from Refugee and Migrant Backgrounds.*

"The NYSF is recognised as the key benchmark for planning, delivering and measuring good practice with young people from refugee and migrant backgrounds"

What underpins the NYSF?

The assumptions that underpin the NYSF are that:

- Young people from refugee and migrant backgrounds are a diverse group who are immensely resilient, with an array of strengths and resources.

- Young people from refugee and migrant backgrounds experience settlement differently to adults and younger children due to their age, developmental stage, role within the family and the role they play in supporting their family and community in the settlement journey. Their settlement needs are distinct from, and sometimes more complex, than those of adults and younger children.

- Young people from refugee and migrant backgrounds commonly navigate more complex transitions than their Australian-born non-immigrant peers.

- Young people from refugee and migrant backgrounds require a targeted approach in policy and service delivery in order to most effectively capitalise on their strengths, address their particular needs, and ensure they are able to realise their potential.

- All levels of government play a critical role in developing economic and social policy that supports an inclusive and socially cohesive Australia.

- Government, the private sector, community organisations and local communities all play a role in creating and fostering welcoming, inclusive communities where young people from refugee and migrant backgrounds can thrive.

- Achieving good settlement outcomes for young people benefits the whole of Australian society – individuals, families and communities – and supports cultural diversity, social cohesion and inclusion.

- Achieving good settlement outcomes for young people is the responsibility of all services, not just settlement services that are funded through the Department of Home Affairs.

- Mainstream services (e.g. those funded through federal, state and local governments), particularly those with a youth focus, have a critical role to play.

What informs the NYSF?

The NYSF is positioned within:

- The Australian Government's *National Settlement Framework* and key principles for the settlement of refugees and migrants, including, *"support based on need, fostering participation in Australian society as soon as possible, fostering welcoming communities"*.[15] These play an important role in the success of Australia's multicultural society, supporting productive diversity, participation in civic society and maintaining high levels of social cohesion. [16]

- Australia's policies of access and equity, including *Australia's Multicultural Access and Equity Policy Guide* and its *Assessment Tool*.[17]

- Australia's multicultural policies (state and commonwealth) including: *Multicultural Australia: United, Strong, Successful*

- Human rights frameworks, in particular the *Convention on the Rights of the Child*, the *1951 Convention relating to the Status of Refugees* and its *1967 Protocol* and *Australia's Racial Discrimination Act 1975*.

- UNHCR resettlement frameworks, including *Refugee Resettlement: An International Handbook to Guide Reception and Integration* and *Resettlement Handbook: Division of International Protection*.

- Recent international instruments with a focus on youth, such as Youth 2030: the UN Youth Strategy[18], the Compact for Young People in Humanitarian Action (i.e. the Youth Compact)[19], UNHCR Executive Committee of the High Commissioner's Programme Conclusion on Youth[20], Global Compact on Refugees[21], UN Human Rights Council Resolution (A/HRC/35/L.22) on Youth and Human Rights[22], UN Security Council Resolution 2250 on youth, peace and security[23], and UN Security Council Resolution 2419 calling for increasing role of youth in negotiating, and implementing peace agreements.[24]

- Youth work frameworks, including *Youth Work Code of Ethics*[25] and the Australian Youth Affairs Coalition *National Definition of Youth Work in Australia*.[26]

- Settlement service delivery frameworks, including the Settlement Council of Australia's *National Settlement Service Outcomes Standards*.[27]

How is the NYSF implemented in practice?

Implementation of the NYSF is supported through MYAN's sector development and capacity building work across Australia. MYAN works with government, service providers and the non-government (NGO) sector to support the integration of the NYSF into policy, program planning and service delivery.

MYAN provides training and support for organisations to embed NYSF in practice. Since its release in 2016, NYSF training and professional development has been delivered across Australia and internationally. It has been used to guide policy and service delivery with young people across sectors, including the mainstream youth, settlement, health, local government, education/training, housing and employment.

Through our sector capacity building work at the national and state/territory levels, MYAN will continue to support the application of NYSF in practice. This will include training workshops, webinars, case studies highlighting the NYSF in practice and additional practice resources.

Part 1

Understanding the refugee and migrant experience for young people

Young people from refugee and migrant backgrounds represent a significant proportion of the youth population in Australia.

Almost half of Australia's young people are first or second generation migrants, and one in four Australians aged 18 to 24 years are born overseas.[28] Young people aged between 12 and 24 consistently comprise approximately a quarter of arrivals through the Humanitarian Program and one fifth through the Family Migration Program.[29]

Young people from refugee and migrant backgrounds are a diverse group, with enormous potential and aspirations to succeed in Australia. Their migration experiences are commonly complex and, in the context of adolescence, have a significant impact on their settlement journey.

Young people from refugee backgrounds

Young people from refugee backgrounds generally arrive in Australia through the Refugee and Humanitarian Program either via the offshore or on-shore component.[30] This group of young people have been forced to flee their country of origin because of war or persecution and may arrive in Australia with or without immediate or extended family. The experiences of young people from asylum seeker and refugee backgrounds are often traumatic, with many young people experiencing:

• A dangerous escape from their country of origin, often travelling long distances; separation from family members or significant others.

• Protracted periods living in unsafe and insecure environments with limited access to health care, education and safe or secure housing.

• Extended periods of transition in different countries (in camps or in the community), experiencing high levels of uncertainty.

Young people may continue to face a myriad of trauma related issues after they arrive in Australia that can have a longstanding impact on their physical and mental health and may have implications for the settlement journey.[31]

Young refugees who came to Australia and sought protection through the on-shore programme will have spent time in Australian detention facilities, in community detention, on temporary visas, or at an offshore processing centre while awaiting the outcome of their application for protection.[32] The experience of seeking asylum is highly stressful and one of acute uncertainty, often compounding the effects of pre-arrival trauma, and adding to the complexity of the settlement process.

Unaccompanied minors

Unaccompanied minors are children and young people under the age of 18 who arrive in Australia with either no parent/close adult relative able or willing to care for them or with links to extended family/community. Australia is one of very few countries that resettles unaccompanied minors and has a long history of providing support to this group.[33]

In 2014, the Australian Government established the Unaccompanied Humanitarian Minors (UHM) Program[34] to facilitate a national approach to supporting unaccompanied children to settle in Australia. This program was initially designed to respond to Unaccompanied Asylum Seeking Minors (UAMs) who had arrived in Australia to apply for protection, and in recent years the UHM Program has been primarily supporting unaccompanied minors arriving in Australia through the Offshore component of the Refugee and Humanitarian Program.

Each year, MYAN releases a data report which provides a comprehensive overview of national trends in youth settlement in the Humanitarian and broader Migration Programme. To view these reports visit myan.org.au

The UHM Program supports the resettlement and settlement of unaccompanied children either on their own or in sibling groups, through the provision of case management support and, where appropriate, supported housing.

While unaccompanied minors are commonly a highly resilient group who come to Australia with a range of skills and capabilities, and who build successful lives in Australia, they also face particular vulnerabilities as they arrive in Australia without immediate family support and have commonly spent many years prior, living in precarious circumstances without family support. Many have experienced protracted periods of significant instability, insecurity and vulnerability, including periods spent in unsafe transit and/or detention, have histories of trauma and may have complex mental and physical health needs as a result.

Separated from or having lost family, they face additional settlement challenges associated with their unaccompanied status, primarily, navigating the challenges of settlement in a new country as young people without the immediate support and care of family and/or significant others.[35]

Many unaccompanied minors experience loneliness and ongoing isolation as they manage feelings of intense loss and grief. Family separation, including concern for extended family/significant others still overseas in unsafe circumstances, can be the most pervasive source of emotional distress for anyone navigating the settlement journey, and can compound trauma reactions and the capacity to settle well. This is more pronounced for unaccompanied minors for whom family reunion may be particularly uncertain. The lack of family reunion options often has significant implications for this group,

adversely affecting their physical and mental health and impacting on their capacity to imagine a future and build connections to support settlement, such as participation in education, training and employment.

Young people from migrant backgrounds

Young people from migrant backgrounds generally have different pre-settlement experiences than those from refugee backgrounds, having arrived through Australia's broader Migration Program rather than the Refugee and Humanitarian Program. However, by virtue of their age and status within the family, most will have had little or no choice about leaving their country, culture, family and friends.

As such, they are impacted by the intersection of issues relating to dislocation, the impact of migration on family relationships, and family cultural values and practices.

It is also important to note that there are many young people who, while not arriving in Australia as refugees through the Refugee and Humanitarian Program, have had refugee-like experiences. Some of these young people arrive through the Family Stream of the Migration Program on Orphan Relative or Remaining Relative visas.[36] This means that even though their experiences prior to arrival in Australia and in the settlement context may be similar to refugee or humanitarian entrants, they may not be eligible for settlement services available to those arriving through the Refugee and Humanitarian Program (e.g. income support, housing, education, health).

Developmental tasks are often compounded by the refugee and migration experience, experiences of trauma and loss, and the challenges of settling in a new country — in particular, negotiating identity development and finding one's place in the world in a new culture and society.

Adolescence

In Western and Westernised countries, adolescence is viewed as an important and distinct transitional stage in a young person's life, between childhood and adulthood, characterised by significant developmental milestones, including:

- Identity development and formation.

- Negotiating interdependence with/within family, peers, community and broader society and major social role transitions.

- Emotional, physical and cognitive development, and sexual maturation.

It is a time where young people are expected to determine and plan for life goals, including education, training and employment, and when many take on more adult roles and responsibilities. Recent studies suggest an expanded and more inclusive definition of adolescence and accordingly, developmentally appropriate framing of laws, social policies, and service systems.[37]

CMY describes adolescence as:

"A time where young people explore what kind of adults they want to be, for example: what roles they wish to take in society, what work they may wish to do, what relationships they wish to form, what kind of friendships they wish to have with peers, and how they wish to present themselves to others. In Western industrialised societies such as Australia this is often a prolonged period. This is not necessarily always the case in other cultures, which may not even see adolescence as a significant stage or individualist aspirations as a marker of maturity."[38]

Regardless of how it is marked or expressed across cultures, adolescence is nonetheless a universal developmental stage. For young people from refugee and migrant backgrounds, these developmental tasks are often compounded by the refugee and migration experience and experiences of trauma and loss, and the challenges of settling in a new country – in particular, negotiating identity development and finding one's place in the world in a new culture and society. As UNHCR notes:

"The process of identity formation which is part of adolescence may be particularly complex for young people being affected by the overlay of the refugee experience, cultural adjustment and the practical demands of resettlement."[39]

Strengths

Young people from refugee and migrant backgrounds have a range of strengths and capabilities and it is important to recognise and build on these in policy and service design and delivery, rather than emphasising a lens of risk and vulnerability. These strengths and resources include broad international and cross-cultural knowledge, multilingual skills, adaptability, a strong sense of family and community, high educational aspirations and a desire to enjoy and uphold the rights and responsibilities of Australia's democratic processes.[40]

Young people from refugee and migrant backgrounds are highly engaged in a range of cultural, civic and social activities, and are participating in cultural and economic life in ways that strengthen their social networks, affirm their civic attachments, and enrich their intercultural capacities.[41] They are highly motivated to embrace opportunities where they can actively participate in Australian society. When looking to the future, it is important to include the particular hopes, aspirations and insights of young people from refugee and migrant backgrounds, providing opportunities for them to contribute to building both their own future, and that of the community.

Part 2

Understanding the Australian settlement context

Settlement

Settlement is the process of developing skills and social and cultural capital to understand and navigate Australian society. It can also be understood as the process of integration, defined by Valtonen as:

> *"The ability to participate fully in economic, social, cultural and political activities, without having to relinquish one's own distinct ethno cultural identity and culture. It is at the same time a process by which settling persons become part of the social, institutional and cultural fabric of a society"[42]*

An important framework for understanding integration in the context of settlement is that developed by Ager and Strang in the United Kingdom, which has influenced settlement policy in Australia. According to this framework, there are ten integration domains grouped by four core themes: *Foundation*, *Facilitators*, *Social Connections* and *Means and Markers*.[43]

- 'The *Foundation* of integration is built upon the domain of 'Rights and Citizenship'.

- Key *Facilitators* include the domains of 1) Language and Cultural Knowledge and 2) Safety and Stability.

- *Social Connections* include: 1) Social bridges (relationships with those of dissimilar backgrounds to oneself) 2) Social bonds (relationships with those of similar backgrounds) and 3) Social links (relationships with organisations and institutions).

- *Means and Markers* of integration (both facilitators and outcomes) include: employment, housing, education and health.

Ager and Strang's indicators provide a useful guide for evaluating settlement and integration from both a policy and practice level[44], and build on Putnam's 'social capital' concept referred to throughout the NYSF, made up of bonding, bridging and linking capital[45].

The Australian Government describes settlement as:

> *"… the time of adjustment as migrants and new arrivals seek to become oriented, established, integrated and independent in their communities…settlement is multifaceted and complex." [46]*

Social capital is defined by the Organisation for Economic Co-operation and Development (OECD) as "networks together with shared norms, values and understandings that facilitate co-operation within or among groups".[100] Social capital is also described as something created when people join organisations, volunteer, socialise with friends and family, participate in learning activities or develop trust with their neighbour. These and similar activities represent social networks that produce norms of reciprocity, that is the inclination to act positively towards other.[1] Social capital also refers to building the skills, knowledge, processes, networks and confidence for young people to access the opportunities and support they need, to have a say, and to influence decisions that affect them.

Australian Government Settlement Services

Australia has well established and globally recognised Humanitarian and Migration Programs, and settlement services associated with these programs, that aim to strike a balance between both national interest and international responsibility, recognising that migrants and refugees make significant social, cultural and economic contributions to Australia.[47]

The Australian Government provides a range of services to support the settlement process at the Federal and state levels[48], acknowledging the importance of targeted support for new arrivals.[49] At the Federal level, these services include:

• Pre-arrival orientation through the Australian Cultural Orientation Framework (AUSCO) programme.[50]

• Initial settlement support from the Humanitarian Settlement Program (HSP). [51]

• Settlement-related information, advice, advocacy, and assistance to access mainstream and other relevant services from the Settlement Engagement and Transition Support (SETS) Program as well as English language support (Adult Migrant English Program) and free translating[52] and interpreting[53] services.

• Settlement support for unaccompanied minors through the Unaccompanied Humanitarian Minors Program.

• Settlement support for young people's transition into training and employment from the Youth Transition Support services (YTS). [54]

• Social cohesion and integration through the Fostering Integration grant.

In addition to settlement services, the Australian Government also fosters a multicultural Australia and facilitates social cohesion through its broader multicultural policies, programs, grants and structures.[55] At the state and local level, government services and supports include project funding for initiatives that support community cohesion, and most states and territories have grant programs supporting multicultural events and projects, as well cultural diversity and inclusion policies and programs across sectors.

"The Australian Government also fosters a multicultural Australia and facilitates social cohesion through its broader multicultural policies, programs, grants and structures"

Understanding the settlement journey

The process of settling in Australia can be complex and protracted for all refugees and migrants, regardless of age, and is best understood as non-linear, dynamic and not necessarily defined by the number of years since arrival in Australia. The experience of settling in Australia is shaped by many factors, including the interaction or links between settlement and mainstream services, engagement with and acceptance from peers and by the broader community.

Common challenges faced during settlement include: learning a new language; understanding and navigating an unfamiliar culture and society (including complex social systems and structures such as education, health, welfare and the law) that require a high level of accountability; understanding and managing pre-migration trauma and low or changed socio-economic status.

Many new arrivals, particularly those from refugee backgrounds, have limited or no social capital in the Australian context and lack the culturally and contextually distributed forms of knowledge essential to daily living. In Australia, this can include how to rent a house, catch public transport, apply for a job, grocery shop, pay a bill, participate in a Western-based education and employment system, access healthcare and engage with Medicare, Centrelink and other government services, banks and real estate agents.[56]

There are also a number of factors in the host country environment that affect settlement outcomes, including government policy (e.g. immigration detention, restrictions on family reunion); community and media attitudes towards migrants, refugees and asylum seekers; access to employment, education, housing and community services; and racism and discrimination.[57] Racism can be an ever-present reality for many young people, manifesting as implicit or explicit experiences, and can have a detrimental impact on a young person's sense of identity, belonging, physical and mental health, and their settlement experience.[58]

> Young people face additional settlement challenges that are distinct from the experience of adults and younger children or are experienced differently due to their age, developmental stage, position within the family and the role they play in supporting the settlement of family members.

Barriers to accessing support

Young people from refugee and migrant backgrounds commonly face a range of barriers to accessing services and opportunities that are not experienced by Australian-born, non-immigrant young people. Some of these barriers are structural; some relate to the challenges associated with forced migration and settling in a new country; while others relate to general vulnerability to social exclusion at key transition points during adolescence and young adulthood.

MYAN acknowledges the importance of taking an intersectional approach to understanding disadvantage experienced by young people from refugee and migrant backgrounds, noting that disadvantage is shaped by multiple and intersecting markers of identity.[59]

In addition to age, gender, sexuality, ability and cultural context, barriers commonly include: [60]

- Limited or low English language skills.
- Different cultural norms and values surrounding help-seeking or accessing government support.

- Different cultural values/norms in relation to concepts of youth and adolescence
- Lack of social and cultural capital in the Australian context (e.g. information, networks and conceptual and practical knowledge of the service system or youth-focused programs).
- Unfamiliarity with, or lack of trust in, youth services and programs, including from parents/family members.
- Racism and/or discrimination—explicit, implicit, structural or individual.
- Settlement pressures (i.e. practical demands and responsibility for parents and family members).
- A lack of culturally competent or responsive practice within organisations.
- A limited or lack of digital literacy.
- More limited services/opportunities in regional /rural areas.

"Young people from refugee and migrant backgrounds commonly face a range of barriers to accessing services and opportunities that are not experienced by Australian-born, young people from non-immigrant backgrounds"

Settlement for young people

For young people, there are additional settlement challenges that are either distinct from the experience of adults and younger children or are experienced differently due to their age, developmental stage, position within the family and the role they play in supporting the settlement of family members.[61] These include:

- Adapting to new family forms, structures and dynamics, where many young people live in families significantly altered as a result of the migration or refugee experience and often take on roles of responsibility that can impact on power and authority previously held by adult family members.

- Negotiating family relationships in the context of newly introduced (Western) concepts of independence, autonomy, freedom and child/youth rights, as well as faster rates of acculturation within families and fears from family and community about loss of culture.[62]

- Negotiating changes in values and expectations surrounding gender relations, including more rights and freedoms for (young) women.

- Negotiating intergenerational conflict—commonly resulting from the issues listed above as well as expectations surrounding education and employment/ career transitions.

- Negotiating identity and belonging in the context of a new culture and society, which places high value on individual choice in terms of relationships, study and career.

  - Many young people have grown up in a cultural context where the well-being of the whole family and community is prioritised above individual aspirations. As such, they are often juggling a range of pressures and complex relationships - negotiating family, cultural and peer obligations or expectations while simultaneously establishing their own identity and place in a new culture and society.

- Managing additional and more complex transitions than their Australian-born counterparts, including the transition into a new culture and society, new peer relationships, a new schooling system and from English Language Schools into mainstream schools.[63]

- Adjusting to a new education and employment system, often with disrupted or limited formal schooling prior to arrival in Australia.

- Managing (new) parental expectations about academic performance and achievement. This can be a significant source of distress, particularly for those: who arrived in Australia as adolescents with very little lead up time to Year 12, who have come from a context of limited or disrupted education, with low English language proficiency, and who do not receive any additional academic or language support at school.

- Increased exposure to risk factors for mental health problems that typically emerge during adolescence. Common risk factors include lack of family cohesion, poor mental health of parents/caregivers, social isolation and lack of peer and community support networks.

- Reluctance to seek help due to limited service knowledge, distrust and stigma associated with needing and seeking help, and/or shielding parents from distress or worry, choosing to keep their concerns to themselves.

- Negotiating socio-economic disadvantage associated with forced displacement and resettlement. Many young people live in working poor or welfare-dependent households and are housed in substandard, insecure, poorly located and overcrowded housing. While socio-economic disadvantage affects most new arrivals regardless of age, it can be especially acute for young people who need resources (e.g. for sporting, leisure, and social activities) to fit in with their peers and find belonging in their adopted country.

- Limited digital inclusion resulting in missed opportunities due to limited or lack of online skills, and/or inability to afford basic IT equipment and internet services, as well as increased exposure to risks associated with lack of digital literacy.

  - Digital inclusion is closely tied to social inclusion as lack of digital connectivity can limit young people from refugee and migrant backgrounds from participating in the community, accessing education and employment, and maintaining contact with family and loved ones abroad.[64]

  - Young people from refugee and migrant backgrounds may have limited skills in using digital technologies which might place them at risk of multiple threats including bullying, exposure to pornography, and debt due to the cashless economy and personalised online marketing.[65]

Part 3

Understanding youth work in the Australian context

Youth work is a distinct discipline with its own body of knowledge, principles and approaches, and a well-established, highly regarded industry in Australia.[66] It applies a youth 'lens' and development approach to interventions, and upholds the young person's rights and needs as the primary consideration. At the heart of youth work practice is the relationship between the worker and young person.

The Australian Youth Affairs Coalition (AYAC) defines youth work as:

> *"A practice that places young people and their interests first. Youth work is a relational practice, where the youth worker operates alongside the young person in their context. Youth work is an empowering practice that advocates for and facilitates a young person's independence, participation in society, connectedness and realisation of their rights."* [67]

Youth workers can be described as connectors, enablers, facilitators, advocates and co-creators with young people. Underpinning good youth work practice is a commitment to social justice, where workers provide opportunities for young people to participate, be empowered and to develop a sense of agency over their own lives. This is in the context of balancing a young person's rights with those of their family and broader community.[68] This may mean being proactive in reaching out and building trust with parents and guardians (particularly those in newly arrived communities) in order to:

a. introduce the concept of youth work

b. to meet local youth workers and

c. respond to any concerns they may have.

This could also mean working alongside family members, other social/community workers (including bi-cultural workers with particular cultural/language expertise), and members of cultural or religious communities - providing the young person gives permission.

The Australian Youth Affairs Coalition (AYAC) defines youth work as:

"Underpinning good youth work practice is a commitment to social justice, where workers provide opportunities for young people to participate, be empowered and to develop a sense of agency over their own lives - while also balancing a young person's rights with those of family and community."

A number of guiding questions can help to determine whether a programme or intervention has young people's rights and interests at the centre, such as:

- Does it serve the best interests of the young person?

- Does it address their immediate needs?

- Does it reflect their current circumstances?

- Is it culturally and religiously appropriate?

- Is it consistent with their age, gender, sexual orientation and developmental stage?

- Does it respect their rights?

- Is it consistent with the Code of Ethical Practice for youth work in the state or territory that you are working within?[69]

These questions are guided by an underlying commitment to both human rights and, more specifically, youth work principles.

Human rights frameworks also underpin good youth work practice, particularly the Convention on the Rights of the Child (CRC).[70] Three rights in particular are thought to be so critical they are often considered to underlie the entire CRC.[71] These are:

- Best interests rule (decisions on a policy and individual level must consider the impact on children and uphold their best interests).

- Non-discrimination (all children are entitled to enjoy the same rights, regardless of their immigration status, ethnicity or other defining features).

- The Right to Participate (including the right to hold, express and have opinions considered; right to participate in family life, and in the life of the community).

In the Australian context, youth work is also guided by principles contained in Ethical Codes of Practice, defined by each state/territory. The aim of such codes is to protect young people by setting clear guidelines for those working with them, and to protect youth workers by outlining clear standards which they must follow.[72]
A national code of ethics for youth work in Australia does not yet exist.

In Victoria, *The Code of Ethical Practice for the Victorian Youth Sector* states that youth workers will work towards enabling and ensuring:

1. The empowerment of all young people.

2. Young people's participation.

3. Social justice for young people.

4. The safety of young people.

5. Respect for young people's human dignity and worth.

6. Young people's connectedness to important people in their lives, such as family and community.

7. Positive health and wellbeing outcomes for young people.

8. The positive transitions and healthy development of young people.[73]

In WA, *the YACWA and Western Australian Association of Youth Workers Youth Work Code* of Ethics outlines ethical practice to guide youth workers in their work with young people. This ethical practice is defined by the following principles:

1. Primary Client

2. Context

3. Promotes Equality

4. Empowerment

5. Duty of Care

6. Preventing Corruption

7. A Transparent Relationship

8. Confidentiality

9. Cooperation

10. Knowledge

11. Self-awareness

12. Boundaries

13. Self-care

14. Integrity.[74]

Part 4

Facilitating good youth settlement through active citizenship

Active citizenship

The optimal settlement outcome for young people is active citizenship. This is understood to be inclusive: not just about formal citizenship status with associated legal rights and responsibilities, but a proactive approach to engagement and participation in Australian society. Active citizenship applies to all young people regardless of formal citizenship status in Australia.

The concepts of active citizenship and participation are embedded in youth work practice in Australia and strongly enshrined in the Convention on the Rights of the Child (CRC) and the UN Youth Strategy.

The right to participate in one's own life and in the broader community is one of the guiding principles of the (CRC). According to Article 12 of the Convention, children have the right to participate in decision-making processes that may be relevant in their lives and to influence decisions taken in their regard. Inherent in this is the recognition that children and young people's perspectives are important, should be considered, and that they should be able to participate as actors of change in the world around them.[75] In the UN Youth Strategy, youth engagement, participation and advocacy to amplify youth voices are mentioned as the first priority.[76]

Similarly, both the CRC and the UN Youth Strategy uphold young people's civic (both political and non-political) involvement. Article 15 of the CRC states that children have the right to create and join associations and to assemble peacefully. The UN Youth Strategy refers to the need to support young people's civic and political engagement in processes, platforms and institutions at all levels and participation in public affairs.[77] This recognises that children and young people should be able to participate in the community around them, be involved in political processes, express political opinions and engage in broader decision-making.[78]

The CRC also emphasises that children and young people have the right to education (Article 28) and should be able to "develop their talents and abilities to full potential, to gain confidence and self-esteem, to use their initiative and creativity, to gain life skills and take informed decisions and to understand and experience pluralism, tolerance and democratic coexistence.[79]

In brief, the right to education means the right to experience citizenship."[80] The UN Youth Strategy complements the CRC by advocating for quality and inclusive education for young people, including through non-formal education and promotion of lifelong learning that is relevant to the social and economic needs of young people. [81]

Active citizenship should be considered as a fundamental right. CMY describes active citizenship as:

> *"The formal and informal ways that young people engage and contribute to the community and broader society."[82]*

'Agency' refers to a young person's ability to make and act on decisions that directly impact them.

Developing a sense of agency is particularly important for young people from refugee and migrant backgrounds as they have commonly had their capacity for agency diminished by the refugee and migrant experience. Building agency occurs through the development of skills, knowledge and networks.

It encompasses concepts of participation, power, agency, identity and belonging, and includes activities such as community service and volunteering[83] as well as sports, arts and recreational activities.[84] It includes structured forms of engagement with political processes, as well as more day-to-day forms of participation in society.[85]

The National Youth Affairs Research Scheme (NYARS) describes active citizenship as:

> *"A set of rights and duties concerned with participating in society...about membership of a community, and participating in decisions which affect you."* [86]

Youth participation expert Roger Hart describes active citizenship as:

> *"(The) process of sharing decisions which affect one's life and the life of a community in which one lives. It is the means by which democracy is built"*[87]

Active citizenship assumes the acquisition of social capital and agency, where young people are supported to become active agents of change and in shaping their own futures.[88] Developing a sense of agency is particularly important for refugee and migrant young people as this group of young people have commonly had their capacity for agency diminished by the refugee and migrant experience. Building agency occurs through the development of skills, knowledge and networks. Active citizenship also reflects one of the key developmental tasks of adolescence – negotiating identity, independence and interdependence with family and community.

Facilitating active citizenship

Active citizenship is comprised of four key domains:

1. Economic participation
2. Social participation
3. Civic participation
4. Personal well-being.

All domains intersect, reflecting the dynamic process of settlement and the developmental stage of adolescence.
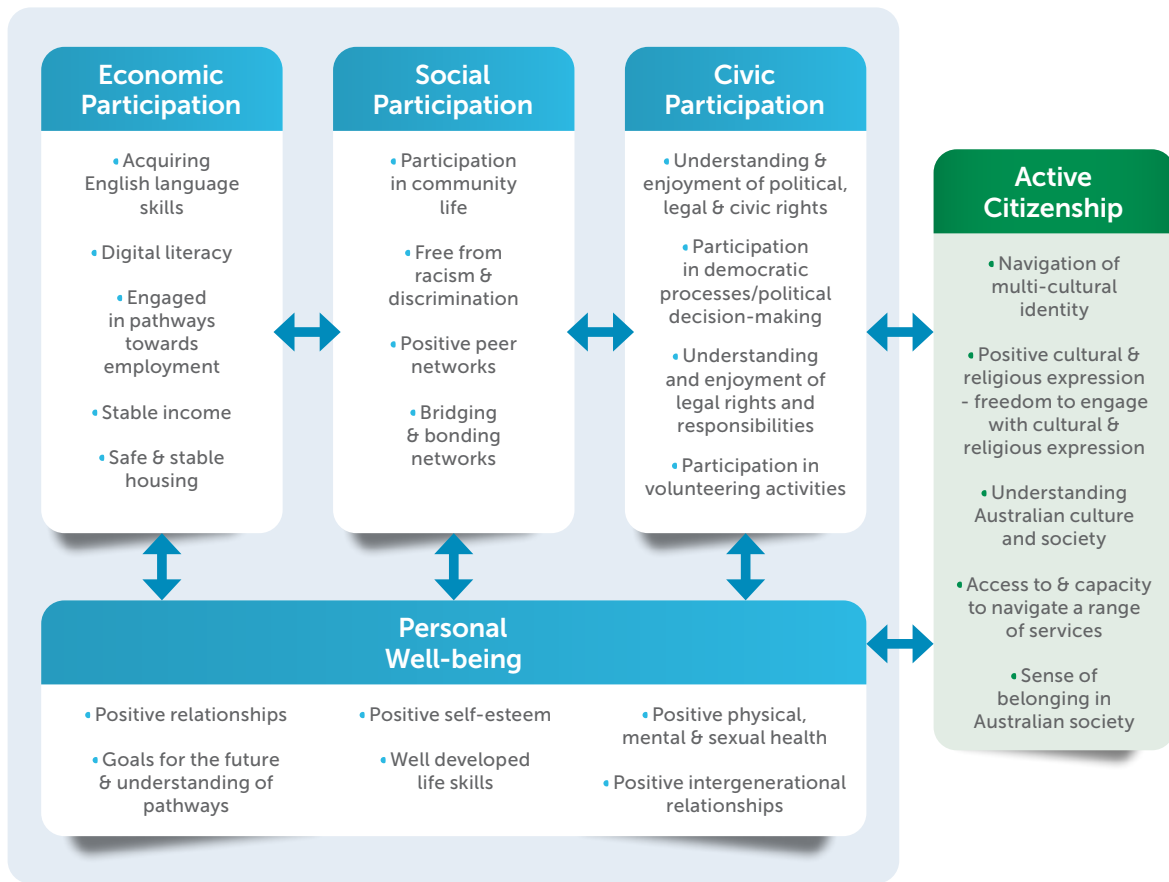
Within each of these domains are key 'indicators' or aspects of a young person's life that need to be supported in order to achieve active citizenship. This support is fundamentally about building a young person's knowledge, skills, confidence and networks. As such, these indicators can be understood as the key 'tasks' or 'competencies' for achieving active citizenship. It is important to note that this is not an exhaustive list – it does not include all the indicators relevant to a young person's settlement journey - but reflects those most fundamental for achieving active citizenship.

These domains and indicators are outlined in Figure 1 (below) and described in detail in the NYSF supplementary resource, *Applying Active Citizenship Indicators To Practice*.

The indicators reflect and address the particular circumstances of young people from refugee and migrant backgrounds in the settlement context (as described in Parts 1 and 2). This includes the developmental context of adolescence, the family/community context and the migration/settlement experience.

Active Citizenship encompasses concepts of participation, power, agency, identity and belonging. Active citizenship assumes the acquisition of social capital and agency, where young people are supported to become active agents of change and in shaping their own futures.[1] Developing a sense of agency is particularly important for refugee and migrant young people as this group of young people have had their capacity for agency diminished by the refugee and migrant experience.

Economic Participation

- Acquiring English language skills
- Digital literacy
- Engaged in pathways towards employment
- Stable income
- Safe & stable housing

Social Participation

- Participation in community life
- Free from racism & discrimination
- Positive peer networks
- Bridging & bonding networks

Civic Participation

- Understanding & enjoyment of political, legal & civic rights
- Participation in democratic processes/political decision-making
- Understanding and enjoyment of legal rights and responsibilities
- Participation in volunteering activities

Active Citizenship

- Navigation of multi-cultural identity
- Positive cultural & religious expression - freedom to engage with cultural & religious expression
- Understanding Australian culture and society
- Access to & capacity to navigate a range of services
- Sense of belonging in Australian society

Personal Well-being

- Positive relationships
- Goals for the future & understanding of pathways
- Positive self-esteem
- Well developed life skills
- Positive physical, mental & sexual health
- Positive intergenerational relationships

Figure 1. Domains and indicators of active citizenship

A range of structural and individual demographic factors will shape these indicators, reflecting the individual, family, community and broader societal contexts for each young person. Demographic factors include gender, cultural background, age of arrival in Australia, settlement location (metropolitan, regional or rural), family structures and dynamics, mode of migration to Australia and migration experiences and level of education prior to arrival in Australia.[89] Structural factors include access and equity in relation to services and support, both those delivered by government and the NGO sector (also influenced by availability of services in rural and regional areas).

Some of these indicators are complex tasks that will take time. Some young people will accomplish these more quickly than others and some will revisit a number of them, as they require more targeted support at different times in their journey to adulthood, their settlement journey and journey to active citizenship.

The indicators are designed to be used by service providers or programs to measure how a young person is 'tracking' in achieving active citizenship.

Indicators for active citizenship are listed under each domain and should be understood as outcome-focused. That is, young people who are engaged as active citizens are able to:

- Successfully navigate their multi-cultural identity.
- Feel a sense of belonging in Australian society.
- Engage with cultural/religious expression.
- Understand Australian culture and society (as complex, dynamic and multi-layered).
- Successfully navigate and access a range of services.

As such, they have *acquired* social capital, have a *sense of* (practically and conceptually) agency, and have *achieved* a sense of interdependence in relation to peers, family, community, and the broader society.

More detail, including guidance on measuring these indicators in practice, is provided in the supplementary resources, *Applying Active Citizenship Indicators to Practice* and the *Active Citizenship Indicators-Self Assessment Guide.*

Part 5

Facilitating active citizenship through good practice capabilities

This section introduces thirteen good practice capabilities for application at the service delivery level. These capabilities are designed to be applied in practice across all sectors, including the health, youth, education, employment and settlement sectors, in both government and non- government settings.

Figure 2 (below) illustrates the link between the good practice capabilities and the active citizenship domains and indicators: applying the good practice capabilities at the service delivery level working across the four domains of active citizenship; provides the foundations for addressing the key indicators and achieving the optimum settlement goal for young people – active citizenship.

As in *Figure 1*, each of the components intersects, reflecting the dynamic, complex and non-linear process of the settlement journey and achieving good settlement outcomes. Many young people will access services or engage with programs several times, in different ways and to different degrees, as they navigate the settlement journey towards active citizenship.

The good practice capabilities reflect best practice in responding to the particular circumstances of young people from refugee and migrant backgrounds in the settlement context (outlined in Part 1 and 2). They are designed to build on young people's capabilities and address the range of barriers young people face in accessing the support and opportunities they need, and to which they are entitled, to become active citizens in Australian society.

They represent the key elements of a targeted approach to supporting young people in the settlement context and reflect the intersection between youth work and settlement service delivery. It is at this intersection that good practice with young people from refugee and migrant backgrounds lies.

More detail, including guidance on measuring these capabilities in practice, is provided in the supplementary resources: *Applying Good Practice Capabilities to Practice* and *Applying Good Practice Capabilities - Assessment Guide.*
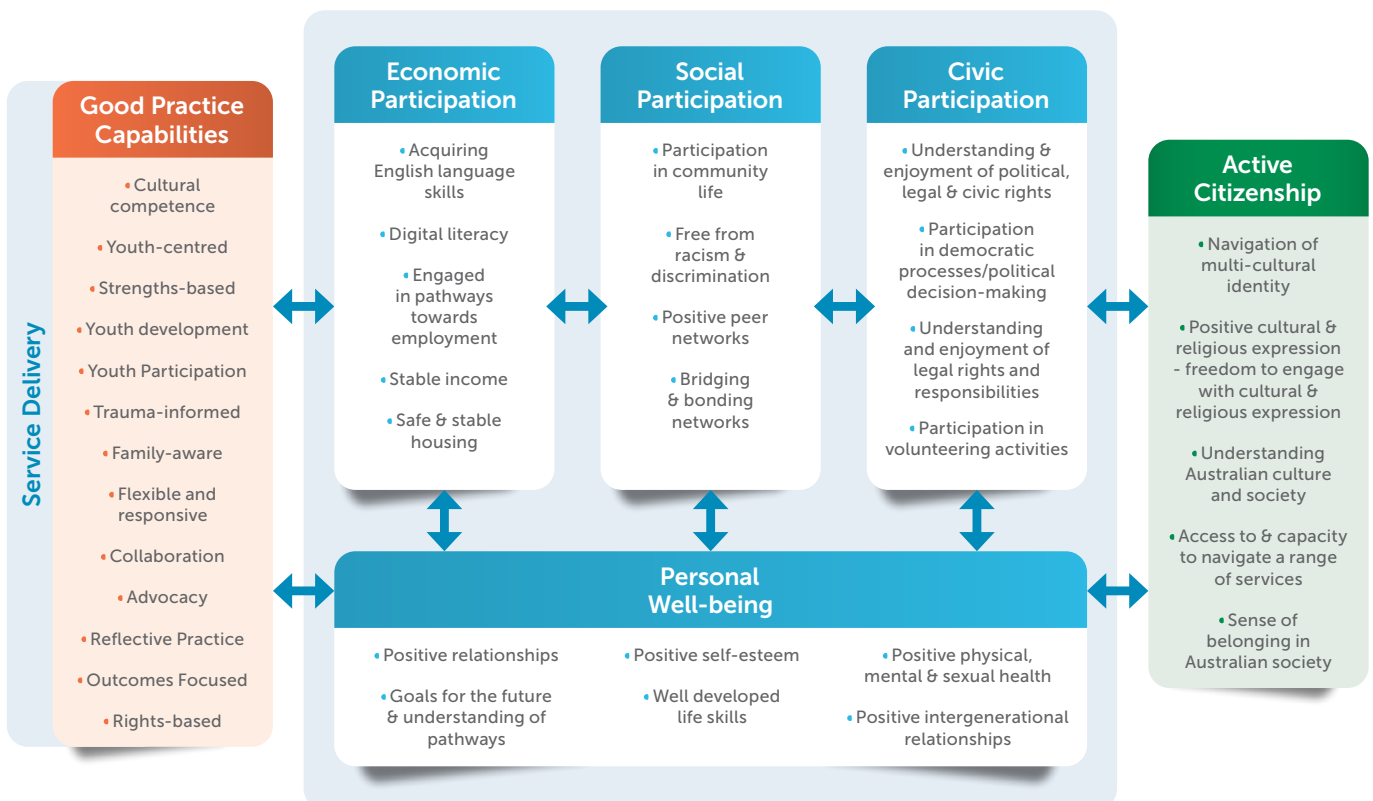

Figure 2. Good Practice Capabilities and domains and indicators for Active Citizenship

The good practice capabilities are:

1. Cultural competence
2. Youth-centred
3. Strengths-based
4. Youth development
5. Youth participation
6. Trauma-informed
7. Family-aware
8. Flexible and responsive
9. Collaboration
10. Advocacy
11. Reflective practice
12. Outcomes focused
13. Rights-based.

Cultural competence

Cultural competence recognises that cultural dislocation is a significant factor in the migration and settlement experience. It also recognises the fundamental role that culture and cultural identity play in a young person's life, and the significance of negotiating cultural differences in the settlement process – both for young people and service providers.

Cultural competence is not a point that is reached but rather something that individual workers and organisations work towards, continually improving and refining skills and knowledge. It involves understanding culture and how it impacts on our worldview and work practices with young people.[90] It also involves developing and implementing policies at all levels of an organisation to support cultural diversity and inclusiveness. Workers can assist young people by also building their capacity to think and talk about the significance and impact of culture in their lives, and the challenges of managing bi- or multi-cultural identities.

Youth-centred

A youth-centred approach recognises the specific needs and circumstances of young people and the distinct ways in which young people experience the settlement process. Youth-centred service delivery involves identifying and responding to a young person's particular needs, distinct from those of adults or children. It recognises that young people need targeted support to best meet their needs, and achieve their potential as active participants in their community.

A youth-centred approach considers a young person as the primary client, while maintaining a family-aware approach in providing support.

Strengths-based

A strengths-based approach recognises that young people from refugee and migrant backgrounds come to Australia with enormous strengths, resources and capabilities. These strengths and capabilities are fundamental to them becoming active participants in and contributors to Australian society.

A strengths-based approach in service delivery involves supporting young people to identify and utilise their strengths, resources and capabilities in navigating settlement and becoming active citizens in Australian society. It also involves affirming young people's strengths in a range of aspects of their lives, across each of the domains of active citizenship.

Youth development

A youth development approach applies youth work frameworks[91] and promotes and supports the equal participation of young people in society. It supports young people to build and exercise a sense of agency over their lives and recognises the importance of relationships between workers and young people.

Youth participation

Youth participation approaches recognise the right of young people to participate in decision-making that affects and shapes their lives. They are often best placed to identify their needs and should be supported to identify and advocate for solutions. It also recognises that the voices of young people from refugee and migrant backgrounds are often marginalised in policy, advocacy and service delivery. Youth participation has significant benefits, both for the young people who are engaged in decision-making processes, as well as for the organisations and communities that engage and support young people to participate.[92]

Meaningful youth participation is not just about opportunity; it is about seeing young people as partners and equipping them with the knowledge, skills, and resources to effectively participate and influence policy and service delivery models. Young people have valuable opinions and insights, which they are most capable of sharing, provided they are given the space and support to do so.[93]

Trauma-informed

Trauma-informed practice recognises the trauma of the refugee experience and the significant ways in which it can impact on settlement and adolescence.

Trauma-informed practice recognises the importance of core recovery goals as fundamental to supporting young people to manage and recover from trauma.[94]

Family-aware

Family-aware practice recognises the impact of the refugee and migration experience on families and the critical role that family plays in a young person's life – wherever they are located. Relationships with family and community often provide young people with a sense of belonging and support in negotiating difficult challenges and transitions, connection to shared values, culture and history, and play a key role in decision-making regarding a young person's choices.[95] This is particularly important for young people from refugee and migrant backgrounds given the impact of the migration experience and settlement on family configurations and relationships.

Family-aware practice recognises, legitimises and facilitates connections with family as a core part of support/service delivery models.

Family-aware practice acknowledges that for refugee and migrant young people, the concept of family may be broader and more complex than traditional Western constructs or understandings, and those family commitments, expectations and responsibilities are often key priorities in a young person's life.

Family-aware practice involves engaging with family wherever possible, as a key component of supporting a young person and facilitating positive connections with family (wherever they are located).

Flexible and responsive

A flexible and responsive approach to practice recognises that young people from refugee and migrant backgrounds have specific and often complex needs, but that this group of young people comprise numerous and diverse subgroups. It recognises that their circumstances and needs vary and that culture, as well as the settlement context, is dynamic and complex. Needs and issues vary substantially between and within groups according to cultural and religious background, English language proficiency, level of acculturation to Australian society, level of family support, migration experience and socio-economic and demographic factors, such as age and gender.

Flexible and responsive service delivery involves adapting service delivery models to be responsive to a young person's needs and circumstances, rather than applying a 'one size fits all' approach. This includes addressing specific barriers to accessing services and support and specific demographic factors that contribute to disadvantage, including those that are specific to young people from refugee and migrant backgrounds – service unfamiliarity and complexity, language, culture, racism and discrimination. This may require adapting service delivery models to support flexibility and responsiveness.

Collaboration

Collaboration recognises the challenges that young people face in navigating a complex, unfamiliar and often disjointed service system, and that navigating and accessing services is enhanced through coordination and collaboration between services. It recognises that settlement outcomes are affected by the type, nature, range and quality of services and programs available to young people and the extent to which these services are coordinated or linked.

A collaborative approach to service delivery involves workers, programs and organisations investing in working together and collaborating – seeking opportunities and finding ways to work in partnership. A collaborative service delivery approach also acknowledges the value in sharing resources, knowledge, expertise and networks.

Advocacy

Engaging in individual and systemic advocacy recognises and responds to the range of individual and structural barriers that young people from refugee and migrant backgrounds face in accessing the support they need to become active citizens.

Advocacy involves actively promoting the needs, interests and rights of a young person - at both individual and systemic levels. As such, this may be with service providers, the education system, family members or sometimes peers. It also involves supporting young people to develop their skills, confidence and networks to engage in their own advocacy.

Reflective practice

Reflective practice involves thinking critically about your own effectiveness as a practitioner in order to refine and develop your practice, enhance the quality of your work, and ensure your practice results in the most effective outcomes for young people. It involves reflecting about what you did, what happened, and why.

Reflective practice also involves the exploration of your own cultural values, assumptions and perceptions and how they influence our work. In doing so, it allows you to recognise what is working well, and identify areas for improvement and further support.

Outcomes focused

Though practitioners working with young people are usually required to undertake reporting to funders, executives, members or donors, organisations are also accountable to the young people they work with. Measuring outcomes supports organisational reflection and improvement, crucial to improving settlement outcomes for young people and enhancing the quality of service provision. Firstly, it can help ensure that the service is not creating any unintended harm and secondly, determines whether the service is making a positive contribution.

Including young people in this process and having their views heard is important to ensure policies and programs are designed to deliver positive settlement outcomes for young people.

Rights-based

A rights-based approach empowers young people to understand and exercise their rights, and increases the ability and accountability of individuals and organisations that are responsible for respecting, protecting and fulfilling the rights of young people. A rights-based approach ensures that both the standards and the principles of human rights are integrated into policymaking as well as the day-to-day running of organisations, including service delivery. A rights-based approach should be embedded in organisational policies and charters, as well as policy and service delivery models and approaches.[96]

A rights-based approach is particularly important in working with young people from refugee and migrant backgrounds as their rights (legal, civic, political, economic, social) are often undermined, unrecognised or exploited because of their age, ethnicity, cultural background, migration experience, visa/citizenship status.

Part 6

Bringing it all together

Figure 3.
National Youth
Settlement
Framework

Figure 3 presents the NYSF as a whole. It shows how the optimum settlement outcome for young people - active citizenship - links with the good practice capabilities.

Applying the good practice capabilities at the service delivery level, and working to address the indicators across all the domains, provides the foundations for achieving this outcome.

As in *Figure 1* and *Figure 2*, each of the components intersects, reflecting the dynamic, complex and non-linear process of achieving good settlement outcomes for young people from refugee and migrant backgrounds and supporting them to realise their potential in Australia. Many young people will access services or engage with programs several times, in different ways and to different degrees, as they navigate the settlement journey towards active citizenship.

Next steps

This framework for supporting successful settlement for young people is designed to provide the basis for supporting young people from refugee and migrant backgrounds to become active participants in and contributors to the Australian community. The potential for this group of young people to be active citizens in the Australian community is high. However, young people cannot and should not do this alone. Their success as active and engaged participants in all aspects of Australian society is dependent on the ability of policy makers and service providers to design and deliver services and programs targeted to meet their needs, build on their capabilities and strengthen their rights. The NYSF will help achieve this aim.

MYAN looks forward to continuing our work with a range of stakeholders to support the implementation of the NYSF.

Glossary

Asylum Seeker

A person who has applied for recognition as a refugee under the 1951 UN Convention Relating to the Status of Refugees but whose application for protection has yet to be determined.

Citizenship

The Australian national curriculum defines citizenship formally as "(i) the legal relationship between an individual and a state and, more broadly, as (ii) the condition of belonging to social, religious, political or community groups, locally, nationally and globally. In the Australian Curriculum, citizenship incorporates three components; civil (rights and responsibilities), political (participation and representation) and social (social values, identity and community involvement)."

Culturally and linguistically diverse (CaLD/CLD)

People who were born overseas or who are Australia-born with one or both parents (or grandparents) born overseas. This term has generally replaced Non-English Speaking Background (NESB).

Migrant

A migrant is someone who has moved to another country out of free will, not due to any external compelling factor. While there is no formal legal definition of an international migrant, according to the United Nations Economic and Social Affairs Council (ECOSOC), an international migrant is someone who changes his or her country of usual residence.[97] UNHCR refers to 'migrant' as any person who moves, usually across an international border, to join family members already abroad, to search for a livelihood, to escape a natural disaster, or for a range of other purposes.[98]

Newly arrived young person

A newly arrived young person is someone who was born overseas and has lived in Australia for a relatively short amount of time. According to the Federal Government, someone who is newly arrived has lived in Australia for five years or less. Other definitions vary according to the length of time it is considered to take to settle in Australia (up to 10 years). This paper refers to newly arrived young people using the Federal Government's definition.

Refugee

According to the 1951 Convention Relating to the Status of Refugees[99], of which Australia is a signatory, refugees are people who are both:

- Outside their country of nationality or their usual country of residence and are

- Unable to return or to seek the protection of that country due to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion.

Refugees have fled circumstances that have put their lives at risk and that have affected their psychological health and well-being. They seek new lives in Australia, not out of a free choice, but in order to be protected. They have often experienced torture and trauma, lost family members, and spent years in refugee camps or in urban settings in transit countries, where access to services such as education, health care and employment may be limited. They have often had minimal information about the country in which they are resettling and the customs of that particular society.

Social capital

Social capital is defined by the Organisation for Economic Co-operation and Development (OECD) as "networks together with shared norms, values and understandings that facilitate co-operation within or among groups". Social capital is also described as something created when people join organisations, volunteer, socialise with friends and family, participate in learning activities or develop trust with their neighbour. These and similar activities represent social networks that produce norms of reciprocity, that is the inclination to act positively towards other. Social capital also refers to building the skills, knowledge, processes, networks and confidence for young people to access the opportunities and supports they need, and have their say to influence decisions that affect them.

Many new arrivals, particularly those from refugee backgrounds, have limited or no relevant social capital in the Australian context and lack the culturally and contextually distributed forms of knowledge essential to daily living.

Social capital includes:

- Bonding Capital: Linking people based on a sense of common identity ("people like us") – such as family, close friends and people who share our culture or ethnicity.

- Bridging Capital: Links that stretch beyond a shared sense of identity, for example links with people from other cultural groups or broader community different than self, including to friends, colleagues and associates.

- Linking Capital: Links to people, groups or institutions further up or lower down the social ladder.

Unaccompanied Asylum Seeking Minor (UAM)

UAMs are young people under the age of 18 years who have arrived in Australia without a parent or an adult relative and seek to remain permanently in Australia by making a protection application.

Unaccompanied Humanitarian Minor (UHM)

UHMs are young people under 18 years of age who have arrived in Australia without a parent after being resettled under Australia's Refugee and Humanitarian Program or granted a Protection visa following their arrival in Australia. The Australian Government, state governments and contracted service delivery agencies work together to provide complementary settlement and support services to UHMs through Australia's UHM Program.

Young people with refugee-like experiences

For some young people and their families, coming to Australia through the Refugee and Humanitarian Program is not possible, despite having had refugee-like experiences. Many of those who arrive on other visas are sponsored to Australia e.g. as Orphan Relatives or Remaining Relatives through the Family stream of the Migration Program. Some of these young people will have had experiences similar to those who settle in Australia through the Refugee and Humanitarian Program.

Young person

According to the UN, 'youth' is defined as being between the ages of 10 and 24 years. In Australia, government and non-government organisations frequently narrow this definition to include 15 to 24 year olds. The NYSF defines youth as young people aged 12 to 24. It is important to recognise, however, that youth is not a universal concept and differs across cultures according to life stages, roles within the family and other social expectations.

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30. Australia's Refugee and Humanitarian Program offers protection for refugees and others in refugee-like situations and has two important functions: (i) the on-shore protection/ asylum component fulfils Australia's international obligations by offering protection to people already in Australia who are found to be refugees according to the 1951 Convention relating to the Status of Refugees and (ii) the offshore resettlement component expresses Australia's commitment to refugee protection by going beyond these obligations and offering resettlement to people overseas for whom this is the most appropriate option. For more information see Department of Home Affairs (2019) Australia's Refugee and Humanitarian Programme. Available at https://immi.homeaffairs.gov.au/what-we-do/refugee-and-humanitarian-program/about-the-program/about-the-program.

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50. AUSCO is offered to Refugee and Special Humanitarian Program entrants over the age of five years prior to their departure for Australia. AUSCO gives practical advice about the journey to Australia, including quarantine laws and information about what to expect post-arrival and assists in ensuring a successful start to the clients' settlement journey. AUSCO is offered in four regions: Africa, South Asia, South East Asia and the Middle East. Additional courses are provided in other locations as needed. Courses are delivered over a period of up to five days to adult, youth, children, and pre-literate entrants. AUSCO links closely with onshore settlement support and orientation delivered under the Humanitarian Settlement Program (HSP). For more see: https://immi.homeaffairs.gov.au/settling-in-australia/ausco.

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59.   Intersectional identity theory asserts that people are often disadvantaged or privileged by multiple sources: their race, age, class, gender identity, sexual orientation, religion, and other identity markers. Center for Intersectional Gender Studies & Research, University of Utah https://genderstudies.usu.edu/

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71.   Ibid.

72.   There is, as yet, no national code ofpractice for youth work. The following isderived from the Victorian Code of Ethical Practice which is well regarded, not least because it is based on human rights principles and reflects the obligations contained within the Convention on the Rights of the Child. For the Victorian Code of Ethical Practice, see https://www.yacvic.org.au/resources/code-of-ethicalpractice/.

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