

Conversation Facilitator Guide

Welcome and personal introductions

Welcome guests. Introduce yourself and ask each of your guests to introduce themselves. A question prompt for introductions could be *"what has brought you here today/tonight?"*

Introduce conversation and establish expectations

Today/tonight is a community conversation about the refugee determination process. This is a way for us to learn more about what people go through when they seek asylum, and it will give us a chance to discuss our views about the process. I'll be reading from this sheet to help guide our discussion.

I downloaded these materials from an online toolkit that was created by the Asylum Seeker Resource Centre—a human rights organisation in Melbourne that works with over 3,000 people seeking asylum each year. Our conversation today/tonight is one of thousands that are happening all over the country.

During the next hour, we'll explore some of the current asylum policies in a discussion that is grounded in our shared values.

Before we start, it will be helpful to agree on some basic guidelines for today/tonight. I have three I'd like to suggest:

1. **Keep on track** – *Can I seek permission from the group to interrupt if the discussion gets off topic or caught up in policy?*
2. **Take space, make space** – *We want to make sure that everyone has a chance to contribute today/tonight. Some people can be more vocal than others; can I ask that we be mindful of how much each of us is talking, and to allow space for everyone to share?*
3. **Every voice matters** – *Can we listen with openness and respect for everyone in the room, even if we don't agree with certain views?*

Those are three guidelines. Are there any others that people would like to suggest?

Clarify facilitator's role

Before we get started, I'll explain my role as the facilitator: I have some audio recordings to play for you and some related discussion questions. My job is to use this guide to keep the conversation on track, but other than that I won't be speaking very much.

Explain the format and agenda

Over the next hour we're going to listen to three brief recordings. This will familiarise us with the process that people who arrive by sea go through when seeking asylum. We'll listen to a young man share his personal experience, and also hear from a lawyer who will explain the process. After each audio clip, I'll ask a discussion question to guide our conversation. We'll get to talk about our views on the process and on ways it could be done differently. These discussion questions are designed to keep us focused on how our values inform our views, so don't worry if you feel like you don't know enough about this topic to have a say. It won't be about facts or figures, but our own personal and shared values. At the end, we'll each complete a brief survey. The surveys are anonymous, and will be part of a report that will let lawmakers know our views and that we're having these conversations.



Stage 1: Establish legitimacy as a trusted voice

Connecting experiences and values to the issue through personal narrative

Let's begin with the first discussion question:

What are the values that guide you in the way that you treat others?

<u>Facilitator Record:</u>	<u>~5 minutes</u>		
<input type="checkbox"/> Empathy	<input type="checkbox"/> Respect	<input type="checkbox"/> Fairness	<input type="checkbox"/> Equality
<input type="checkbox"/> Treat others as you want to be treated	<input type="checkbox"/> Care	<input type="checkbox"/> Equity	
Other/Notes: _____			



Stage 2: Create space to reflect on values

Framing the problem, reflecting on the human impact, values contradiction

Play Recording 1 – Raj's Experience

Now we will hear from 'Raj' (not his real name), a young man who is currently going through the process of applying for a protection visa. Raj is living in our community. He has given permission for his words to be used and his transcript is being read by a voice actor.

Play Recording 1 – Raj's Experience (4:10)

What are your views on Raj's experience?

Follow-up question: **How does this sit with the values we discussed earlier?**

<u>Facilitator Record:</u>	<u>~10 minutes</u>		
<input type="checkbox"/> Unfair	<input type="checkbox"/> Harmful	<input type="checkbox"/> Confusing	<input type="checkbox"/> Inefficient
Other/Notes: _____			

Play Recording 2 – The Process

Thank you. Now, we'll listen to a short recording from an immigration lawyer named Rachel. She'll explain the steps involved in the process Raj is going through.

Play Recording 2 – The Process (3:10)

What are your views on the process Rachel described?

Follow-up question: **How does this sit with the values we discussed earlier?**

<u>Facilitator Record:</u>	<u>~10 minutes</u>		
<input type="checkbox"/> Unfair	<input type="checkbox"/> Harmful	<input type="checkbox"/> Confusing	<input type="checkbox"/> Inefficient
Other/Notes: _____			



Stage 3: Transition to shared values

Asking questions that build awareness of shared values and allow people to consider alternatives

What might a fairer and more efficient process look like?

<u>Facilitator Record:</u>	<u>~15 minutes</u>		
<input type="checkbox"/> Timely	<input type="checkbox"/> Efficient	<input type="checkbox"/> Fair	<input type="checkbox"/> Transparent
<input type="checkbox"/> Legal assistance	<input type="checkbox"/> Meaningful review	<input type="checkbox"/> Equal opportunity	<input type="checkbox"/> Permanent visas
<input type="checkbox"/> Family Reunion	<input type="checkbox"/> International cooperation		
Other/Notes: _____			



Stage 4: Progressing attitude change

Inviting people to take the next step in action which further connects their experiences and values to the issue

Play Recording 3 – Raj’s Conclusion

Let’s hear from Raj for some concluding comments.

Play Recording 3 – Raj’s Conclusion (0:43)

Who would you want to talk to about this, and what would you want to say to them?

Facilitator Record:		~10 minutes	
<input type="checkbox"/> Local politician(s)	<input type="checkbox"/> Major politicians (cabinet ministers, leaders)	<input type="checkbox"/> Local groups/clubs	
<input type="checkbox"/> Local media	<input type="checkbox"/> National media	<input type="checkbox"/> Schools	<input type="checkbox"/> Religious groups
Other/Notes: _____			

Survey

Now the last thing today/tonight is to fill out this survey. These surveys will be combined with thousands of others from all over Australia. Your responses are anonymous. They will go into a report to let lawmakers know our views and that we’re having these discussions. I’ll pass that around now. Thank you!

Hand surveys out to guests allow time for everyone (including yourself!) to complete them. Collect all surveys once people are done, and hand out “A Fair Process Fact Sheet”

Encourage your guests to host

Thank you all so much for coming today/tonight. One of the biggest challenges to creating a fairer process is that most people just don’t know enough about how it currently works. The good news is that conversations like this are changing that. By coming tonight, you have been part of that change.

If you’d like to host a conversation like this one you can sign up online and get the toolkit. One of the #RightTrack team at ASRC will call you to walk you through the steps and help you plan it.

*I chose to host this discussion today/tonight because... **[Share a brief word about what motivated you to host this conversation. This might inspire your guests to host one of their own!]***

If you’re interested in hosting one too, let me know and I can give you the link. I can also answer any questions you might have. Again, thank you all so much for coming.

Website: RightTrack.org.au/conversation

Take a photo!

If you took a photo at your conversation, we'd love to see it! Share it on the RightTrack Facebook page, and while you're there, read what other people are saying about the conversations they have hosted. Feel free to share your experience too!

Entering the survey data

Once your guests leave, grab a computer and log on to RightTrack.org.au/Surveys to enter the data you collected from the surveys. **Entering the survey data is important;** it allows us to see the impact of conversations, and will also be shared in a report that will be delivered to lawmakers, including to your local MP. If you would like to be a part of that process, please send us an email to let us know.

Thank You

Thank you for the time and work you put in to hosting a conversation. There is still so much to be done in order to ensure true and lasting fairness for people seeking asylum. You have made a vital contribution to that effort.

If you have any questions, would like to debrief with someone, or if you want to get more involved, email one of our friendly volunteers at commeng@asrc.org.au with a phone number and we'll be in touch!