

# Conversation Structure Guide

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## Welcome and personal introductions

Welcome guests. Facilitator, host and guests introduce themselves. A question prompt for introductions could be *"what has brought you here today/tonight?"*

## Introduce conversation and establish expectations

*Today/tonight we're part of a community conversation about the refugee determination process. This is a way for us to express our views and have them recorded to be shared with our community and elected representatives. The resources have been provided by a human rights organisation in Melbourne called the Asylum Seeker Resource Centre, which works with over 3,000 people seeking asylum each year.*

*While we will discuss current policies, the primary purpose of this conversation is to connect with each other through our values, hear from someone about their experience, and learn more together about the process people go through to seek asylum.*

*To make the most of this opportunity, can we establish a few basic guidelines?*

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. **Step up, step back** – *Some people are more vocal than others; can we be mindful of the space each of us is holding and step back if necessary to allow others to contribute?*
3. **Every opinion matters** – *Can we listen with an open mind and respect for everyone's views?*

*Before we start are there any other suggestions for guidelines?*

## Introduce purpose of the conversation

*We are going to do two things today/tonight.*

*First, we will familiarise ourselves with the current process involved in seeking asylum for people who are here now, and arrived by sea. We'll listen to a man's personal experience of this, and hear from a lawyer about what's involved in the process.*

*Second, we will discuss our views on this process – how it currently works, and ways that it could be done differently.*

*There are many aspects of this issue to discuss, but we want to keep focussed on the situation of people who are going through the process now and have arrived by sea. Please feel free to stay on after the formal conversation to broaden this discussion.*

*The objective of this conversation is for us to get a snapshot of your views. At the end of the conversation we will ask each of you to complete a short survey. This will be used to put together a report along with those from other conversations we conduct. We won't identify anyone personally in this report.*

## Clarify facilitator's role

*Just before we begin, I'd like to clarify my role. I have some recordings to play you and some related discussion questions. My job is to keep the conversation on track, but other than that I shouldn't be speaking very much.*



## 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. He is living in our community. Raj has kindly 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)

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**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 will listen to a short recording from Rachel, an immigration lawyer, explaining 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 would a fairer and more efficient process look like?

Facilitator Record:

~15 minutes

- Timely
- Efficient
- Fair
- Transparent
- Legal assistance
- Meaningful review
- Equal opportunity
- Permanent visas
- Family Reunion
- 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?**

<u>Facilitator Record:</u>	<u>~10 minutes</u>	
<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:		

**And what about people in your life? Do you have friends, family, colleagues, neighbours... people you know personally who you would want to talk to about this?**

**Would anybody like to share a bit about why they chose that particular person?**

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## Host Ask

*This is great, thank you. Now we're going to shift to one of the most important parts of tonight—and that's to talk about how we can invite those people into the discussion.*

*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.*

*But we still have so much to do. Just now we thought about some of the people we would like to talk to about this issue. It's so important that we take that next step in doing that.*

*That's why I'm asking everyone here tonight to host a conversation like this one. What that means is that you would set a date and invite about 5 or 6 people—we'll provide the facilitation.*

*[Host's name] hosted this conversation today/tonight. I just want to thank you for making this happen **[pause to let others appreciate the host]**. Would you share a word about why you decided to host a conversation?*

**[Allow the host to share a brief word about what motivated them. This could inspire others to consider why they might want to host as well!]**

*Great, thank you [host's name]. Who here can commit to hosting a conversation? **[Pause. Embrace the awkward silence if there is one. People may need 15 secs to think. It's important to allow that space]***

**[If someone raises their hand to host, celebrate them]:** Great! Thank you so much. Who else can commit today/tonight? **[Pause]**

*Thank you all so much. And even for folks who aren't able to host, you being here tonight means a lot. So thank you.*

## Survey Ask

*Now the last thing tonight is to fill out this survey. People are hosting these conversations all over the country, and these surveys allow us to see the impact that they are having. The data will also go into a report so lawmakers can learn what their constituents are thinking. I'll pass that around now. Again, thank you.*

**Give guests and host time to complete their surveys. Take host sign-up sheet around to people who pledged to host and briefly tell them that you will be in touch for next steps. Collect all surveys upon completion.**

## Optional: MP Ask

*Thank you so much for coming tonight. One last thing: we are planning to get together to meet with [local MP] and discuss this with them. If anyone here is interested in coming along and getting involved with that, please come talk to me. Thank you all so much for coming!*