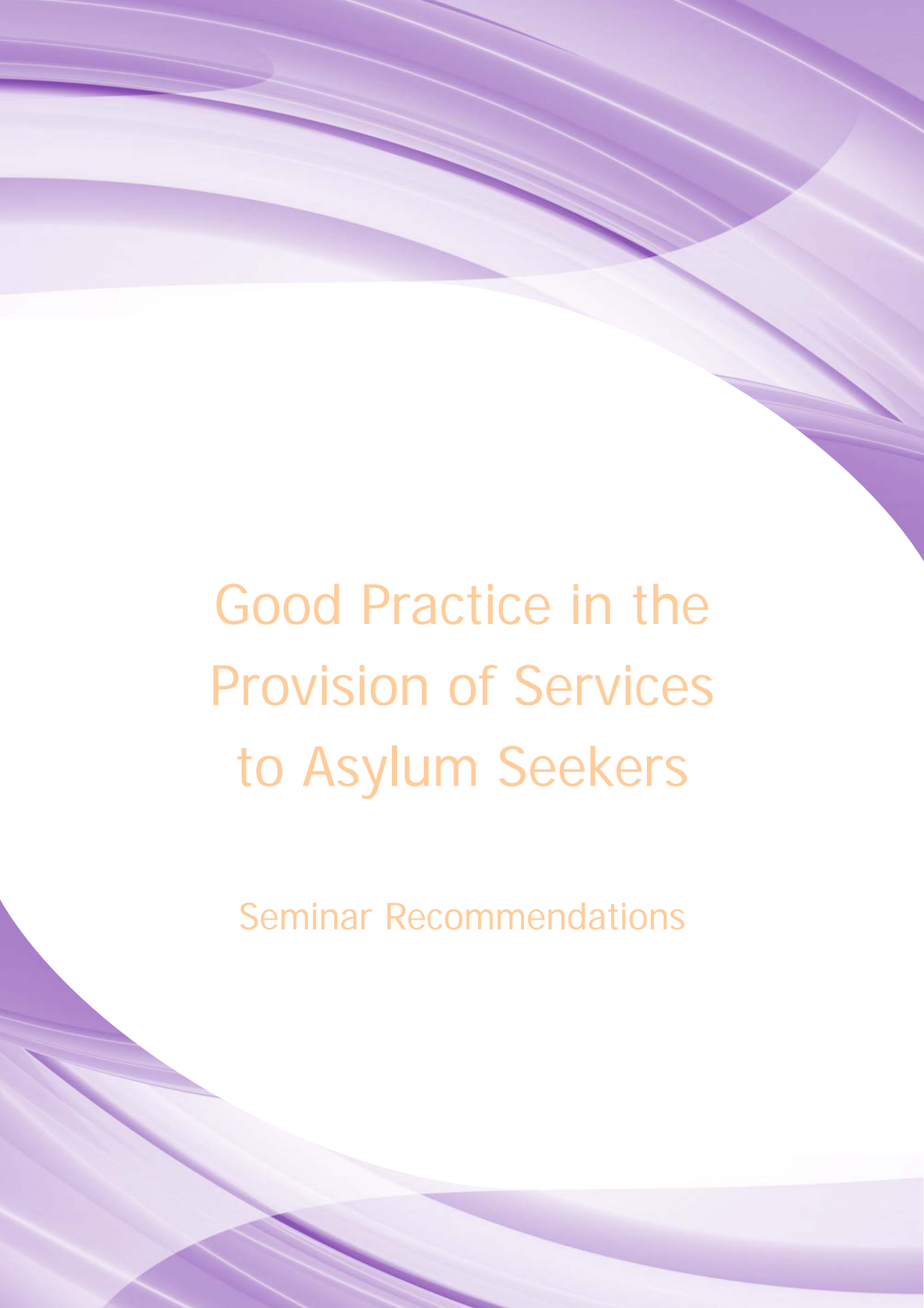




Good Practice in the Provision of Services to Asylum Seekers

**Recommendations of Seminar
Dublin 28th May 2008**

**Funded by the
SONAS Mainstreaming Group 2008**

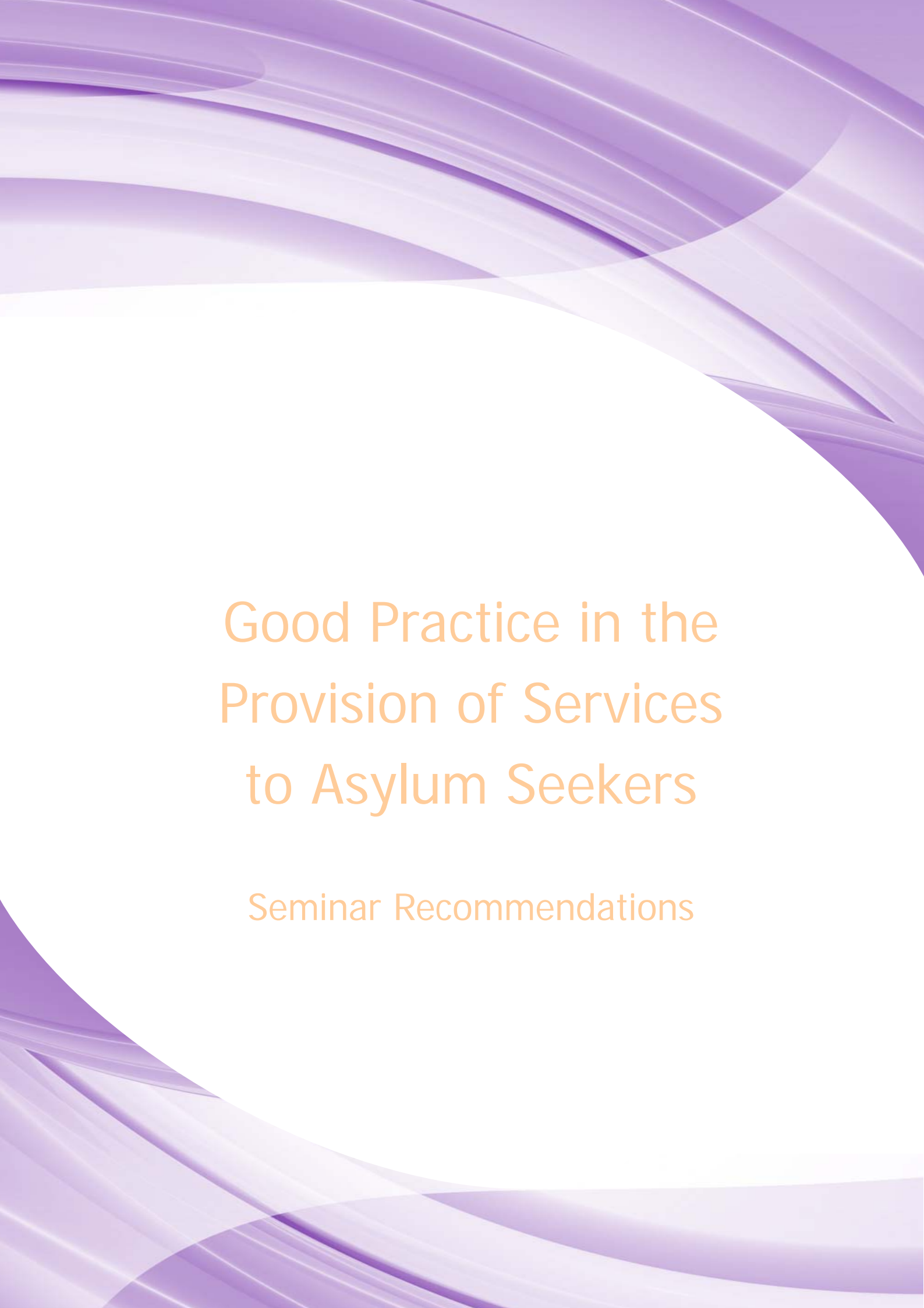


Good Practice in the Provision of Services to Asylum Seekers

Seminar Recommendations

Contents

1. Introduction	1
2. Legal Workshop Recommendations	5
3. Education and Training Workshop Recommendations	9
4. Community Development Workshop Recommendations	11
5. Health Workshop Recommendations	13
6. Information Provision Workshop Recommendations	15
7. Appendices — Seminar Details	17



Good Practice in the Provision of Services to *Asylum Seekers*

Seminar Recommendations

1. Introduction

The SONAS Community of Practice was established in response to recommendations made in a report of the SONAS DP Ireland Ltd Project (Support Organisation for the Needs of Asylum Seekers), which was funded under the Equal Community Initiative.

Following the successful implementation of SONAS DP's EQUAL-funded Asylum Seeker Services Programme, the SONAS Mainstreaming Group established a Community of Practice* among different agencies and groups involved in support services to asylum seekers. The aim of the Community of Practice is to support the dissemination of learning and the identification of good practice in order to improve the range and quality of services delivered to asylum seekers. One of the recommendations of the SONAS Mainstreaming Group was to commission research on the "Good Practice in the Provision of Services to Asylum Seekers". This was carried out in 2007-08 by Dr Mark Maguire and associates from the Anthropology Department in NUI Maynooth. Following on from this research, in May 2008, the SONAS Community of Practice decided to organise a seminar on Good Practice in the Provision of Services to Asylum Seekers, which aimed to:

- Highlight current practice in provision of services to asylum seekers
- Identify the challenges to creating good practice in service provision
- Identify recommendations on good practice in the provision of services to asylum seekers

This seminar worked to bring further dialogue and exploration of issues, raised in the SONAS Project, regarding services to asylum seekers and to develop recommendations following on from the recently commissioned research by SONAS on the topic area.

Key note speakers in the seminar plenary session included Niall Crowley, CEO Equality Authority, Therese Ruane of the Mayo Intercultural Action Group, Dr. Mark Maguire from NUI Maynooth, two representatives of asylum seekers living in Ireland, Ben Chisanga of the British Refugee Council and Raquel Palacio from ACCEM in Spain.

The seminar was attended by over one hundred participants including representatives from statutory agencies; as well as service providers in the areas of health, education, information, accommodation, and law; representatives of NGOs working with and representing asylum seekers; local community projects; and a number of asylum seekers who travelled from all around the country to attend the event.

*The Community of Practice comprises representatives of the following organisations: Cork City Partnership, Free Legal Advice Centres (FLAC), Integrating Ireland, Irish Refugee Council, National Consultative Committee on Racism and Interculturalism (NCCRI), New Communities Partnership, Partas – Tallaght, Dublin, PAUL Partnership, Limerick, Refugee Information Service (RIS)

In his opening address Niall Crowley, Chief Executive Officer of the Equality Authority discussed the need to introduce the principle of equality in services to asylum seekers and explained the concepts of equality customer service and equality competency. While noting that asylum seekers are not covered by much of the current equality legislation, he explored steps that would need to take place to build equality competence in support services to asylum seekers. He identified discrimination as a key barrier to accessing services and suggested that in order to meet needs, there must be equality in accommodating diversity and that standards of equality must be embedded in services. He highlighted the importance of equality infrastructure, such as equality policy, standards, training and equality plans to support such change.

Dr. Mark Maguire, NUI Maynooth, presented his research findings. He spoke about the level of social exclusion faced by asylum seekers and the impact it has on them and their families both during the asylum process as well as after obtaining refugee status. He urged the Irish government to work towards sustainable, integrative, dynamic and consistent programmes for social inclusion of asylum seekers.

Dr. Maguire recommended the need for an urgent requirement of integration in future governments' policy on asylum seekers and that good practice in service provision requires integration. He highlighted the need for increased training, support and networking for NGOs working in the area as well as the participation of asylum seekers in the planning and evaluation of service provision.

Thérèse Ruane, Coordinator of Mayo Intercultural Action (MIA), explained the work in which MIA is involved which includes support and advocacy for asylum seekers as well as education initiatives. She stated that *"asylum seekers are one of the most marginalised and excluded groups in Irish Society and in MIA we come face to face with the impact and reality of this on daily basis in our services. Living in a direct provision hostels in a rural counties, such as Mayo where there are little or no supports or relevant services available for asylum seekers and their families, is of serious concern to us."* She also highlighted the need for awareness of, and funding to address, some of the more practical barriers for people in direct provision trying to access services, such as the lack of transport and childcare facilities. The project offered a number of good practice examples of projects and inter-agency working undertaken in Mayo.

Ben Chisanga from the British Refugee Council spoke about the work the Council does in the area of community development and with Refugee Community Organisations. He also discussed the British asylum and reception system and referred to, for example, the 28 day induction which all people seeking protection in Britain receive on arrival to help orient them to services, their rights, entitlements and duties. He gave further examples of good practice such as the Quality Assurance System for Refugee Organisations (QASRO) which supports the use of quality systems as a tool for strengthening refugee organisations and improving their services. He also highlighted their contribution to the development of national and regional refugee integration strategies and the importance of ensuring that mainstream government policies and programmes involve refugees and promote integration.

Two residents of the direct provision system, who attended as representatives of their respective hostels, addressed the seminar. They raised issues relevant to the everyday lives of those living in direct provision such as language and cultural barriers, lack of privacy, dispersal, isolation, the difficulties of living on €19.10 a week, and of parenting within the direct provision system. The two asylum seekers also discussed positive aspects of their time in Ireland and highlighted the value they found in becoming active in their local community.

Raquel Palacio from ACCEM in Spain (a Non-Governmental Organisation supporting refugees and migrants) gave examples of best practice in Spain and emphasised the high level of cooperation between the State authorities and the non-governmental organisations working with asylum seekers and refugees in service provision. She highlighted the difference in the Spanish asylum system where, for example, asylum seekers are authorised to work if their application hasn't been resolved after six months.

The afternoon session consisted of a number of different workshops on various topics such as legal information, education and training, health, information provision and community development.

The workshops and round table discussions included input presentations and were facilitated by representatives from City of Dublin, VEC; Tallaght Intercultural Action; Health Service Executive; Integrating Ireland; Refugee Information Service; Akidwa; Free Legal Advice Centres FLAC; Doras Luimni; Cairde; Refugee Legal Service; Spirasi; Galway Refugee Support Group; Cork Partnership Asylum Outreach Service; NCCRI; Waterford Information Support Unit; and NASC, Cork.

Points raised by participants in the roundtables and workshops included for example:

- The need for services which are accessible and widely available to asylum seekers regardless of where they live
- The importance of addressing the social exclusion of asylum seekers and promoting their integration
- The need for increased access to mental health services and support for asylum seekers and the need for enhanced availability and quality of interpretative services
- The need for support and advocacy services to support vulnerable asylum seekers and families living within the asylum system
- The importance of community development approaches and the need to promote the involvement of asylum seekers themselves in the planning, delivery and evaluation of services and community organisations
- The need for access to education (FETAC, FAS, further and higher education), ESOL and literacy for asylum seekers and the importance of increased resources to offer these
- The need for increased availability and resources for projects and services working with asylum seekers
- The need to remove the barriers faced by asylum seekers in accessing services by providing for example childcare and transport
- All those entering the State seeking protection should be given an induction within a month of arrival with information on their rights and entitlements, responsibilities as well as information on access to services, legal support, etc.
- The need for transparency, fair procedure and information provision for people seeking protection at all stages of the asylum system.

A full set of recommendations were made by the participants on the delivery of service provision to asylum seekers as well as factors within the asylum and direct provision systems that could be improved. These recommendations have been prioritised and will be brought to the attention of the Department of Justice, other relevant Government Departments and agencies, by representatives of the SONAS Community of Practice.

This remainder of this Document provides an overview of the main points of discussion and recommendations made by the seminar participants.

2. Legal Workshop Recommendations

Priority Recommendations:

Fairness, Transparency and Efficiency within the Asylum Process

There is huge disparity between the numbers of asylum applicants granted refugee status at first instance and the numbers granted refugee status on appeal. The asylum process needs to be accessible, transparent and comprehensive in order to ensure that the right to fair procedure is upheld. All relevant information pertaining to a particular case should be made available to the legal representatives involved including previous decisions which may support the applicant's case.

Huge delays exist in the determination procedure for refugee status and other forms of protection. Currently, almost half of asylum seekers have been living in direct provision for over two years, with 27.1% living in direct provision for over three years. This has a detrimental impact on the mental health of asylum seekers.

Recommendations

- (i) There should be transparency and fair procedure for persons seeking asylum at all stages of the asylum system.
- (ii) The Freedom of Information Act, as amended should be extended to incorporate all areas of asylum, refugees and immigration.
- (iii) The current asylum process needs to be improved and given the appropriate support in order to ensure better administrative services, greater efficiency and reasonable timely process of claims and applications.

Access to Legal, Social and Interpretation Services on Arrival

The problems asylum seekers encounter accessing legal, social and interpretation services on arrival often means that they are not aware of the asylum procedure and its implications for life in Ireland.

Difficulties arise if information and advice is provided in a language that asylum seekers cannot understand.

Recommendations

- (i) Legal representatives and social workers need to be available to all persons seeking protection at all points of entry into the State at all times.**
- (ii) Interpreters also need to be available to all persons seeking protection at all points of entry into the State at all times.**

Information Provision on Arrival

Often asylum seekers are unaware of their legal rights and entitlements when they arrive in Ireland. There can be differences in cultural and social practices in Ireland, for example in the areas of child protection and domestic violence, and often asylum seekers are not aware of cultural and social practices that may be acceptable in their country of origin but are not socially or legally acceptable in Ireland.

Recommendation

Asylum seekers need to be given an induction within a month of arrival. This kind of induction would include information on social aspects of life in Ireland as well as their legal rights, entitlements and responsibilities.

Other Recommendations:

Adoption of the EU Reception Directive

The *Council Directive 2003/9/EC of January 2003 laying down minimum standards for the reception of asylum seekers* has been adopted by all EU member states except for Ireland and Denmark. This Directive outlines requirements of member states to ensure minimum standards for the reception of asylum seekers and includes the following standards*:

- Applicants are provided with information on organisations or groups of persons that provide specific legal assistance and organisations that might be able to help or inform them concerning the available reception conditions, including health care.
- Member States shall not withdraw secondary education for the sole reason that the minor has reached the age of majority.
- Protection applicants will have access to the labour market after one year of applying for refugee status.
- Member states must ensure that a standard of living is maintained that is adequate for the health of applicants and capable of ensuring their subsistence.

Recommendation

It is important for Ireland to adopt the EU Reception Directive to ensure minimum standards exist in our reception conditions for asylum seekers.

* Articles 5(1), 10(1), 11(2) and (3), and 13(2) of Chapter II, Council Directive 2003/9/EC of 27 January 2003 laying down minimum standards for the reception of asylum seekers

Access to Complaints Mechanisms

The current complaints procedure regarding resolving complaints made by residents in direct provision centres lacks efficiency, transparency and fairness.

Recommendations

(i) There needs to be transparency in the decisions made by the Reception Integration Agency in relation to resolving complaints issued by residents in direct provision centres. There should be an independent monitoring body to monitor services delivery in accommodation centres, enhance respect of contractual obligations and monitor complaints resolution.

(ii) As a matter of protection issue, the Offices of Ombudsman and the Children Ombudsman* should look at different issues related to Direct Provision Accommodation Policy. They should be given the power to review decisions within the asylum system including decisions made in the direct provision centres.

*The Ombudsman for Children cannot intervene in matters relating to a decision on a child's application for refugee status or asylum but can act in relation to complaints regarding the process including their treatment in Direct Provision. For further information see Seanad Éireann – Volume 169 – 21 February 2002, Ombudsman for Children Bill, 2002, Second Stage.

The Right to Work

Under the 1996 Refugee Act, it is illegal for an asylum seeker to avail of paid work. This government policy violates various international covenants and treaties which the Irish government are signatory to, including the Universal Declaration of Human Rights (Article 23 (1)) and the International Covenant on Economic, Social and Cultural Rights (Article 6 (1)). The qualifications, skills and talents asylum seekers have could enhance the Irish economy and society. The right to work would lead to self-sufficiency and self-dignity among asylum seekers, and uphold Ireland's international obligations. It would allow asylum seekers to integrate into Irish society and remove the barriers that have led to the segregation of asylum seekers in Ireland. If an asylum seeker is unsuccessful in his/her claim for refugee status or other forms of protection, the individual will have had a positive experience of Ireland if allowed to work.

Recommendation

Asylum seekers should be given the right to work after six months if no determination has been made on their application, so that asylum policy in Ireland is brought in harmony with best European and international practice.

The Need for Consistency in the Quality of Services provided in Direct Provision

Discrepancies exist in the quality of services provided between direct provision centres. Some centres have issues of overcrowding while in others individuals have their own rooms. The quality and quantity of food provided varies greatly between centres, with some centres having monotonous menus with high-fat poor quality food, while other centres having provisions where residents are able to cook for themselves and are provided with nutritious and healthy food.

Recommendation

The quality of services provided in Direct Provision centres needs to be consistent throughout the country, so that all asylum seekers receive equal treatment and proper quality of services.

The Need for Full Care Orders

The voluntary care orders for separated children do not provide adequate State protection for these children.

Recommendation

Children should be formally taken into the care of the State by the provision of full care orders.

Frontloading of the Refugee Legal Service

There are concerns over the quality of decision making at first instance due to the inconsistency between the numbers of asylum applicants granted refugee status at first instance and the numbers granted refugee status on appeal in the Irish asylum process. Front-loading projects such as the one implemented in the UK, or the asylum application procedure of Canada, have proven the importance of a quality initial decision-making process. The experience of these countries has shown that the intensified preparation of an initial decision (front-loading) can be regarded as a crucial component for a more effective asylum system, while increasing recognition rates at first instance. One aspect of such front-loading is to include access by claimants to quality information and advice from legal advisors. From the very earliest stages of the process, the legal representative plays a more interactive role and provides quality advice and information to clients with regard to their application. However, higher quality in decision-making can only be achieved if all parties involved in the process, including the examiner, work together before and during the process of initial decision making. This is even more important if the single procedure as outlined in the Immigration, Residency and Protection Bill is to be implemented.

Recommendation

There is a need for increased frontloading of the Refugee Legal Service and the case owner to ensure that asylum applicants are provided with high quality advice and information at their initial hearing. Applicants and their legal representatives and decision makers need less formal mechanisms to meet and to establish mutual respect and trust.

3. Education and Training Workshop Recommendations

Priority Recommendations

Increased Resources into Literacy and ESOL Classes

The ESOL and literacy classes are an essential tool for asylum seekers to be able to communicate with service providers and for integration to take place. It is important for literacy and ESOL classes to be widely accessible and to be of good quality to ensure asylum seekers have an adequate level of English.

Recommendation

- (i) Funding for ESOL and literacy classes needs to be increased.
- (ii) There needs to be more ESOL classes available at beginners' level.
- (ii) There needs to be greater access to training for ESOL teachers.

Access to Education and Training

The 1996 Refugee Act does not prevent access to full-time vocational or university education for asylum seekers. However, it is the Department of Education and Science's policy that asylum seekers, i.e. those whose applications for refugee status are being processed, are not eligible to benefit under the terms of the free tuition fees initiative. This therefore implies that whilst asylum seekers may access third level education, they have to pay the high non-EU fees, which is clearly not feasible on the reduced rate Supplementary Welfare Allowance of €19.10 a week (€9.60 a week for a person under 18 years). Asylum seekers are also not eligible for grant and other financial supports, and are denied access to FAS training. Asylum seekers are allowed to avail of FETAC courses but there are regional variations in the availability of these courses. The lack of access to childcare and/or transport can also inhibit asylum seekers from accessing education. There can also be a lack of information provided to asylum seekers on education options and information on courses.

Recommendations

- (i) Asylum seekers should be able to access language and vocational training, the free fees initiative and grant and other financial supports at third level education.
- (ii) Asylum seekers should be able to access FAS training.
- (iii) There needs to be an increase in the availability of FETAC courses throughout the country.
- (iv) The provision of childcare for asylum seekers participating in courses/classes, and provision of travel fares to and from courses/classes would help create increased access to education.
- (v) Information needs to be provided to asylum seekers on the courses and classes available to them in the area where they live.

Other Recommendations

Preventing the Withdrawal of Education

Asylum seekers are entitled to education up until the age of 18 years. This creates problems if an asylum seeker is over the age of 18 years but has not yet completed secondary school education.

Recommendation

Asylum seekers who have passed the age of 18 years should be allowed to complete their secondary education and should not be removed from secondary school before completing the Leaving Certificate Examinations.

Increased Funding to NGOs Providing Education

Currently, some NGOs provide courses/classes to asylum seekers without adequate State funding to run these courses/classes.

Recommendation

NGOs which provide education to asylum seekers should be eligible to receive adequate State funding to run courses/classes.

4. Community Development Workshop Recommendations

Priority Recommendations

The seminar and workshop highlighted the significant role that the community development sector plays in Ireland. A community development approach aims to include asylum seekers in the identification of their needs and in the planning, design and delivery of services, thereby ensuring improved services to asylum seekers.

Community Development as an Approach to Working with Asylum Seekers

Community development is a process concerned with enabling people to enhance their capacity to play a role in the society in which they are a part.

Recommendation

Community development should be used as an approach to effectively work with asylum seekers.

Involvement and Participation of Asylum Seekers

The importance of the community development sector involving the target group in terms of the identification of needs, designing and planning of programmes was stressed.

Recommendation

The participation of asylum seekers within community development programmes needs to be enhanced.

Capacity Building Support for Asylum Seekers

Community development programmes need to support the capacity building of asylum seekers to ensure their voices are heard.

Recommendation

Funding for capacity building training and supports should be provided in all Community Development programmes.

The Importance of Working in Partnership

Working in partnership is a core principal of community development.

Recommendations

(i) A partnership approach should be utilised to build links between groups representing and working with asylum seekers and service providers/decision making bodies, therefore it is important that such local networks are established.

(ii) The Reception and Integration Agency needs to link with the respective local community development sector and service providers regarding the opening and closure of accommodation centres

The Importance of Integration

Supporting integration is key to addressing the social inclusion of asylum seekers.

Recommendation

Community Development Projects, Family Resource Centres and Area Based Partnership Companies should pro-actively link with and support the integration of asylum seekers into their programmes.

Funding from the State

An adequate level of State funding is crucial for community development projects to be set up and to be sustainable.

Recommendation

There is a need to provide longer term and mainstream funding to support community development sector programmes as well as new initiatives by service providers for asylum seekers.

The Importance of Training

Training for staff working with asylum seekers will enhance their understanding of the needs of this target group.

Recommendation

Training should be given to service providers on asylum seekers and the asylum process, cultural diversity and community development.

5. Health Workshop Recommendations

Priority Recommendations

Staff Training

Service providers need to be able to provide services that are culturally appropriate to service users of different cultures, who can experience medical conditions different to those presented in the Irish health system.

Recommendation

All health personnel need to be trained in cultural competencies which includes cross-cultural awareness, intercultural communication, and anti-racism awareness as described in the *HSE Intercultural Health Strategy 2007-2012*.

Social Determinist Perspective on Health

The perception of some of the workshop participants was that the health system in Ireland is dominated by a medical approach. The social determinist approach to health on the other hand views social factors as significantly determining the health of an individual. These factors include income, living conditions and education. The consequences of living in direct provision can lead to ill health, due to conditions including overcrowding, lack of nutritious food, and the lack of access to education and employment. These conditions have particular detrimental effects on the mental health of asylum seekers. Mental health services on their own therefore, in many cases, do not resolve the root cause of mental health problems asylum seekers experience in direct provision.

Recommendation

The HSE needs to ensure that the Social Determinist approach to health care continues to underpin their policies. In light of this, the HSE needs to engage in dialogue with the Department of Justice, Equality and Law Reform regarding the impact of direct provision on asylum seekers' health in accordance with the HSE Intercultural Health Strategy 2007 – 2012.

A Partnership Approach to Health Care

The participation of and consultation with service users and statutory and non-statutory bodies that work with asylum seekers in the formation of health policy is a positive step in creating a health system that can successfully meet the needs of asylum seekers.

Recommendation

The partnership approach to health policy as outlined in the *HSE Intercultural Health Strategy 2007-2012* needs to continue.

Other Recommendations

Accessible and Good Quality Interpretation Services

The lack of interpreters is a major barrier to accessing health services among asylum seekers in Ireland*. The use of children as interpreters for other family members is totally inappropriate. Access to interpretation is particularly problematic in remote parts of Ireland.

Recommendation

Interpretation services need to be accessible and widely available, regardless of where an asylum seeker lives. Independent audits need to be carried out on interpretation services provided in the health system to ensure interpretation is of good quality.

Implementation of the HSE Intercultural Health Strategy 2007-2012

The *HSE Intercultural Health Strategy 2007-2012* is a positive strategy that effectively highlights the key barriers that prevent asylum seekers from accessing health care, while providing recommendations that could significantly improve the health care of asylum seekers.

Recommendation

The *HSE Intercultural Health Strategy 2007-2012* must be appropriately resourced to ensure successful implementation. ..

Access to Mental Health Services

Asylum seekers can have great difficulty in accessing mental health services. This is due to a number of contributory factors, including lack of interpretation services, lack of counselling services that can be provided under the medical card and absence of mental health services in rural areas. Specialist services such as the Centre for the Care of Survivors of Torture in SPIRASI do not have adequate funding to provide services to all those asylum seekers who have been referred to their service. These asylum seekers are particularly vulnerable.

Recommendations

(i) Mental health services need to be made more accessible, both geographically and financially, to asylum seekers.

(ii) The specific services required by particularly vulnerable asylum seekers, such as those who have survived torture, need to be properly State funded.

* HSE Intercultural Health Strategy 2007-2012, p.77

6. Information Provision Workshop Recommendations

Priority Recommendations

Equal Access to Information

An information service based on the model SPIRASI uses when providing information to asylum seekers on arrival in Baleskin and Kilmacud Reception centres would be beneficial as a long term strategy in information provision to asylum seekers. The information is delivered by peers who have experienced the asylum process and barriers to accessing mainstream services. It could be implemented in co-operation with the Citizen Information Centres (CICs). Staff and volunteers working in CICs throughout Ireland could be trained in providing information to asylum seekers.

In Cork, a pilot project was implemented whereby a staff member of the CIC North Side 'shadowed' the Outreach Worker of the Asylum Outreach Service in Cork City Partnership to two direct provision centres. This would have been a helpful training model but unfortunately the project had to finish due to lack of resources.

The building of links and networks between asylum seekers and support groups with established statutory bodies such as Citizens Information Centres, the Reception and Integration Agency and An Garda Síochána, as well as the management of direct provision centres and Immigration Officers would be beneficial in the area of information provision. However, it can be a slow process to build up a relationship with asylum seekers and asylum seekers can be slow to approach the information provider. The importance of face to face information provision based on individual needs of asylum seekers was highlighted as a valuable and efficient method for the delivery of information. The importance of having both information centres and outreach services was also raised. It is important that information provided by statutory bodies is produced in multiple languages.

Recommendations

(i) A peer-led model similar to the Centre for Health Information Promotion in SPIRASI is a good model to replicate in terms of creating a long term strategy for information provision for asylum seekers.

(ii) Links between asylum seekers and support groups with statutory bodies and individuals should be built as they are important in improving information provision to asylum seekers. (Models such as the Ethnic Minority Health Forum* in HSE Southern Area could be duplicated in other geographical areas.)

(iii) It is important that on-going training to information service providers and volunteers is provided.

*The Ethnic Minority Health Forum HSE Southern Area is a forum whereby Health Service Executive personnel meet with representatives from the Immigrant Community on a regular basis. This forum monitors the delivery of health services to the Ethnic Minority Community and sets regional targets against which performance can be measured.

Community Development Approach

The participation of asylum seekers in Community Development Projects and local partnerships would benefit the integration of asylum seekers into their local communities and would create greater awareness in the community of the issues facing asylum seekers. It is important therefore that asylum seekers are supported to identify their own information needs and the gaps in information provision to them. Capacity building of asylum seekers and the community development support of minority-led ethnic groups is critical to this process.

Recommendation

A Community Development approach whereby asylum seekers are supported to identify their own information needs is key to ensuring the provision of appropriate and up to date information

Appendix

Good Practice in the Provision of Services to Asylum Seekers Wednesday, 28th May 2008

Seminar Format

10.30a.m.	Registration/tea/coffee
11.00a.m to 12.40p.m.	Speakers Niall Crowley, C.E.O. Equality Authority Dr. Mark Maguire, NUI Maynooth Therese Ruane, Mayo Intercultural Action Group Asylum Seeker representatives Ben Chisanga, British Refugee Council Raquel Palacio, ACCEM (Spain)
12.40p.m. to 12:55p.m.	Small group discussion
12.55p.m. to 1.10p.m.	Questions and Answers
1.10p.m. to 2.00p.m.	LUNCH
2.00p.m to 3.00p.m.	Workshops <ul style="list-style-type: none">•Education and training•Health•Information provision•Community development•Legal
3.00p.m	Feedback from Workshops
3.45p.m.	Close

WORKSHOPS – (Inputs and Facilitators)

EDUCATION AND TRAINING:

- City of Dublin, VEC (Jessica Farman)
- Alkidwa (Salome Mbugua)
- Doras Luimmí, Limerick

Facilitator = Alice Binchy, Tallaght Intercultural Action

HEALTH:

- Health Service Executive (P.J. Boyle)
- Spirasi (Margaret O'Reilly/Carroll)
- Galway Refugee Support Group (Tírioma Níe Giolla Choille)

Facilitator = Cherif Labreche, Cairde

INFORMATION PROVISION:

- Refugee Information Service (Dublin)
- Asylum Outreach Service, Cork (Sorima Selaru)
- Waterford Information Support Unit (Brother Kevin Mascarenhas)

Facilitator = Carima Fitzgerald, NCCRI

COMMUNITY DEVELOPMENT:

- Mayo Intercultural Action Group (Therese Ruame)
- Integrating Ireland (Outreach Development Officer)

Facilitator = Monica Ann Brennan, Integrating Ireland

LEGAL:

- FLAC- Free Legal Advice Centres Ltd (Noelme Blackwell)
- Refugee Legal Service (John Wynne)

Facilitator = Saoirse Brady, FLAC.

Seminar Attendants – Organisations Represented:

- ACCEM, Spain
- Akidwa
- ARCSS Mosney
- Asylum Seeker representatives from Clonakilty Lodge, Co. Cork
- Asylum Seeker representatives from Mosney.
- Asylum Seeker representatives from Viking House, Waterford
- Asylum Seeker representatives, Co. Monaghan
- Brehon House Accommodation Centre, Millstreet, Co. Cork
- British Refugee Council
- Cairde
- Canal Community Partnership, Dublin
- City of Dublin, VEC
- Clare County Council
- Connolly Hospital, Dublin
- Cork City Partnership
- Doras Luimni
- Dublin City University (Applied Language and Intercultural Studies)
- Dublin Institute of Technology
- East Coast Catering, Baleskin Reception Centre
- Equality Authority
- FLAC
- Galway Refugee Support Centre
- Health Service Executive
- Higher Education Authority
- HSE- Asylum Seekers Unit – Area Medical Officer
- HSE- Kilmacud Reception Centre, Stillorgan
- HSE- Social Work Team for Separated Children Seeking Asylum
- Integrating Ireland
- Institute of Technology, Blanchardstown
- Irish Refugee Council
- Irish Translators' and Interpreters' Association
- Jesuit Refugee Service, Ireland
- Mayo Intercultural Action
- Mercy Justice Office
- Migration and Citizenship Research Initiative
- National University of Ireland, Maynooth
- NCCRI
- Novas Initiatives (Social Care team of Bellevue House, Dublin)
- Our Lady's Children's Hospital, Crumlin
- Partas
- Paul Partnership, Limerick
- Refugee Information Service, Dublin
- Refugee Legal Service
- Riversdale House
- Spirasi
- The Community Foundation of Ireland
- University of Northern British Columbia (Department of Anthropology)
- Vincentian Refugee Centre, Phibsboro
- YMCA



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