

**Community Consultation March 9<sup>th</sup> Justice**

Questions	Community Response				
	Afghan	Congolese	Iraqi	Sudanese	Bridging Visa
What sort of disputes occur within the community? With people from another culture? How are they resolved?	<p>We don't have disputes within our community. We did have some problems with the neighbour noise however, this was resolved. If there is a small issue we talk between each other. Stuart Davidson explained the role of the Dispute Settlement Centre Victoria (DSCV). The community members spoke about residents having problems when there are misunderstandings in their community. Stuart informed the residents that DSCV could help with conflict resolution skills. The community are very interested in receive this training. When asked if the residents were interested in participating in the Prisoner Visitor scheme, there was a lower level of interest.</p>	<p>If there is a problem with someone, community members will seek the advice of the community leader. If you are unable to resolve the problem yourself, the leader will provide advice on what to do. It is very difficult for someone to go to court or go straight to the police. They may send you to church, maybe if you go to jail you will have nothing to eat. Things are very different over here, there is a different way of addressing the issue. There is a lot of material and techniques, to try to help with the issues. An issues can take 3-4 years to resolve. In the Congo, if I bring the issue, tomorrow I may see a person punished. There is no time lag. Here a Policeman might come to a house, he doesn't push you, and he doesn't beat you. In the Congo this wouldn't happen. It makes us avoid any problem. The justice system is very good here, as there is a process which tries to understand what really happened.</p>		<p>In the old days we would go to the Elder. I would get guidance on ways to solve problems. The same with family issues, always using elders with families. This was the traditional way, talk to the Elder first before going to court. Problems were solved before going to court. Elders, mediators, need to be clear with the law. If we don't have clarity, then we may not be able to help. We see lots of issues, we need to know what to handle and what to pass on.</p> <p>DJR offered to provide assistance to the Elders, about the law and mediation and that would be a help. Talk to small group of key people. If I have a problem. If it is not clear, I have a network to contact and this is the best way.</p> <p>Other issue – employment is a very big issue. Many people don't have a job, how can we handle this? How can we get employment? How can we get into the system? There is the issue of experience. We can start course, how are we getting the experience.</p> <p>Need to be busy and then they won't be involved in crime. Employment is effecting our people a lot. Back home good pay, good money, pressure to be a lawyer.</p>	<p>There are no problems with disputes occurring within the community. There may be the occasional racist comment made by neighbours about small problems like a bike being left outside the house, but the community is not really worried about this. If their children are bullied, they would report this to the Red Cross. Generally, they have never had any issues with neighbours over the past 3 years. If there was a problem, they would move house and they would report the problem to the Red Cross.</p>
How many people rent? How many people are buying a house? What are the main problems?	<p>The Afghani community reported that it is difficult to find a place to live as they don't have a rental history to give to the real estate agents. There was an issue with one family who moved to a house and the girl had a lease for 3 years. All of the appliances in the house were changed and they tried to</p>	<p>No problems</p>		<p>The Sudanese stated that people who arrived in 2007-2008 have now bought houses or are working towards buying a property. Everyone is working towards buying.</p> <p>There are renting problems.</p>	<p>This Bridging Visa community finds it difficult to obtain a rental property. They believe this is because they are foreigners. They will share a room with others and one house may accommodate up to 20 people. Their accommodation is crowded, there are not enough toilets and showers. One example</p>

	<p>charge the tenant. They went to Legal Aid to seek advice. Department of Justice and Regulation (DJR) informed them that they can go to the Tribunal about rent increases and repairs to a property. DJR gave out the Consumer Affairs Victoria number.</p>			<p>Culture and real estate requirements or practises are completely different.</p> <p>Sudanese tend to clean carpet all the time. The landlord leaves the carpet in a dirtier state.</p> <p>When they buy a house they are relieved and happy to not be renting. If you buy your own house, they know where their money is. Nearly a quarter of residents own their own home. Sudanese have experienced a few issues with buying their first home. They have had issues with brokers, lack of transparency, understanding contracts and working with First Home Owners.?</p> <p>DJR offered to provide assistance with looking at home purchase and building contracts.</p> <p>Some Sudanese have a deposit to buy a house but banks won't lend them money as they don't have work. They have a very good rent history. The community feels if they are paying rent regularly, why shouldn't they give them a loan?</p> <p>Sudanese families have a number of children, (4-6) makes it very hard for you to borrow the money, even though have a clean history of paying. This causes suffering in the community. We have many children. This is the Sudanese system.</p>	<p>of a problem was with a house owner, who built another house in the backyard. They then increased the rent and did not tell the tenant that this was going to happen. The tenant was not aware of her rights. The residents find it very hard to get a good house, this is a big issue for them. Whenever they apply, they get rejected on the basis that they don't have a rental history and they are not working. They can afford to rent these properties but, the real estates prefer to rent to people who are working. They can prove that they have the money but, they don't have payslips which, is what the real estate agents request.</p>
<p>What do you think would help people to not break the law?</p>	<p>The Afghani's stated that there were issues relating to the immigration process. This causes stress within the community, particularly for those on a Bridging visa.</p> <p>The residents are not committing crimes but they still need to know more about Australia's legal system.</p>	<p>The Congolese community needs help and needs education. There are big problems with children, at school, or wherever they are going, we discover that they are telling our children about their rights, but they don't tell them about their obligation or duty. They know very well their rights, they don't know their obligation.</p>	<p>Iraqi people expressed and demonstrated a need to understand the law and what is a crime in Australia. Topics that need explaining include Family violence and Child Protection. These sessions need to be delivered in their language and could be half day short courses. People could receive a certificate for their attendance.</p>	<p>Great concern for the children and where they are heading. They require work, activities, sport and interests locally. The Sudanese encouraged talking to their kids themselves and listening. The parenting is very different in Australia to Sudan and this creates problems. The children may not</p>	<p>As these people are new in the country they are not aware of what is right and wrong. They would find it very beneficial to receive education about laws in Australia. When asked what would be the best way for this to be delivered, they suggested an information session through the Red Cross as they are already connected with them.</p>

	<p>They would like to know how it operates and how it can help people.</p> <p>They would like an information session relating to the purchase of cars. They would like real life examples and to learn about their rights to make a complaint.</p>	<p>The Congolese expressed concern about the disciplining of children and that is significantly different in Australia.</p> <p>There is not a balance between teaching them their rights and their obligations particularly in Schools.</p>	<p>The Iraqi's suggested holding the courses at the Mosque. They indicated that there are no barriers at the Mosque. The Iraqi offered to work with agencies to make a program with the provider. We would prefer that women speak to women and men speak to men.</p> <p>If there is a dispute in the neighbourhood, we need clarification about what is a crime.</p> <p>This community would support going into the prisons to visit people from an Iraqi background.</p>	<p>listen to Parents but may listen to their Eldes or friends</p> <p>They see a brighter future with partnerships between parents and service providers.</p> <p>The kids need information about the system and crime and putting something together to prevent it. Kids it is quite clear. They will say I am bored. I have nothing to do.</p> <p>Leadership falls apart because, there is no support.</p> <p>The reasons for this? Parenting system is different. When you come to Australia, don't use your system anymore. Use a new system not trained for it. When you talk to your kids the way you used to talk, pick it up differently, they don't listen. If you try, you don't have the techniques, at the end you will get into conflict with them. The law says no you can not parent the way we used to.</p> <p>We need to have tools and skills to do something with them.</p> <p>Help us get the resources. So we can help control our kids.</p> <p>We have a lot of meetings but, not any results. Community meetings. Since 2007 until now, children still going out of our hands. We don't have a place we can bring together and fill the vacuum. They go to Melbourne. Many are now in prisons because of running to Melbourne. No activities here. That's why they run to Melbourne to look for activities. When the generation starts from 17 up, don't have any control of them. This is one of the big problems. Every time we make a meeting but, nothing.</p>	
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<p>Do you feel safe in Shepparton? If not why?</p>	<p>The community feel safe. There are no problems.</p>	<p>The community is still new in Shepparton. They have been here for less than 15 years. The first families arrived in 2006. There were no issues, only confusion between immigration and justice. Most use lawyers as they are private and people don't see you contacting them.</p> <p>The community is worried about what the children are doing. Our culture and the justice in my country are very different to what is here. We deal very differently with our children when they are young and when they are teenagers. It is different here, the justice system is above the family. The Government decides what you have to do with your child. There is a confrontation with our culture, the programs or systems. Our children might be on drugs or fighting. In the family area, the way we deal with this, it looks like the Australian justice system is blocking this. We are losing control of our children.</p> <p>In our culture, our children can't force us as we give them limits. There are limits about what to wear, who their friends can be and around what they can do. Now it is different, even before they reach 18 years old. Boyfriend and girlfriends, bringing them home. In our culture, a boy is friends with boys, girls are friends with girls. Even though our children tell us it is just a friend, we see it as something else.</p> <p>When there is an issue, the child will call the police, to cause an issue for the parents. That is a big issue. The whole community is against this. The community will go to the church not straight to the government.</p>	<p>We don't feel safe in Shepparton. This is due to living in neighbourhoods where anti-social behaviour is occurring. Everyone in the community including people from non Iraqi background feel unsafe.</p> <p>Disputes in the neighbourhood. Disputes, people call the police, report it, not all the time police will deal with the issue because it is a civil matter.</p> <p>DJR explained that if the behaviour was not criminal, the Police may not deal with it. Dispute Settlement Centre Victoria, (DSCV) may get involved if both parties agree to participate. They offer a free mediation service, that may be able to assist with relationships and help to resolve disputes. Sometimes there are cases that are not applicable. If there is a dispute, can work with that.</p> <p>An example was given about a problem person known by the Police in the Shepparton community. The person was throwing stones, the community recognised that they needed to take preventative action. This was a problem that involved the Italian and Iraqi communities. They sat around the table and participated in community conciliation and the problem was solved.</p> <p>One community fight each other and now they go to the court. We are better if we find a medium. Happy to receive a number to help resolve the issue. There was one example where there was a big fight and they ended up in court. They ended up selling their house and moving, there may have been a language barrier.</p>	<p>Safety is very important and is a big issue. Children involved in things like drugs, ice, and dealing. Very small.</p> <p>Sudanese youth are being recruited and used by other criminals. It is not their children's idea. At the age where they can't think about these kind of things. People are trying to recruit them. Couple of children now in trouble because of this and parents are very worried. They do not know the answer to this question.</p>	<p>These residents feel safe here, it is only when they read the newspaper and read about robberies that they are concerned. In general they have no concerns.</p>
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Besides not having enough money what are the main concerns in buying goods and services?	There was an issue the community faced when they built their Mosque. They sought advice from a Solicitor, as the Builder didn't finish the job. They talked to the community and they didn't know what to do as taking action would cost them too much money. They did not want to lose money for the mosque. They would like more information about how to address this problem and where they could go for help.	Renting is an issue. Out of 50 families, 8 families have bought houses on a loan. The others are renting. Big challenge for us is to get a house for rent. We struggle to find places. Came in 2015, I found a house through Cutting Edge. I have two children. The problem is around showing experience of renting, payslips and lots of things. Hard to get house with a Centrelink payment. This is enough money to rent and eat, however the Real Estates don't accept this. This is a big problem. Finding jobs is not yet an issue, there is no discrimination in Shepparton for our community. People are helpful and show us other things. For immigration issues we will use a city lawyer.	It is the same Building problem mentioned before. He promised to do the kitchen plumbing. There are many complaints. When asked why people keep on using him, the response was that the engineer refers him. This issue is now more than 8 months old. (DJR to follow up.) The community needs education about contracts. They need to know that these should be provided in writing. Once something goes wrong they need to know where to go to make a complaint.  Many of these trade people, they manipulate because we don't speak English. DJR- talk to CAV about providing session.	Issues with buying online versus buying locally. People have experienced issues with items failing and understanding their rights in relation to refunds and warranties.  Issues with buying cars and warranties.  DJR- CAV to provide information session on when and how to buy. What is the best way and what you need to know about warranties.	No problem.