

Facilitation Guide for Refugees/Newcomers**1. Preparation**

Set up the workshop space.

2. As People Arrive (10 mins)

- Issue consent forms where necessary and explain their use;
- Welcome participants individually and explain the format;
- Confirm that they can use a pseudonym or their own name as they wish;
- Hand out the Individual Activity Sheet and ask them to imagine that they are positioned in the central circle. Then they should identify who or what is most important in their lives to feel connected and safe; the most important people or things should be closer to the central circle and the less important ones further away (give them examples, e.g. family, neighbours, volunteers, their phone, specific apps they love/need...).
- They don't need to write their names if they don't want to.

3. Introduction (15 mins)

- Welcome everyone, introduce the purpose of the workshop
- Ask people to introduce themselves to the group, but emphasise anonymity.
- Introduce the main question: "What makes a city welcoming to refugees/newcomers?"

What is the role of the volunteers, activities, non-governmental organisations in advancing a welcoming city?"

- People seek refuge in a city like [location] after losing their homes, having to flee their country, after long journeys:
 - What do they expect?
 - What do they need when they arrive? What and whom do they find that responds or sets obstacles when they settle here?
- Explain the format of the workshop (about 2-3 hours; 2 main activities plus discussion)

4. Group Activity 1 (20 mins) – Environment and Experiences

Using Worksheet 1, identify the needs, resources, obstacles faced by newcomers/refugees in the city. Use the stickers and write and draw on the sheets to give examples and explain simply.

The Worksheet has 6 vectors to explore this by: Connectivity; Information; Safety/Security (including sense of home); Health; Education; Work/income.



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- What are their main needs in these areas: the people, media, places and services?
- What resources (give examples: e.g. language lessons; jobs; housing but also smart phones or internet connectivity) do they have access to?
- What are the difficulties and challenges in these areas?

Finally, in the centre – how can the needs and resources transcend or overcome these difficulties and challenges to make the true City of Refuge?

5. Group Discussion (20 mins)

Ask participants to discuss their choices and explain how they have mapped out relationships on the worksheet. Open up the discussion to explore wider implications.

Questions could include :

- Do you remember what you needed the most when you first arrived?
- What/who helped you the most?
- What kind of support do you feel you really need, but have no access to?
- What kind of information do you feel you really need, but have no access to?
- Do you have an internet connection at home?
- How important is having an internet connection to you?
- Would you say getting an internet connection was a priority for you?
- How would you compare it to other priorities in your home – for example, buying furniture or clothes?
- What do you enjoy most about being connected to the internet?
- How important has your mobile phone been to finding your way around the city?
- Why are these Apps so important to you (cross-reference with activity)?
- Which of these Apps/social media (cross-reference with activity) do you use to communicate with people here and which to communicate with people elsewhere?
- In terms of connecting with loved ones, are there any technologies/infrastructures you need and don't have?
- In terms of getting important information, are there any

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technologies/infrastructures you need and don't have?

BRIEF BREAK (10 mins)**6. Group Activity 2 (20 mins) Sentiment Matrix**

Use Worksheet 2 to record sentiments of what they identify as safe/unsafe resources and difficulties/challenges/obstacles/barriers for building the city of refuge. Use the stickers and write and draw on the worksheet to map out how people feel about these issues and what the relationships are between them.

Some things to consider are:

- What are the resources that you need most?
- How do you feel about having/not having access to these resources?
- Are some resources necessary but feel unsafe?
- Do some necessary resources create more obstacles and challenges?

7. Group Discussion (20 mins)

Ask participants to discuss their choices and explain how they have mapped out relationships on the worksheet. Open up the discussion to explore wider implications.

Questions could include:

- Do you feel safe in using the internet?
- Do you have any concerns about your safety when using social media or your phone?
- Do you use your own name on your social media profiles, or do you use a different name? If so, why?
- What do you do to minimize risks when you are online?
- Do you look for alternatives?
- National government/Volunteers/Local government are seen as very important resources. Do you also consider them as being obstacles? What do you really need from them?
- What would you prefer they do differently?
- Do they listen to you if/when you ask something in particular?

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Return to the Individual Activity sheets from the start.

Ask participants if these exercises have helped them think of, or to see, anything differently, compared the start of the session?

Some questions could be:

- How has your everyday family life changed compared to before?
- Has your concept of family changed since you arrived here? If so, how?
- Has your understanding of community changed since you arrived here? If so, how?
- What has most excited you about living here?
- What do you find most challenging?
- If there was one thing you wanted local people (strangers/advisors/people you interact with) to know about you that you feel they don't, what would that be?

Finally, ask the participants to imagine that all the obstacles that have been identified have been overcome:

What would an ideal city of refuge be, or feel, like?

9. End

Thank the participants (offer expenses/compensation etc, where appropriate).