



SOCIAL WORK WITH REFUGEES IN ZIMBABWE

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ABSTRACT

Social work practice with refugees requires specialized knowledge of this population. It also requires one to have knowledge of specialized adaptations and applications of mainstream services delivery and interventions which target refugees. These interventions seek to address the psychosocial and socio-economic challenges faced by refugees. As a result, social workers have a tall order addressing the flight and asylum experiences that typically confront refugees and asylum seekers. These experiences often bring pessimism on the part of refugees. Therefore, this paper provides an overview of the social work practice with refugees. It also unpacks the institutional framework under which refugee protection is carried out in the context of Zimbabwe. Such a background is important as it provides the basis for social work intervention to address the plight of refugees in the countries of their asylum and to help them adjust to the new life situations. The paper also delves into the refugee protection approaches that enhance social work intervention more appropriate. In the final analysis, the paper provides the solutions to the refugee plight and provides recommendations for social work practice. It is therefore the aim of this paper to present social work practice with refugees.

KEY TERMS: social work, refugee, durable solutions, protracted refugee situation, encampment policy

INTRODUCTION

Africa is confronted with unenviable situation arising from the refugee problem. Refugees are found in different countries. Therefore, many countries are grappling with the problems posed by their presence, as well as the strategies to end the refugee problem. Since the promulgation of an international regime for the protection of refugees in the aftermath of the First World War, the refugee problem has persisted and the solution remains pipedream. These refugees pose perennial problems to both host and transit countries. There are in these countries fears about threats to security, failure of acculturation and competition in the economy. This has forced scholars to argue that refugees present a burden to the economies of the host countries. However, others have also argued against that standpoint. They contend that refugees provide various benefits to host communities, including cheap labour. To be sure, the whole question on the benefits and burdens is shrouded in controversy and it requires thorough examination on its own.

Despite the seemingly insurmountable refugee problem, there is need for a social work cadre who can facilitate the provision of wrap up services tailor-made to address the political, sociocultural and economic needs of the “uprooted” populations as shall be discussed in the sections to follow.

ZIMBABWE’S REFUGEE PROTECTION REGIME

Zimbabwe acceded to the 1951 United Nations (UN) Convention Relating to the Status of Refugees as well as its 1967 Protocol. The country has also ratified the OAU Convention Governing the Specific Aspects of the Refugee Problems in Africa. To show its commitment to the plight of refugees, Zimbabwe promulgated the 1983 Refugees Act Chapter 4:03 which form the bedrock of the refugee protection in Zimbabwe. It is prudent to mention that the Refugee Act heavily borrows from the UN 1951 and the OAU Convention.

Legal statutes that govern refugee protection in Zimbabwe

- The 1951 UN Convention Relating to the Status of Refugees
- The OAU Convention Governing the Specific Aspects of the Refugee Problems in Africa.
- The United Nations Convention on the Rights of the Child
- The 1948 United Nations Universal Declaration of Human Rights
- The African Charter on the Welfare and Rights of Children
- The Convention Relating to the Status of Stateless Persons 1954
- The Zimbabwean Refugee Act Chapter 4:03
- The Zimbabwean Immigration Act Chapter 4:02
- The Zimbabwean Children’s Act

Refugee demographic data in Zimbabwe

As with other countries, that are part to the UN Convention relating to the specific aspects of refugees, is home to 9 493 refugees. Majority of these refugees (80 percent) are from DRC while 9 percent are from Rwanda, 8 percent from Burundi and 3 percent are from other countries namely Ivory Coast, Ghana, Mali, Somalia, Ethiopia, Egypt and others.

Institutional frameworks for protection of refugees and asylum seekers in Zimbabwe

Zimbabwe implements the encampment refugee policy. This policy restricts refugees and asylum seekers to stay outside a refugee camp. So far the only refugee camp in existence is the Tongogara Refugee Camp located in 550 km from Harare (UNHCR-WFP Joint Assessment Report 2014). Zimbabwe’s refugee policy is guided by the non-refoulement policy that calls upon member states to provide protection to asylum seekers as long as their country of origin is experiencing violence or conflict that may render the life of the person of concern at risk. This policy is enshrined in the UN Convention of 1951 relating to status of refugees of which Zimbabwe is a signatory.

Zimbabwe’s refugee protection regime is guided by the principle of shared responsibility. While the overall refugee protection falls under the rubrics of the Ministry of Public Service, Labour and Social Welfare, there are other government departments and non-governmental organisations that provide both protection and humanitarian assistance to refugees and asylum seekers. It has to be pointed out that, the refugee programme is administered through the office of the Commissioner for Refugees (CfR). The department chairs the eligibility board, called the Zimbabwe Refugee Committee (ZRC) mandated to assess applications for refugee status. The ZRC consist various government departments such as the state security, immigration, foreign affairs, defense, and home affairs. UNHCR is an observer in the committee and provides technical and legal advices to the committee on emerging trends in refugee situation.

To augment the role of the government in refugee protection, there are a host of both international and national non-governmental organizations that plays critical roles in providing humanitarian assistance to refugees in different areas of responsibilities (AoRs). These organisations includes but are not limited to: Christian Care,

GOAL, the Jesuit Relief Services (JRS), Terres De Hommes (TDH), Red Cross, and Childline among other organisations. These organisations play critical roles in education, health, child protection, family reunification, economic strengthening and livelihoods, vocational skills and food security and nutrition.

Key principles of international refugee protection

- Right of admission (article 31 of the 1951 Convention- Right of person to cross borders in search of asylum)
- No- refoulement (non-return policy) (article 33 of the 1951 Convention) - Prohibition of expulsion of refugees back to hotspots or war torn countries.
- Arrest and detention should be avoided unless if its accepted by law

SOCIAL WORK WITH VULNERABLE REFUGEE GROUPS

Social work intervention in refugee protection is concerned with addressing the psychosocial challenges, exploration and adjustment strategies of refugees. Unaccompanied refugee minors, elderly refugees and single women refugees face a psychosocial, social and economic challenges that should be not ignored. From that standpoint, the importance of social work interventions is necessary. It is therefore the intention of this section to discuss in detail the various vulnerable refugee groups and juxtapose the relevance of social work intervention in their situations. For the purposes of this paper, five vulnerable groups will be discussed and these are unaccompanied minors and separated children (UNMS), the handicapped and mentally challenged refugees, elderly refugees, single women and terminally ill persons.

Unaccompanied minor and separated children (UNMS) and Social Work Intervention

An unaccompanied minor is a child who is under eighteen years of age and has been separated from his/ her parents (Mupedziswa, 1993). There are two categories of unaccompanied minors namely, orphans and children separated from their parents during the flight period. These children have serious challenges emanating from their flight experience which comprise torture, loss of parents, even sexual violation. These problems are typically compounded by the absence of their parents. Some have witnessed violence, for example, watching while their parents were being brutally killed, mothers being raped. Still others have traversed miles and miles without food in the hope of securing their lives. They have many unanswered questions and always live in denial of their situations. Majority of these children suffer from psychological disorders that require serious attention from social workers. Upon arriving in the country of asylum, such children should be placed in the care of foster parents. The social worker should carry out occasional family visits to monitor the well-being of the child and how that child will be adjusting under the foster parents.

More often than not, unaccompanied minors have been forced out of school at a tender age because of the war and loss of parents. Thus, upon arriving in a country of asylum, their educational needs should not be ignored as education is a fundamental right of every child as enshrined in the UN Convention on the Rights of the Child. It is therefore the responsibility of a social worker to facilitate placement of such children in formal or non-formal education system. Such children may require being placed Early Childhood Development centres (ECD), primary and secondary schools.

Unaccompanied minors and separated children should also be supported during the process of tracing their parents. It is the responsibility of the social worker to work hand in glove with the tracing office to help locate the whereabouts of the parents. In Zimbabwe at Tongogara Refugee Camp, International Committee of the Red Cross (ICRC) is carrying out the tracing process of parents and reunite families. Under this arrangement it is the responsibility of the social worker to provide information to the UNMSCs on where to get help. At times, the parents arrive ahead of the child. Again is the role of the social worker to reunite the child with the parent (s).

Social worker's roles with physically handicapped and mentally challenged persons

Experiences of displacement due to armed conflict, persecution, or disasters may result in physical handicaps. They may also result in significant psychological and social stress on individuals, families and communities. The way in which refugees respond to loss, pain, disruption and violence in countries of asylum vary significantly. Refugees respond in various ways affect their mental health and psychosocial well-being. Refugees may overcome these situations if supportive services are availed. The trauma caused by such extreme situations is serious and may destabilize someone's life. It can lead to psychological problems. Some refugees may develop negative coping mechanisms that may be reinforced while they struggle to meet basic needs such as shelter, food and clothes. Some with mental disorders may experience the exacerbation of their symptoms. Therefore, social work roles involve mitigating immediate and long term risks and consequences of mental health and psychosocial wellbeing of individuals and families.

One handicapped refugee at Tongogara Refugee Camp once said:

“Life is unfair. I was born normal without any physical disabilities but because of war I lost my legs and my life has been thrown into the dustbin. I am less of a person amongst people. I now rely heavily on the benevolence of well-wishers and my life has been relegated to the position of passive recipient of food handouts something that has negatively affected my well-being as a human being.”

He wept bitterly after saying this.

Social work with refugee single women

Refugee camps serve as microcosms of poverty stricken societies. Refugee women face economic, social and even cultural challenges. This situation is aggravated by the fact that once in a refugee camp women face a new environment, boredom, and lack of social order that goes against the dictates of human survival under normal circumstances. While the effects of the new order may not be of significance to the single women, their situation is compounded by inequality and abuse that often characterizes the refugee camps.

Refugee women are typically the most affected by poverty. Often the victims of sexual abuse and other related crimes, women lack a unifying voice when it comes to their predicament in refugee camps. The life of a refugee is one of uncertainty, boredom, and fear. Women are subjected to all sorts of problems in addition to gender specific challenges.

Against this backdrop, the social worker ought to be able to identify the underlying problems and provide counselling services to try to address the psychosocial challenges emanating from the women experiences. Again social workers find themselves in a demanding situation as they try to provide solutions to refugee women in conditions of uncertainty. It is the responsibility of the social worker to capacitate the single refugee mothers to adjust to the new social order. Social workers should also be able to provide referral services to the single mothers in order for them to access services from the service providers. To ensure that the established system really works, the social workers should ensure that support services are provided through home visits, support groups to the single mothers to ascertain if they are adjusting well to life after arrival.

Social work with elderly refugees

Elderly refugees face immeasurable challenges in the quest for survival in refugee camps or in host countries. Besides being refugees, elderly people face particular challenges to their economic, social and psychological wellbeing (Mupedziswa, 1993). What compounds the situation of elderly refugees is that they have limited mobility and access to social services in a foreign land. World Health Organization, defines an elderly person as a person over the age of 60 years. However, the designation differs from country to country depending on culture, customs, and religion. Elder persons require cared from significant others support services. For example, they must be provided with social and economic needs for survival.

In Zimbabwe, elderly refugees at Tongogara Refugee Camp face a myriad of challenges. The challenges faced by elderly refugees seem to be magnified in comparison to typical community context where social support structures typically provide safety nets for elders. In the case of Tongogara Refugee Camp, cohesive community ties, social support and other relational resources are largely absent. The major areas of concern for elderly refugees in the refugee camp are shelter, food and health-related issues. More often than not elderly refugees cannot provide shelter for themselves yet the ability of service providers to provide shelter is highly compromised due to lack of resources and strain on the available shelter. Again, just other refugees, elderly refugees receive their food rations on a monthly basis which is regarded by many refugees as inadequate.

In the refugee camp, elderly refugees are largely left to face the problems of old age alone. Individual refugees are preoccupied with their own life struggles so that they have invest little energy to helping others. This highlights the vulnerability of elderly persons in the camp. Thus, in comparison to other groups, elderly refugees are confronted with a huge task to adjust to new refugee situation because of a number of reasons. The majority of the elderly refugees experienced horrendous circumstances in their pre-arrival lives. Some typically witnessed their children being executed, maimed, raped and tortured. It is possible that a considerable number experience torture and inhuman treatment including uncivilized acts likely having sexual intercourse with their own daughters and to witness their own sons being forced to have sexual intercourse with their mothers. Thus, the journey to seek asylum is typically difficult. Furthermore, post-arrival, survival in a foreign land with foreign language, food and culture is quite cumbersome.

Elderly refugees face social, psychological and economic challenges that require specialist intervention. As such there is need for combined efforts to address such challenges. Social workers should work tirelessly to mobilize resources and stakeholder's energies to attend to the plight of refugees. The question that may arise is how a social worker can be of value to the elderly refugees 'plight'?

First and foremost, the social workers should seek to provide short and long term solutions to the challenges affecting elderly refugees. The approach should be guided by the quest to achieve long term solutions. To be specific there is need for a developmental approach to address the challenges faced by the elderly refugees. Social

work intervention should try to address the most and urgent pressing issues such as food and shelter provision. The social worker should engage stakeholders in refugee protection particularly non-governmental organizations to meet the basic needs of this group including providing supplementary food and shelter. Social workers should also ensure that psychosocial and counselling services are provided to the elderly refugees in order to enhance their coping capacities with the new challenging life of being a refugee.

While efforts to provide relief services are laudable, the social worker should also aim at empowering the elderly refugees to cope with their new lives of being refugees. Elderly refugee must be provided with developmental initiatives that will enhance their economic status in the camp. For example, elderly refugees can venture into small holder gardening in which they grow vegetables for consumption and sale. By so doing, the elderly will cease to be passive recipients of goods and services in the community. Furthermore, the social work intervention should also aim at harnessing the ability of the community to provide support to their elderly refugees. In other words, social workers should advocate for community protection mechanisms to enhance the ability of the community to protecting their elderly and senior citizens.

Social work with the terminally ill refugees

More often than not, like any human being, refugees succumb to different diseases that paralyse and renders them inactive. Most of the prevalent diseases that paralyze individuals include among others cancer, diabetes and stroke. Once an individual succumbs to advanced cancer, he/she becomes bedridden and requires community support. It is the responsibility of social workers to conduct home visits and provide psychosocial support and counselling services to such individuals. This is more important to a refugee camp set up where refugees may lack community support from neighbours. The role of the social worker should assist with care arrangements where there is need for one. The social worker is also needed to ensure that the provision of both food and non-food items is consistent to enhance the health of the patient. Anecdotal evidence suggests that this is the most difficult part of social work practice. However, it forms the hallmark of social work practice as this is the area where social workers are needed most. A good example is the Ebola outbreak in Sierra Leone where social workers are needed to provide care arrangements and support for the terminally ill. In general, social workers are needed in this to provide home visits, psychosocial and counselling services, and care arrangements.

REFUGEE PROTECTION

To ensure that refugee protection and interventions are undertaken systematically and within the confines of transparency and accountability, it is important to mainstream age, gender and diversity, enhance community development approach and ensure rights based approach to refugee programmes.

Mainstreaming age, gender and diversity (AGD)

This involves assessing the implications for women, men, girls and boys of the planned action, policies and programmes in every area and at all levels. It is a strategy for ensuring that the concerns of all women, men, girls and boys are taken into account when designing, implementing, monitoring, and evaluating policies and programmes in all political, economic and social spheres so that inequality is not perpetrated. The ultimate goal of this strategy is to achieve gender and age equality.

There is often a misconception that gender refers only to women and that gender mainstreaming largely refers to creating special projects for women. Mainstreaming gender and age is an operational priority that includes men and women of all ages, including children.

Through the community development approaches, the refugee community, represented by all groups (women, men, children, the elderly, minorities etc.) are involved in participatory assessment which is a process of building partnerships with refugee women and men of all age, groups and background by promoting meaningful participation through structured dialogue. The principle is guided by the age, gender and diversity (AGD) guidelines that calls upon implementing partners to take cognizance of the issues of all groups of refugees in planning. The planning process is also guided by the principles of participatory planning. In this case UNHCR, the government and implementing partners initiate planning meetings on the thematic areas and solicit information on priorities for the country operation plans (COP). The overall goal of this approach is to strengthen partnership among implementing partners and the refugees. This also ensures that implementing partners are held accountable to the set priorities by the refugees. It allows a more holistic and comprehensive understanding and responses to any problems encountered in the programming. This approach also minimizes the risk of exclusion of certain groups during the design and delivery of goods and services. The ultimate aim of participatory assessment and planning helps to have a proper situational analysis that includes:

To enhance the realization of the gender and age mainstreaming and community development approach, there is need to ensure adoption of the rights based approach to protection. This approach is based on the international rights standards. It integrates norms, standards, and principles of the international human rights system into the plans, policies and processes related to protecting refugees. These rights are enumerated in the international

treaties and declarations that address civil, cultural, economic, political, and social rights. The principles that apply include equality and equity, accountability, empowerment and participation. All these interventions are meant to ensure that refugees enjoy their rights in the fullest within the confines of the country of asylum's ability to provide.

SOLUTIONS TO REFUGEE PROBLEM

Refugees are in dire need of durable solutions to their plight emanating from protracted refugee situations in Africa. UNHCR came up with three durable solutions to the plight of refugees. These durable solutions as cited by Mupedziswa (1993) as follows: voluntary repatriation, local integration and resettlement in a third country. However, the burning question is how durable is durable solution? Are these options readily available to refugees? Are there solutions readily available and accessible to refugees? It is therefore the intention of this part of the paper to discuss the solutions to the plight of refugees not only in Zimbabwe but in other countries with refugee camps.

Voluntary repatriation

According to UNHCR, for millions of refugees across the globe, going home remains the strongest hope of finding an end to exile. As the durable solution of choice for the largest number of refugees, voluntary repatriation in safety and dignity requires the full commitment of the country of origin to help reintegrate its own people. It also needs the continuing support of the international community through the crucial post-conflict phase to ensure that those who make the brave decision to go back home can rebuild their lives in a stable environment.

Principles for repatriation

Regardless of its desirability, repatriation is often characterized by difficulties hence international principles have been developed to protect refugees.

- Verify the voluntary character of refugee repatriation.
- Promote the creation of conditions that are conducive to voluntary return in safety and with dignity.
- Promote the voluntary repatriation of refugees once conditions are conducive to return.
- Facilitate the voluntary return of refugees when it is taking place spontaneously, even if conditions are not conducive to return.
- Organize, in cooperation with NGOs and other agencies, the transportation and reception of returnees, provided that such arrangements are necessary to protect their interests and well-being.
- Monitor the status of returnees in their country of origin and intervene on their behalf if necessary.
- Undertake activities in support of national legal and judicial capacity-building to help states address causes of refugee movements.
- Raise funds in order to assist governments by providing active support to repatriation and reintegration programmes.
- Act as a catalyst for medium and long term rehabilitation assistance provided by NGOs, specialized development agencies and bilateral donors (UNHCR, 1996).

For repatriation to take place, certain factors must be considered such as:

- Effective communication and cooperation must be established between UNHCR and voluntary organization personnel in the country of asylum and country of origin
- Proper reception facilities must be established
- Binding agreements guaranteeing amnesty to returning refugees are in place
- Developmental projects to assist refugees have been set out in the receiving areas to enhance sustainability to the lives of refugees.

Bottlenecks associated with repatriation

There is a plethora of problems associated with voluntary repatriation and these are:

- Applications for voluntary repatriation often take time to be processed. This causes anxiety among prospective returnees.
- Voluntary repatriation should be a shared responsibility among family members. More often than not family relations due to decisions to repatriate back to country of origin if there is no shared vision.
- Experiences of returnees also shape the prospect of refugees opting for voluntary repatriation.

Examples of voluntary repatriation programmes

On 30 July 2013, more than 10,000 Ivorians were repatriated back from Liberia to Ivory Coast. Angolans are also still being repatriated back to their country from countries lie DRC, Namibia and Zambia. Zimbabwe also

bears very good example of voluntary repatriation. Zimbabwe successfully repatriated thousands of refugees from Mozambique back to Mozambique during the late 1990s after the civil unrest in Mozambique.

Far afield, Tanzania managed to repatriate thousands and thousands of Rwandans and Burundi after the end of the Rwandan and Burundi upheavals that resulted in genocide.

Local integration

The concept of local integration refers to the resettlement of refugees within the host community. Harrel-Bond as cited by Mupedziswa (1993) defines it as: “... a situation in which host and refugee communities are able to co-exist, sharing some resources, both economic and social, with no greater mutual conflict than that which exists within the host community”.

Local integration is accepted by a generous host country. In cases where voluntary repatriation is not a viable option, finding a home in the country of asylum and integrating into the local community could offer a durable solution to their plight and the opportunity of starting a new life. Local integration is a complex and gradual process which comprises distinct but related legal, economic, social and cultural dimensions and imposes considerable demands on both the individual and the receiving society. In many cases, acquiring the nationality of the country of asylum is the culmination of this process. UNHCR estimates that, during the past decade, 1.1 million refugees around the world became citizens in their country of asylum.

Examples of successful local integration programmes in Africa

In Africa, Tanzania is a shining example that has, since time immemorial, implemented the local integration programmes. Tanzanian history of implementing the local integration programmes dates back to the time of the Mozambican struggles in which thousands of Mozambicans sought refuge in Tanzania. According to Mupedziswa (1993), most of the Makonde tribe from Mozambique were able to be integrated into the Tanzanian Makonde area since they spoke the same language. Tanzania also managed to integrate Rwandan refugees during the 1960s. In 2014, Tanzania managed to integrate 160 000 Rwandan and Congolese refugees and regularized their citizenship.

Resettlement in a third country

Resettlement in a third country is a solution for refugees who are unable to return to their country of origin and to stay there in case they return. In such scenarios, UNHCR will appeal to governments of third countries to consider accepting refugees and providing them permanent protection and internationally recognized rights. The resettlement country provides the refugee with legal and physical protection, including access to civil, political, economic, social and cultural rights similar to those enjoyed by nationals. It should allow for refugees to become naturalized citizens. According to UNHCR (2012) in 2011, UNHCR submitted the files of some 92,000 refugees for consideration by resettlement countries. By nationality, the main beneficiaries of UNHCR-facilitated resettlement programmes were refugees from Myanmar (21,300), Iraq (20,000), Somalia (15,700) and Bhutan (13,000). Ten per cent of all submissions were for women and girls at risk, the highest percentage of the last six years. In the same year, almost 62,000 individuals departed to 22 resettlement countries with UNHCR's assistance. The largest number of resettled refugees originated in Nepal (18,150), followed by Thailand (9,570) and Malaysia (8,370). Resettlement is a life-changing experience. It is both challenging and rewarding. Refugees are often resettled to a country where the society, language and culture are completely different and new to them in Zimbabwe resettlement is done to the USA, Canada, Australia, Sweden, Finland, Denmark and Venezuela. This durable solution is very popular in Zimbabwe.

Challenges associated with resettlement to third countries

Refugees resettled in third countries often experiences the following challenges:

- Communication challenges, for example, a refugee coming from DRC, Rwanda and Burundi finds it very difficult to acclimatize with the English language spoken in English speaking countries. However, they do better language-wise if they are resettled in France, Switzerland and Belgium.
- Integrating into the local customs, traditions, belief systems and norms
- Applications for resettlement may take longer than expected. This is typically a challenge to Muslims in more secular countries. Resettlement to America is not a stroll in the park as the Americans are thorough in their vetting systems. Moslems are regarded as extremists hence all the refugees who declare their Islamic religion are subjected to thorough vetting and the vetting process may take longer than expected. This result in anxiety on the part of the prospective refugees.

CONCLUSION AND RECOMMENDATIONS

This paper sought to elucidate social work practice in the context of refugee protection. It unraveled different ways in which social workers are necessary in enhancing the welfare of refugees. Discussion also revolved around the durable solutions to refugee protection.

It is also the intention of this paper to come up with recommendations for social work practice in Zimbabwe in the face of refugee protection. These recommendations are predicated on the fact that social workers are strategically positioned and they can research, advocate and lobby, and engage stakeholders in the best interest of protecting refugees.

Lobbying and advocacy

Social workers should advocate and lobby for local integration of refugees in the countries of asylum. This recommendation is premised on the idea that many refugees are stuck in the countries of asylum with no or limited hope of returning to their country of origin as part of voluntary repatriation. For example, Rwandan refugees are stuck in their countries of asylum due to the fact that the prospects of voluntary repatriation are slim because of what they call cold war taking place in their country of origin. Yet the Western countries that are at the forefront of accepting refugees for resettlement are arguing that Rwanda is now peaceful and hence Rwandan refugees must go back home.

Peace and democratic governance

The most durable solution to human survival is peace and democratic governance of countries. Social workers must implore governments and conflicting parties to find peaceful solutions to their challenges. War is evil and has dire consequences for citizens.

Research

There is dearth of up to date literature on refugees, asylum seekers and their lives. In particular, in Zimbabwe, there is little investment in refugee literature.

Training

There is need for institutions of social workers to explore on how they should integrate refugee studies into their curriculum so that students are aware of the bolts and nuts of refugee protection and assistance.

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