

REGIONAL SETTLEMENT IN AUSTRALIA

**Research into the settlement experience of humanitarian
entrants
in regional Australia**

2006-07

Research and report undertaken by: Dr Christine Shepley
Citizenship, Settlement and Multicultural Affairs Division
Department of Immigration and Citizenship

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Notes

All comments from the humanitarian entrants are quoted verbatim.

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INTRODUCTION

Objective

In 2006, in response to increasing interest in regional humanitarian settlement issues, DIAC undertook to evaluate regional settlement in Australia with a particular focus on identifying factors which contribute to the successful settlement of humanitarian entrants in regional Australia, particularly the factors that influence entrants to remain in a regional town on a long-term basis. The evaluation aimed to gather information from existing sources and publications, but primarily from interviews with humanitarian entrants and regional stakeholders, to ascertain:

- the reasons why humanitarian entrants stay in or leave a regional town in which they have settled
- whether the initial reason for settlement in the area (that is, being settled in the area by the Department or choosing to settle there independently) influences their decision to remain, and
- the specific factors which contribute to humanitarian settlers feeling at home in a regional town.

It was important to ensure that the views of all sectors of a community were canvassed in an evaluation – one service provider observed that "*there is often a conflict of issues and directions, which are influenced by older males*". Therefore, the evaluation was an opportunity to garner comments from men, women and youth as well as from various service providers.

Scope

It was initially proposed that the research be undertaken in three to four regional locations to ensure the capacity to make comparisons between towns and draw broader conclusions that could be applied to other regional locations. The towns visited by the researcher needed to be those in which humanitarian entrants had been settling in relatively large numbers for a reasonable period of time. It was also suggested that the selected towns be in different regions in the eastern states as there are limited numbers, at this time, of humanitarian entrants in regional areas of Western Australia, South Australia and the Northern Territory.

To ensure the usefulness of the data collection:

- as many people as possible within the scope of the research were interviewed in each town
- the humanitarian settlers from whom information was obtained represented a broad cross-section of men and women in the target community, including employed/unemployed, single/married, teenagers in and out of school and community leaders
- each interview with humanitarian settlers was undertaken individually by the researcher and
- appropriate members of the local community, including representatives of local government, mainstream service providers, settlement service providers and local community leaders, were interviewed.

The primary focus of the consultations was the experiences of the humanitarian entrants, and the nexus with education, housing, employment opportunities and

infrastructure, in providing an environment for successful settlement in regional Australia.

Methodology

Launceston, Toowoomba, Wagga Wagga, Warrnambool and Shepparton were identified as suitable regions for the evaluation as they represented three different settlement processes. Launceston, Toowoomba and Wagga Wagga were regions where the Department had settled unlinked and linked humanitarian entrants over a number of years. Warrnambool was chosen because humanitarian entrants had relocated there from Melbourne as part of a Relocation Program initiated by the Warrnambool Local Council. Shepparton was chosen as it represented a recent Pilot Project that settled humanitarian entrants directly from overseas. Further information on these towns is included in [Appendix 1](#).

In each region, 20 humanitarian entrants representing a demographic cross-section were scheduled for interview with interviews based on a standard questionnaire ([Appendix 2](#)). The questions covered a range of issues including employment, accommodation, family, housing, education, health issues, entertainment, service provision and participation in the community. Interviews ranged between one to five hours duration. The interviews took place either at the office space of the local Settlement Grants Program (SGP) service provider or in the home of the entrant. All humanitarian interviewees were paid \$50 in recognition of travel costs and time.

Interviews with service providers varied from region to region. Consultations were held with Centrelink, local police, TAFE, local Councils, housing authorities and school principals, as well as the Adult Migrant English Program (AMEP), Integrated Humanitarian Settlement Strategy (IHSS) and Settlement Grants Program (SGP) service providers in most regions. Discussion points were used ([Appendix 3](#)) to guide these consultations.

BACKGROUND

Regional Humanitarian Settlement

The *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants* (the Review), launched in May 2003, contained 61 recommendations outlining improvements both to the Department of Immigration and Citizenship's (DIAC) settlement services and to services provided by other Australian Government agencies. A key recommendation (Recommendation 29) of the Review proposed that DIMIA¹:

- seek further opportunities to settle humanitarian entrants in regional Australia; and
- liaise more closely with relevant stakeholders regarding regional locations where employment opportunities exist and appropriate services and community support exist or may be developed.

The Department is only able to influence the settlement location of a small proportion of humanitarian entrants because many already have social 'links' in Australia, that is, family, friends or community. The Department settles these 'linked' entrants near their social links as this provides valuable social support and assistance in the early settlement period.

For those refugees without any links in Australia ('unlinked' refugees), the Department takes into account both their needs, and the services and opportunities available to meet those needs, when referring them to a particular settlement location. For some unlinked refugees, particularly those who come from a rural background or who have skills suited to employment opportunities available in those areas, regional Australia can provide the best settlement prospects.

In 2006-07, the DIAC-funded Integrated Humanitarian Settlement Strategy (IHSS) assisted the settlement of refugees in the following established regional locations:

- Coffs Harbour, Newcastle, Wollongong, Goulburn, Wagga Wagga (New South Wales)
- Geelong (Victoria)
- Logan/Beenleigh/Woodridge, Toowoomba, Townsville, Cairns, Gold Coast (Queensland), and
- Launceston (Tasmania).

Since the Review, the Australian Government, in consultation with state and local governments, service providers and key local stakeholders, has sought to increase humanitarian settlement in regional areas both by increasing the number of entrants referred to the established areas listed above, and also through identifying new regional centres that have the capacity to successfully settle humanitarian entrants.

The process for identifying new regional towns is aimed at achieving the best settlement outcomes for new arrivals and also their receiving locations. The range of

¹ The Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) formally changed its name to the Department of Immigration and Citizenship on 30 January 2007. This report refers to the Department as DIAC or the Department.

factors considered when identifying new towns includes employment opportunities, population size and diversity, appropriate housing, the availability of mainstream and specialist settlement services, and whether the location can provide a welcoming environment. To date the Department has, under this method, settled humanitarian entrants in:

- Shepparton and Ballarat (Victoria), and
- Mount Gambier (South Australia).

Literature review

To date there is limited research into the experiences of humanitarian entrants living in regional and rural Australia or the impacts of their settlement on the established community, the services and economics of the region.

Successful regional settlement rests not only on the number of entrants initially settled in an area but also on whether they choose to stay or subsequently relocate elsewhere. As Birrell (2003) has asked, 'if a vigorous regional settlement policy is pursued and migrants are attracted to regional areas, how are they to be kept there?' (Birrell, 2003. p16), particularly given the 'growing inequality between regions and metropolises and that this inequality is partly linked to population slowdown or decline in the regions' (Birrell, 2003.p17) and the resultant corresponding reduction of services.

This reduction of services can be linked to the impact of economic rationalism occurring since the 1970s bringing with it the loss of service provision and employment opportunities in regional (non-metropolitan) Australia. These economic changes, including the restructuring of the national economy and industries and some significant policy shifts in response to a more globalised economy, have transformed many aspects of regional Australia. The consequences of these national and international economic factors have impacted on local and regional economic relationships resulting in changes in employment opportunities and population trends (Mission Australia, 2006).

The 'geography of disadvantage' has been a consistent theme in recent research. Locational poverty is often identified as a function of the distribution of jobs within regions (Mission Australia, 2006). For much of non-metropolitan Australia, the net number of jobs lost and gained can result in higher unemployment. Additionally, a mismatch between available jobs and the local skills base can act as a barrier to labour market participation (Mission Australia, 2006: p14).

Some research into the benefits of regional settlement is available. Stilwell (2003) examined the economic benefit of refugees living in regional New South Wales based on data supplied by the local Shire Council's Economic Development Officer. His study found that the economic impact of Afghan refugees working at a local abattoir was positive. Using a conservative multiplier value of 1.5 (that is, for every additional person employed in the local economy, another half job is generated indirectly), the total regional income produced was estimated to be 'between \$2.4 and \$2.7 million over the 18-month period' (Stillwell, 2003. p188).

Literature by Cox (1995) and others supports the hypothesis that a significant component to regional settlement is the potential to maximise the settlement process through the ideological framework of 'social capital'. This theory is defined as "the processes between people which establish networks, norms, social trust and facilitate co-ordination and co-operation for mutual benefit" (Cox, 1995:p2)².

Many researchers have found that the benefits of social capital can be found in 'areas such as health, education, employment and family well-being and also in fostering community strength and resilience' (Trewin. 2006. pvi). Further, Putman (cited in Johnson *et al.*, 2005) claimed that the benefits of social capital extend to improvements in 'physical health, happiness (self rated) and mental health, public safety, vandalism and crime, economic performance and efficiency' (Johnson *et al.*, 2005. p30). Given the pre-migration experiences of the entrants these indicators are extremely important to their successful settlement.

The concept of social capital provides insight into the coping strategies pursued by migrants (Missingham *et al.*, 2006), which often take the form of social ties within ethnic groups and other groups. These ties underpin the ability of people to settle successfully within a particular area and lead to effective social cohesion (Stilwell, 2003).

However, social capital initiatives are a whole-of-community exercise. The welcome extended to entrants in regional centres and the level of engagement by members of the established community enhances opportunities for social cohesion, and a feeling of belonging, to flourish.

Local councils also have a role to play in the process of social cohesion. New South Wales is the only Australian state which had at the time of this research significant legislation in place to encourage local government to act responsively towards its diverse constituents (Thompson and Dunn, 2002. p268), often referred to as the five year social plan. No other state had introduced specific legislation requiring local government to address multicultural issues. However there are some significant policy initiatives, including the 'Local Area Multicultural Partnerships Program (LAMPP)' in Queensland.

Also, documents such as the 'Principles for Tasmania's Culturally Diverse Society' (Tasmanian Government, 2000) and 'WA One' (WA Office of Multicultural Interests, 1995) provide guidance to those states (Thompson and Dunn, 2002. p269). In South Australia, the 'Strengthening Local Government Program' was launched in 2007 to provide a focus for the commitment of ongoing improvements both to the legislative framework in which local government operates and to its practices and performance. A Local Government booklet for residents with low English literacy levels (residents from culturally diverse communities and new arrivals) is currently being completed. The guide will use basic language and appropriate graphics to explain the role of Local Government, the services it provides, the areas that it governs and the way in which Councils act as a link to the wider community.

In Warrnambool, Victoria, the City Council developed a community policy paper called 'Cultural Diversity Policy 2006-09: Valuing Our Diverse Community'. This

² Also referenced were ABS, 2002; Johnson, *et al.*, 2005; Mission Australia, 2006; Pope, 2003; Scanlon, c. 2003; Stone, 2001; Trewin, 2006, Woolcock, *et al.*, 2004.

document provides a framework for the planning and delivery of Council services to meet the needs of its growing culturally diverse community. A key requirement of the policy, aside from recognising the economic, social and cultural benefits of cultural diversity, is staff training, development and capacity building to enable greater access to services and civic participation by people from NESB/CALD backgrounds.

Key findings and recommendations

In recent years the Australian Government, in consultation with state and local governments and key local stakeholders, has sought to increase humanitarian settlement in regional areas both by increasing the number of entrants referred to the established areas listed above, and also through identifying new regional centres that have the capacity to successfully settle humanitarian entrants.

Successful regional settlement rests not only on the number of entrants initially settled in an area but also long-term retention, that is, whether they choose to stay in the area or subsequently relocate elsewhere. This report details research undertaken during 2006-07 to identify the factors which contribute to the successful settlement of humanitarian entrants in regional Australia, particularly factors that influence entrants to remain in a regional town on a long-term basis. Humanitarian entrants were interviewed in Launceston, Shepparton, Toowoomba, Wagga Wagga and Warrnambool. Key local stakeholders and service providers were also consulted.

A total of 95 humanitarian entrants (50 males and 45 females) were interviewed across the five locations. The median age group of interviewees was 31 – 40 years of age. The majority were humanitarian entrants from Sudan, with only five entrants from non-African countries.

Overall, 82 per cent of respondents indicated that their first place of settlement was the regional area where they currently lived. 56 per cent had family or friendship networks in the area before they arrived while the remainder stated they had no prior connection to the region.

Settlement issues

At an aggregate level, issues highlighted by participants reflected the range of basic requirements for successful settlement, including employment, housing, education, English language ability and health issues. The availability and accessibility of these services in a regional setting was a key theme in participants' responses.

An additional theme that emerged from the research was the importance of 'social capital' in influencing humanitarian entrants' decisions to move to or remain in a regional location. Interviews with humanitarian entrants indicated that social aspects, such as the presence of family and friends, a welcoming and accepting community and the small city environment, were key factors in their decision to stay in their regional location.

Analysed by settlement location, responses reflect the different settlement processes undertaken in the towns as well as the length of settlement and community establishment that has occurred in these regions over time. It was noted that the inclusion of Shepparton in the sample skewed some aggregate results, including perceptions of social acceptance, satisfaction with accommodation and English language tuition and access to health and interpreting services. These results are discussed in further detail throughout the report and may reflect the nature of settlement in Shepparton, which had undertaken a pilot project to settle humanitarian entrants direct from offshore. Extensive service preparation and coordination was undertaken prior to settlement commencing, a process not matched in other areas

evaluated. The settlement project in Shepparton was the subject of an evaluation commissioned by DIAC and the report of this evaluation is available on the DIAC website.

Employment

Employment emerged as a major consideration, with 'having a job' being the factor most frequently identified by humanitarian entrants that could improve their lives (36 per cent overall). While 54 per cent of entrants stated they could not see themselves relocating elsewhere in Australia, of those who identified that a move was possible, 75 per cent stated this would be to seek employment that could provide better opportunities for their families. Service providers also identified employment as a key factor in long-term retention of humanitarian entrants in their towns.

The majority of entrants felt it was 'very difficult' to obtain employment (62 per cent). Many (52 per cent) stated that Job Network services did not meet their needs. Some identified having taken up training opportunities to improve their employability but were reliant on service providers to know which courses would provide good prospects.

Recommendation One:

Employment is a key factor in successful regional settlement. Options should be explored to improve employment outcomes for humanitarian entrants in regional areas. These might include:

- *encouraging or supporting settlement in areas that have appropriate employment opportunities*
- *better identification of labour force gaps and targeting of training and vocational courses for humanitarian entrants*
- *improving the responsiveness of employment agencies to the needs of humanitarian entrants*
- *educating local employers on the benefits of employing humanitarian entrants*
- *better coordination between relevant service providers to ensure that pathways to employment are well articulated and understood*

Housing

Housing was the second most common factor identified by entrants that could improve life in their regional location (17 per cent of respondents). Around 65 per cent identified that their current accommodation met their needs, although this varied significantly across the locations evaluated (ranging from 100 per cent satisfaction stated by entrants in Launceston to 34 per cent in Shepparton). Most entrants were competing in the private rental market, with only a small number having purchased their own homes, obtained public housing or cohabited with their sponsor family.

For most, the cost of accommodation was a concern, especially for those relying solely on Centrelink income. Both entrants and service providers also identified a range of difficulties encountered in finding a suitable place to live, ranging from:

- lack of rental references
- limited availability of houses for large families
- location (particularly for entrants with no private transport and limited public transport availability)
- some concerns about discrimination by agents and landlords.

Recommendation Two:

Housing accessibility and affordability are issues shared by both Australian-born people and migrants. However, a range of factors create additional challenges for humanitarian entrants in accessing appropriate accommodation, including English language barriers and lack of rental history. While DIAC is not responsible for housing, initiatives to improve the ability of humanitarian entrants to compete in the housing market should be encouraged. These may include:

- *tenancy training for humanitarian entrants*
- *education of local realtors*
- *information and training on how to find and apply for a rental property*

The Department should also consider means of encouraging settlement in locations with good housing availability where other appropriate services are also available.

English language

After employment and accommodation, English and education were the factors most commonly identified by entrants for improving their lives (15 per cent of respondents). English is a particular priority for entrants in regional centres as the often small numbers represented by each language group means there is a very limited network of people from their linguistic background to assist in communicating with service providers and the broader community.

39 per cent of entrants stated that AMEP classes had met their needs although significant variations were obvious at the regional level. Key difficulties noted included the smaller number of students for each level, which necessitated inclusion of multiple capability levels within a single class. Childcare was also identified, particularly in areas with limited public transport where childcare was located off-campus.

Recommendation Three:

English language ability is a critical skill that impacts on all other aspects of settlement. AMEP should continue to offer flexible learning options in regional areas, take into account availability of public transport and wherever possible, seek childcare placements that are near class locations.

Education

All regions evaluated had private and public school facilities, a TAFE and a university. Most respondents indicated they were happy with education services available in their region (76 per cent overall). A key concern raised by entrants was a lack of English as a Second Language (ESL) tuition for their children. In addition, it was noted that due to lack of previous schooling, many students found it difficult to keep up when they were placed in age-appropriate mainstream classes.

Entrants and service providers also identified difficulties in navigating training and employment pathways. Educators suggested that improvements in English tuition in regional centres could be realised through more cooperative approaches between TAFE and schools.

Recommendation Four:

Humanitarian entrants see education and training as key factors in settling successfully. Local providers should be encouraged to take a coordinated approach to schooling and vocational training and clarify pathways to further education and employment. Education departments should provide ESL support in regional areas receiving significant humanitarian settlement to encourage successful outcomes for humanitarian entrants of school age.

Transport

Transport is important to assist entrants to attend English language classes and appointments and find employment. This can be a particular concern in regional areas as public transport is often limited and entrants may be seeking employment in outlying area, particularly in agricultural fields.

59 per cent of respondents said they had a car and 47 per cent claimed to use public transport from time to time. It was noted that in most centres, humanitarian entrants had been assisted to find housing close to services, shops and schools. Some settlement service providers had also begun to offer assistance for humanitarian entrants to obtain a driver's licence.

Recommendation Five:

DIAC should evaluate the success of driver training projects funded through settlement services and continue to offer these projects in regional areas where this is identified as a priority settlement need.

Health

A number of concerns were raised about health services, and aggregated responses for Launceston, Toowoomba, Warrnambool and Wagga Wagga³ show that 63 per cent of participants gave 'no comment' on their satisfaction with health services⁴.

The majority of concerns raised by interviewees regarded the length of waiting lists at hospitals and a lack of specialist services, concerns which are not dissimilar to those of the general community. Only 46 per cent of those who had used the services of a General Practitioner identified that their needs had been met by the service (as opposed to 90 per cent in Shepparton).

The Warrnambool health service had retained the services of a refugee health nurse who was able to make doctor's appointments, conduct home visits and follow up with health undertakings and immunisations. This was identified as a very positive service.

A clear under-utilisation of torture and trauma counselling services was also evident. Service providers suggested this may be due to cultural beliefs and social pressures within the community. It was also observed that torture and trauma issues were often delayed during the early settlement period as entrants addressed more immediate needs, such as finding housing and employment and settling in to the community.

³ Health results for Shepparton were highly anomalous and therefore disaggregated.

⁴ A 'no comment' response can be a significant finding, particularly with the African cohort. Service providers have indicated that entrants will sometimes avoid giving a response rather than provide negative feedback.

Recommendation Six:

Health services are a fundamental need for all permanent residents. State and local health services should ensure that humanitarian entrants are able to access services in regional areas receiving significant settlement.

Entrants may need education and familiarisation with the concept of and benefits of counselling and mental health services. Torture and trauma counselling needs may be delayed until after initial settlement. As such, torture and trauma counselling providers should examine ways to maintain links with communities so that entrants are able to access information about these services when the need arises.

Service providers

Participants were asked if services available in their region met their needs. Services included Centrelink, Job Network, translating and interpreting, police and settlement service providers. Participants were also asked if there were any other services they wished to comment on.

Centrelink

Overall, 57 per cent of entrants stated that Centrelink services had met their needs and that the service they received in their region compared favourably to those available in larger cities. Support was generally demonstrated by Centrelink staff, who were seen as people who were keen to do the right thing and who delivered a fair service. Some entrants raised concerns about access to interpreters and the volume of letters and forms required. Additionally, some indicated they had received insensitive or rude services and staff had made them feel lazy or inadequate when unable to find employment.

When interviewed, Centrelink staff identified some concerns about increasing regional settlement and their ability to provide adequate services to an increasing range of clients from diverse backgrounds.

Recommendation Seven:

Centrelink should endeavour to ensure that staff in areas with significant numbers of humanitarian arrivals are trained to provide services in a culturally sensitive manner. Interpreter availability should remain a priority and continuing cooperative efforts between Centrelink, DIAC and TIS National should continue.

Job Network

While many entrants identified employment as a priority, 52 per cent stated that Job Network did not meet their needs and 15 per cent provided 'no comment'. A range of concerns were raised about the service, including that humanitarian entrants were often placed in the 'too-hard basket'. It was also noted that local employers were often not aware of the potential benefits of employing humanitarian entrants.

Recommendation Eight:

Job Network and other employment providers should be encouraged to take a more cohesive approach to employment for humanitarian entrants. Government services should examine means of improving transition from English language services to employment and training for local humanitarian entrant communities.

Translating and interpreting

When asked about satisfaction with translating and interpreting services, 54 per cent of entrants indicated they did not use these services, preferring to rely on friends and community members to assist them. A high 'no comment' response was also noted (31 per cent). Key issues identified were the use of family or community members for interpreting as well as limited availability of interpreters in the wide range of languages spoken by these entrants. Language availability for interpreting services is a well-recognised concern and efforts should continue to improve the pool of interpreters available.

Police

Satisfaction with police services varied widely across the different regions evaluated. Some entrants felt that police discriminate against black Africans, and that efforts to combat racism or harassment from the broader community were not sufficient. Nevertheless, the work of police in building community relations was acknowledged.

Availability of translating and interpreting services was identified as a serious issue, and some concerns were raised that police often relied on a community member to interpret, a situation which could clearly cause anxiety or conflict for victims of crime, particularly domestic violence. It was acknowledged by police and other service providers that women who report domestic violence may be shunned by the community.

Recommendation Nine:

Police be encouraged to access appropriate interpreting services to ensure that humanitarian entrants have fair and equitable access to the justice systems. Methods for identifying and encouraging good policing practices should be examined.

Settlement service providers

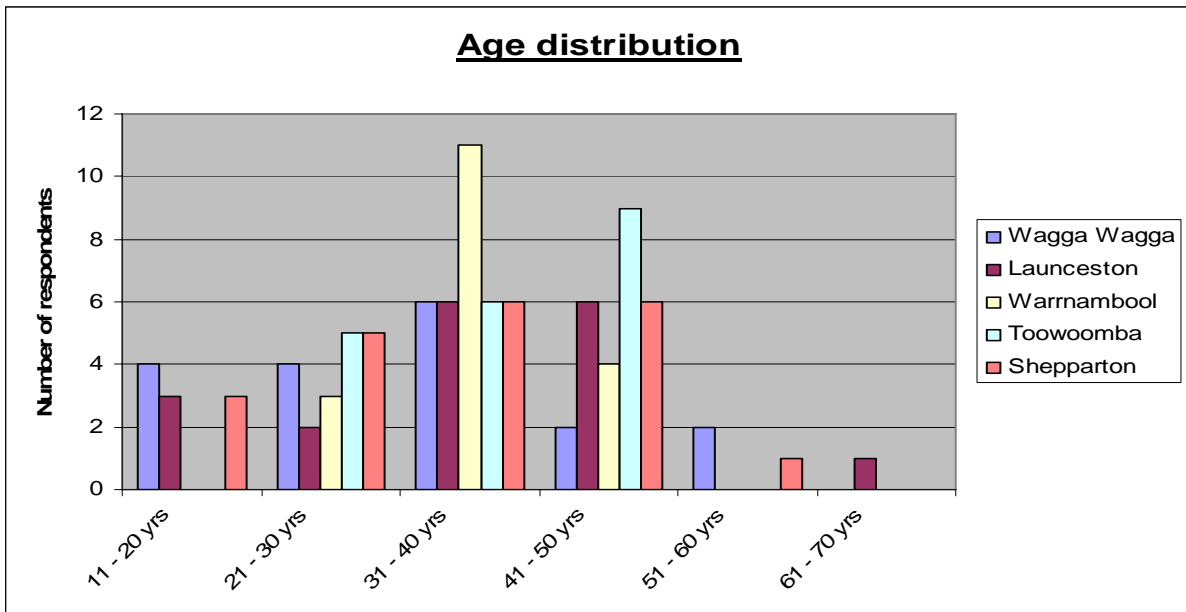
Generally, participants were happy with services by DIAC-funded service providers including IHSS and SGP. Overall, 64 per cent stated that their needs had been met. It should be noted that those who claimed that their needs were not met had lived in the region for five or more years and their dissatisfaction referred to the services provided at the time of arrival.

RESULTS

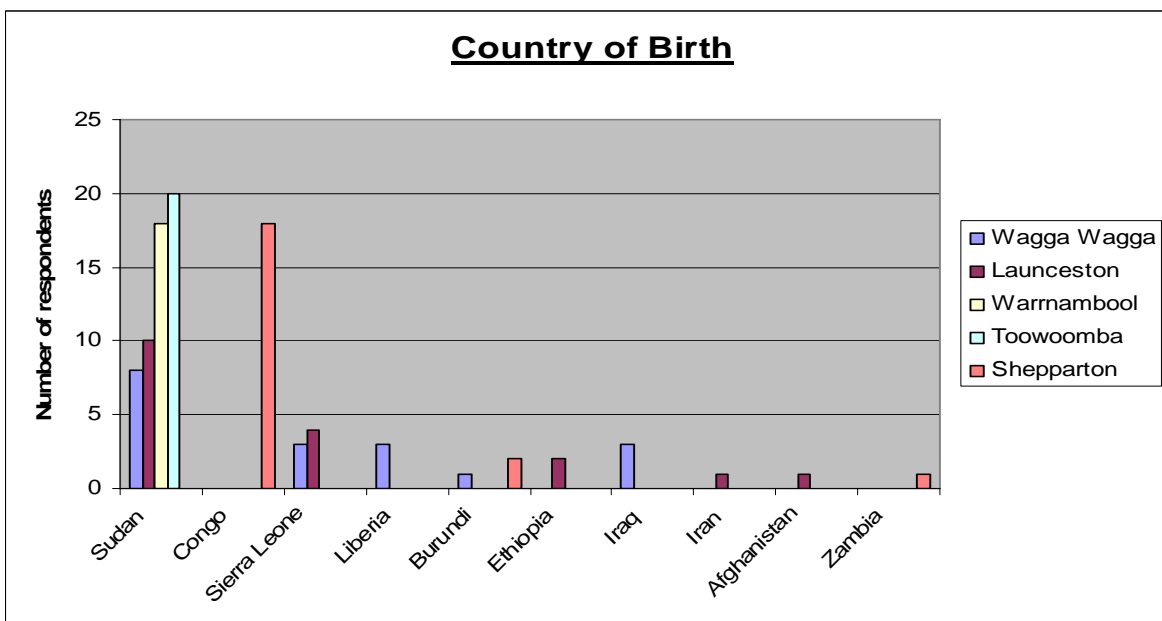
The results of interviews conducted through the course of the research are presented in this section. Findings from the five locations have been consolidated to provide comparative results.

Demographics

95 humanitarian entrants were interviewed across the five locations (50 males and 45 females). The median age group was 31 – 40 years of age (Graph 2). The majority of interviewees were from Sudan with only five being from non-African countries (Graph 3).



Graph 2: Age distribution

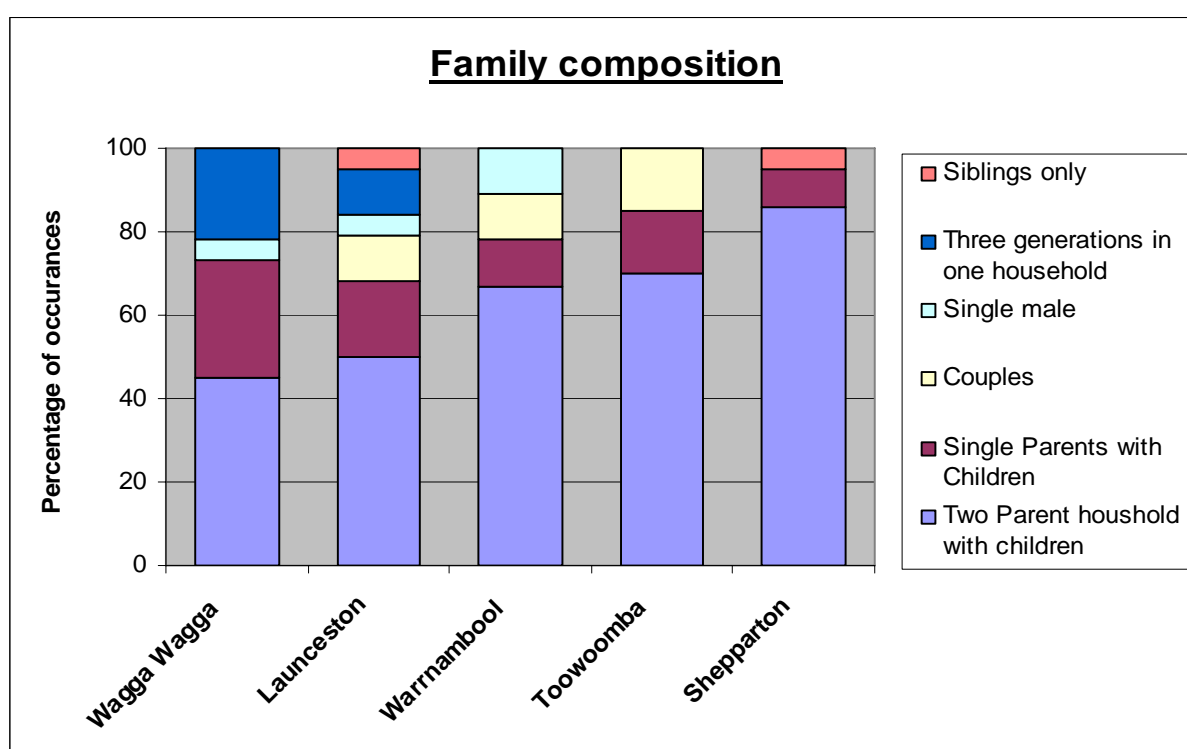


Graph 3: Country of birth

Family composition

Of the cohort interviewed, 93 per cent of respondents had family members living with them. 51 per cent had extended family living in the same region and 14 per cent had family living elsewhere in Australia, primarily in one or other of the state or territory capitals. When asked if their family enjoyed living in the region, 92 per cent claimed that they did, with three per cent stating some family members did while others did not. Reasons for satisfaction or dissatisfaction with the location are discussed below.

Among the participants, there were 43 two-parent families with a total of 193 children. There were 17 single parent households of which 13 had a female head of household with responsibility for 53 children overall. Graph four shows all regions had high numbers of two parent households, with Wagga Wagga having the highest number of single parent households (all of whom were female heads of household) and Toowoomba having the highest number of single male households.



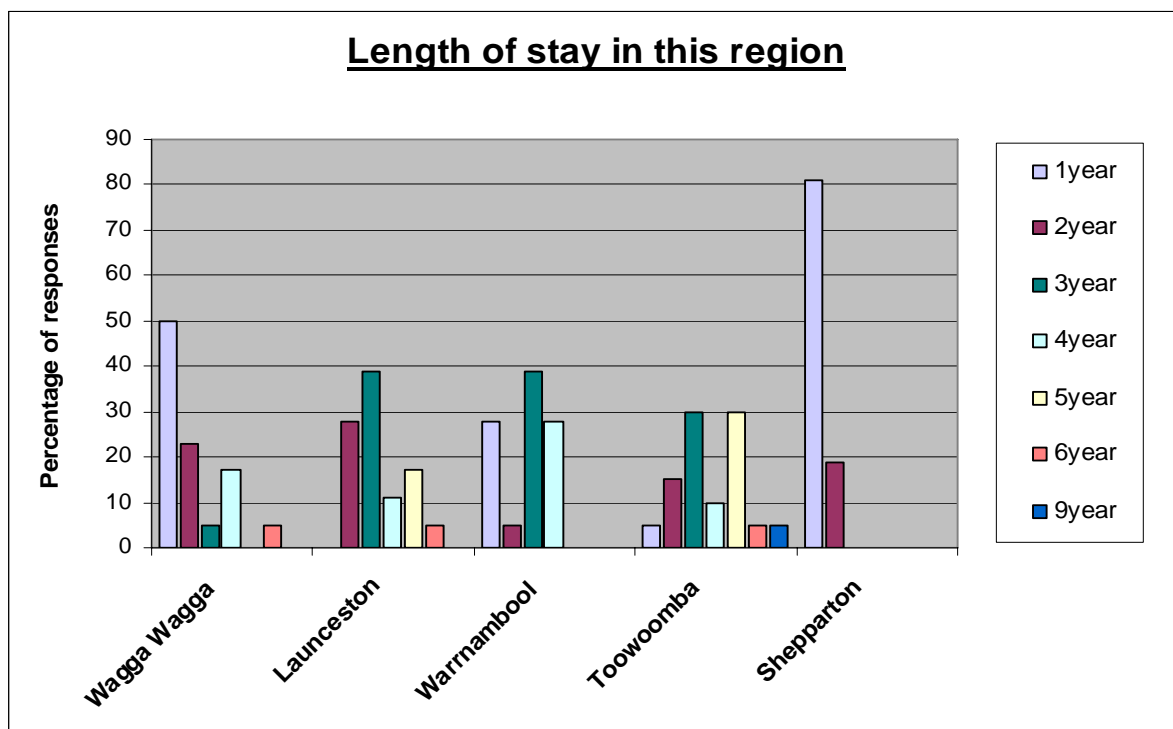
Graph 4: Family composition across regions

Migration patterns and residence

Length of stay

In Wagga Wagga, half of the respondents had only recently arrived (less than one years residency), in contrast to Toowoomba where refugees had been settling since the early 1990s. Some 80 per cent of the Toowoomba respondents had lived there for three or more years. Toowoomba was closely followed by Launceston, with 72 per cent of respondents having lived there for three or more years. In Warrnambool, many respondents had initially settled in Melbourne before they joined the 'Warrnambool Local Council's Relocation Programme'. The success of their relocation is evident in that 67 per cent of those who moved to Warrnambool have remained there for three or more years. Entrants interviewed in Shepparton were all

very recent arrivals as members of the 'Regional Settlement Pilot Programme'⁵ with the first arrival occurring in October 2005 (Graph 5).



Graph 5: How long have you lived in this region?

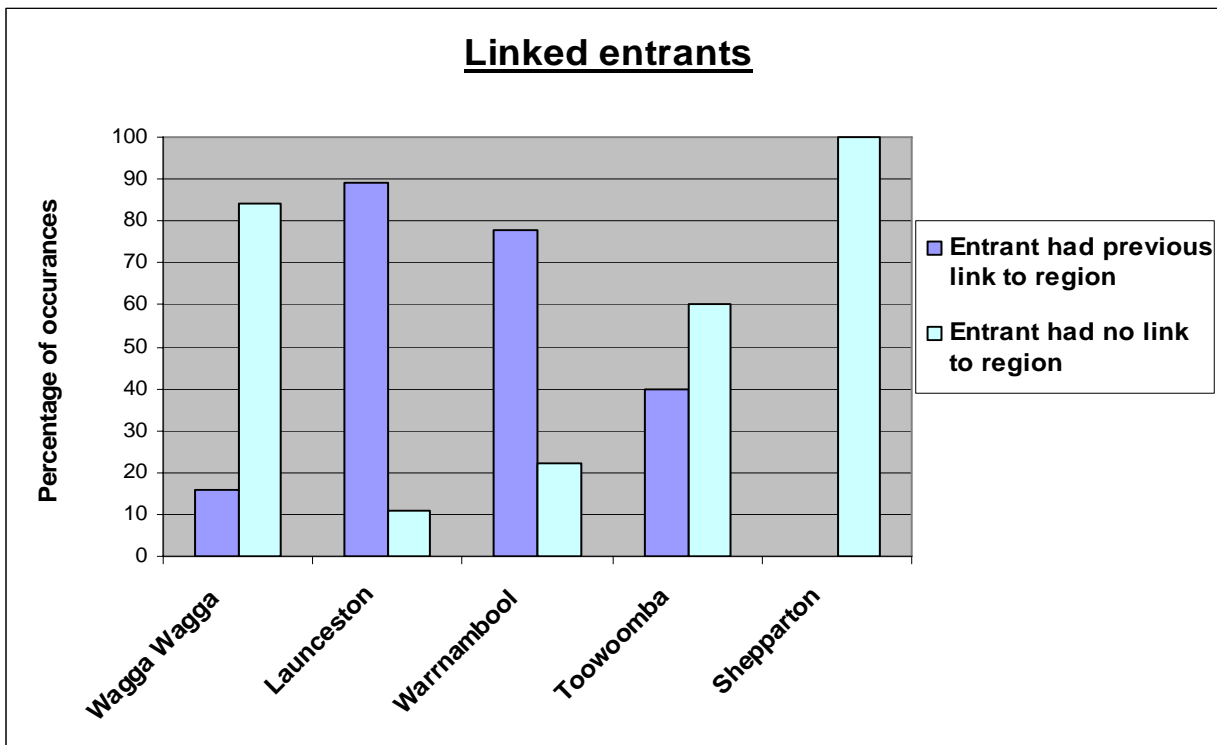
Visa category and linked entrants

Visa category can be used as an indication of whether the entrants were settled directly into the region by the Department (subclass 200 visa) or settled there because they were sponsored by a resident (subclass 202). Of the 95 entrants interviewed, 55 stated they arrived on subclass 200 visas and 27 on subclass 202. There were 13 participants who were not able to recall their visa subclass.

'Linked' entrants are those who have a social 'link' (that is, a family member, close friend or sponsor) already residing in Australia. Entrants on a subclass 202 visa are all linked to a sponsor onshore. Subclass 200 arrivals, while not having a formal sponsor, often also have links within Australia. The Department seeks to identify any social links prior to the entrants' arrival and settles entrants near their links.

Of those interviewed; 56 per cent had family or friendship networks in the area and the remainder stated no connection to the region prior to arrival. As illustrated in Graph 6, the proportion of entrants who chose to live in the region because of family or friendship networks varied considerably on a regional basis.

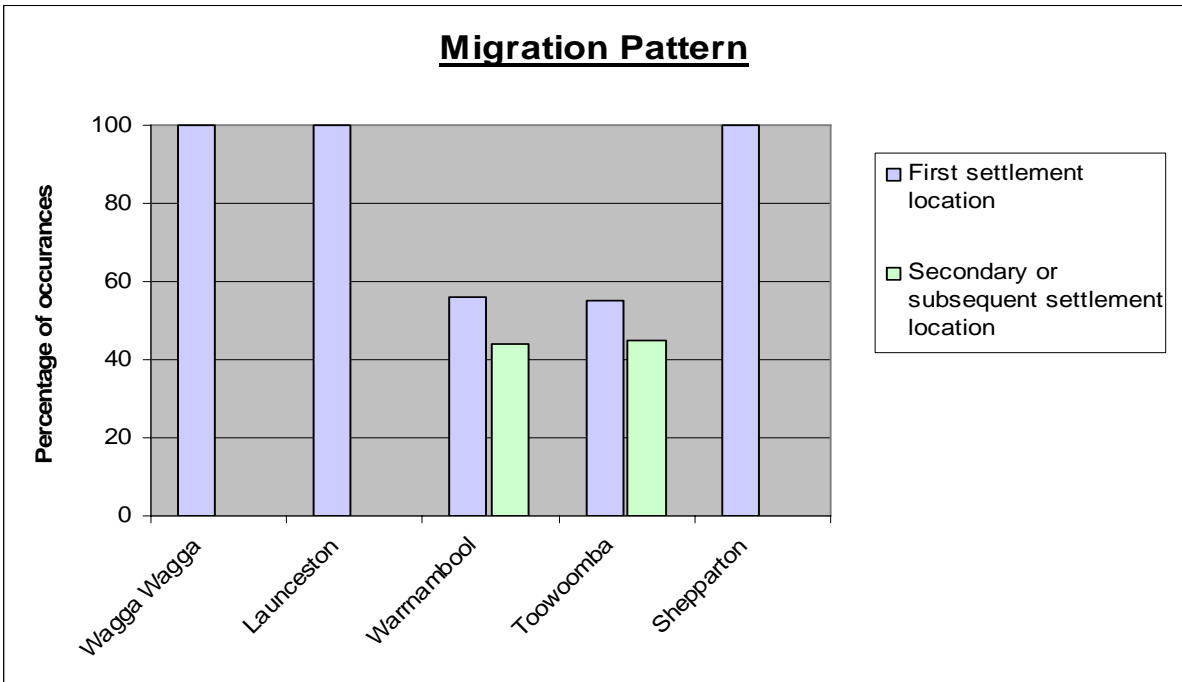
⁵ Shepparton was the first new regional settlement location established under the Department's new approach and has settled ten Congolese families since late 2005.



Graph 6: Did you come to this town because you were supported by a family member or friend to come here?

Migration patterns

Graph 7 shows migratory patterns by region. For 82 per cent of respondents, their first place of settlement was the regional area where they currently lived. A secondary migration pattern was recorded only for Warrnambool and Toowoomba (44 and 45 per cent respectively of those interviewed). The impetus for relocating varied for these two locations, reflecting the settlement history of the towns. Entrants in Warrnambool were part of an organised relocation program with participants arriving in the town one to three years after initial settlement in Melbourne. Those who had relocated to Toowoomba did so from another regional centre, and stated their move was influenced either by friendship networks, a visit to the region or health or education reasons. These participants had lived in the other region for a minimum of three months to a maximum of two years before moving to Toowoomba. They indicated they had made the decision to move because they liked what the region had to offer, including health and education services.

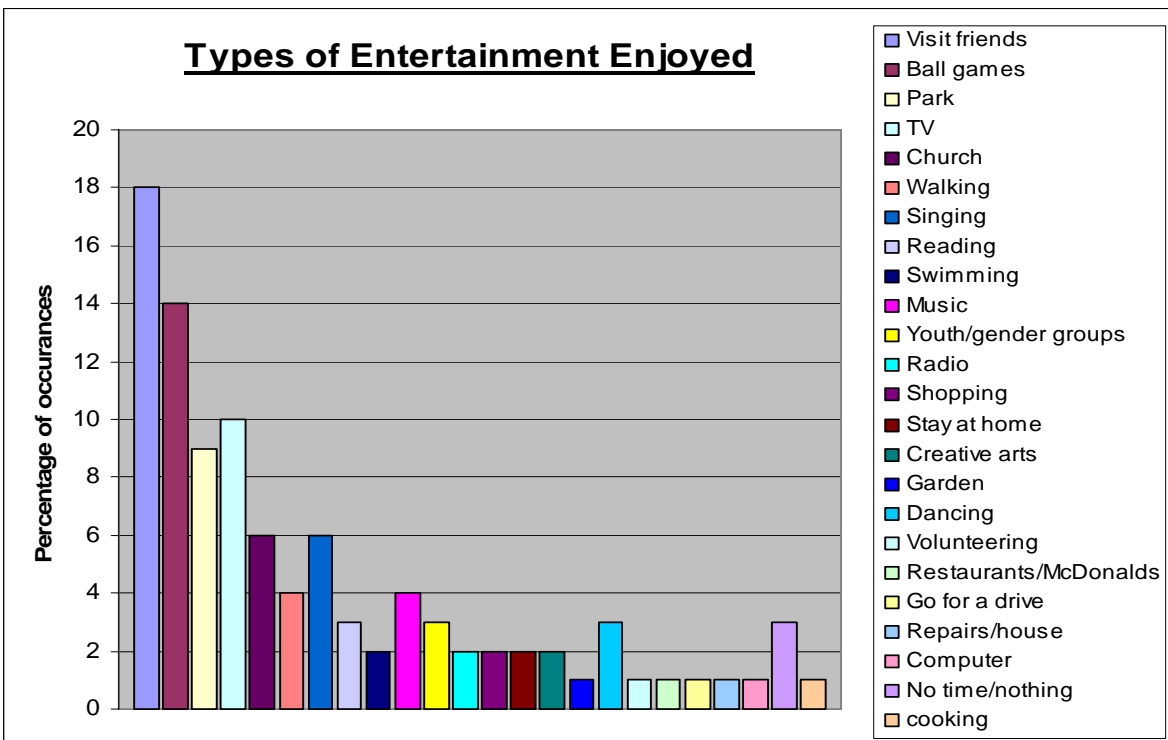


Graph 7: Is this the first town that you have lived in since arriving in Australia?

Social participation

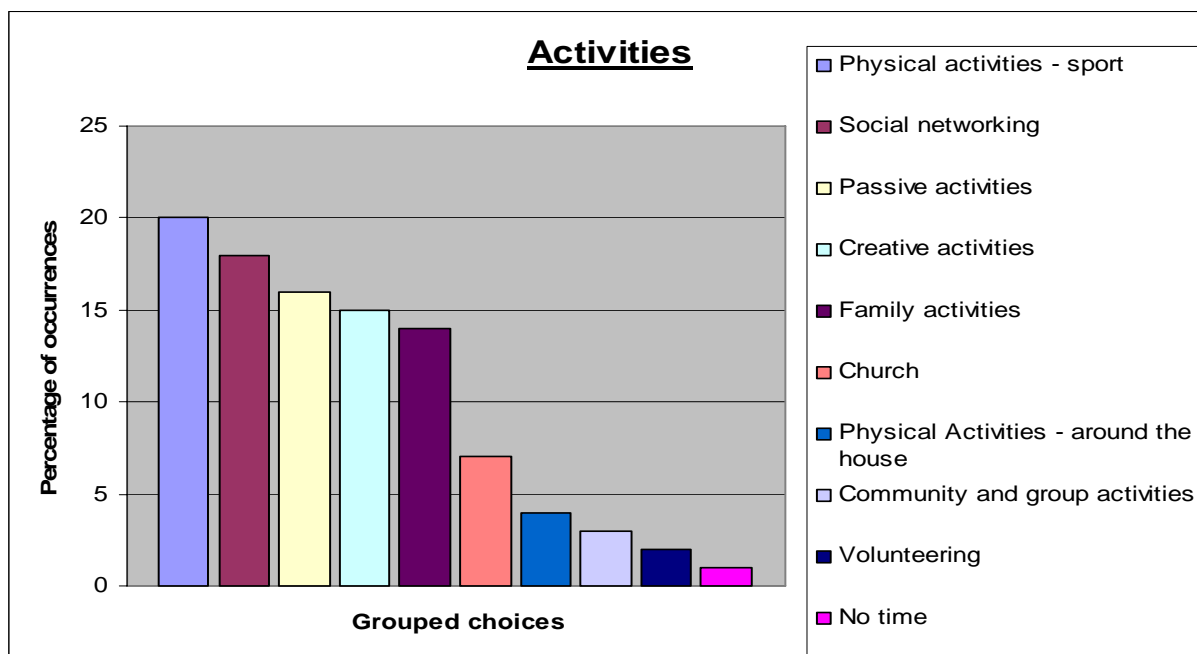
Social/entertainment

When asked 'what do you like to do for entertainment?', responses were diverse and ranged from visiting friends to entrants stating they had no time for enjoying themselves (Graph 8).



Graph 8: What types of things do you do for entertainment (where do you go)?

Visiting friends rated as the first choice, although when choices were common-interest⁶ grouped (Graph 9), *physical activities* such as ball games and walking were the activities most enjoyed. Rating equally as the third-most popular pastimes were *passive activities* (watching television, reading, etc) and *family activities* (going to the park, shopping, going for a drive etc). *Creative activities* included singing and traditional dance, and *community and group activities* included community activities such as youth, women's and men's groups.



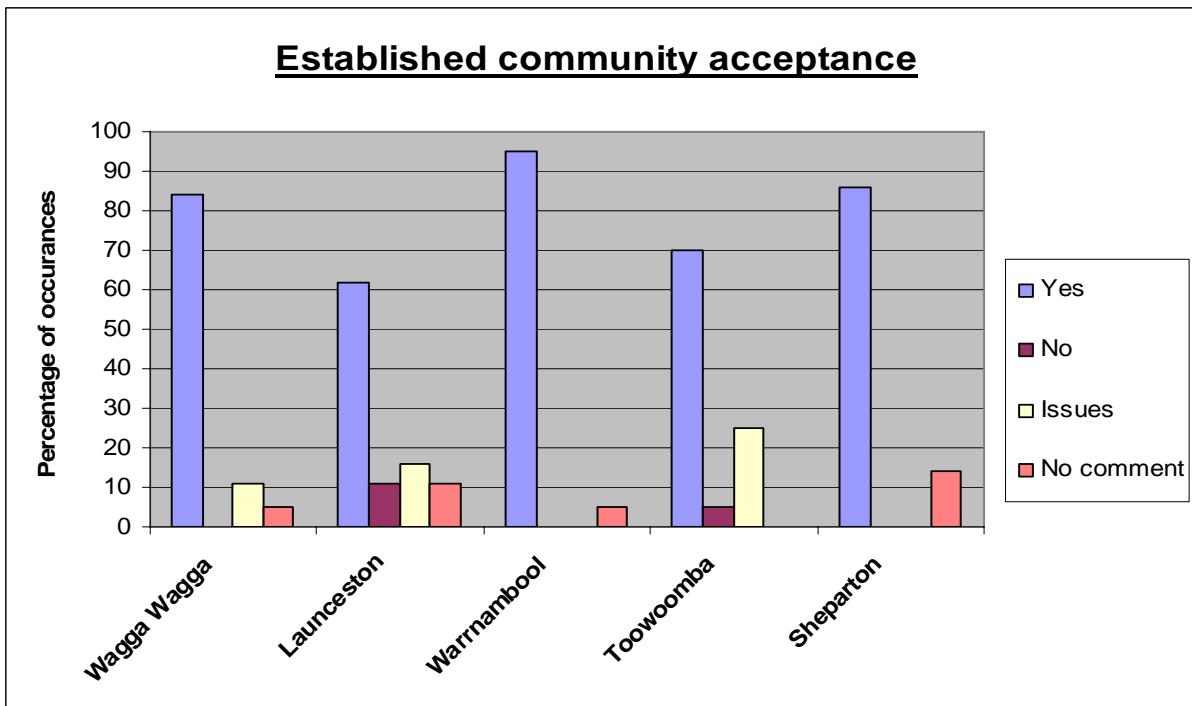
Graph 9: Grouped activity choices

Community acceptance

When asked if they believed they had been accepted by the established community, a significant number of entrants in all regions responded positively (Graph 10).

Warrnambool rated highest with no negative comments by respondents about their welcome to the region. This may reflect the history of settlement in the town - because the relocation of Sudanese to Warrnambool involved considerable consultation with the established community and preparation prior to their arrival, both community and entrants were well equipped for the changes that were about to occur. The original families to relocate had previously lived in Melbourne and the SHP component of interviewees had been brought to Warrnambool by family and thus had support and linkages into the established community when they arrived. Additionally, Warrnambool is part of a tourist destination region and the established community has been exposed to a diversity of cultures in their township, albeit as holiday makers.

⁶ Common-interest groups are a combined group of similar activities.



Graph 10: Have you been accepted by the community in this town?

Shepparton, the only other planned settlement region, had a percentage of ‘no comment’ responses to this question and some respondents noted there was a level of racism in the established community although they generally felt they had been accepted. As Shepparton is a well-integrated multicultural region, this response is contrary to what would have been expected and could be as a result of the participant’s high level of expectations. It should also be noted that the remainder of interviewees in Shepparton indicated they felt they had been accepted.

Overall, 79 per cent of those interviewed believed they had been accepted, while the remainder believed they had not been accepted or had reservations about their acceptance. These entrants raised a number of issues. Box 1 provides positive responses from the entrants on community acceptance, while Box 2 raises concerns of non-acceptance by the established community.

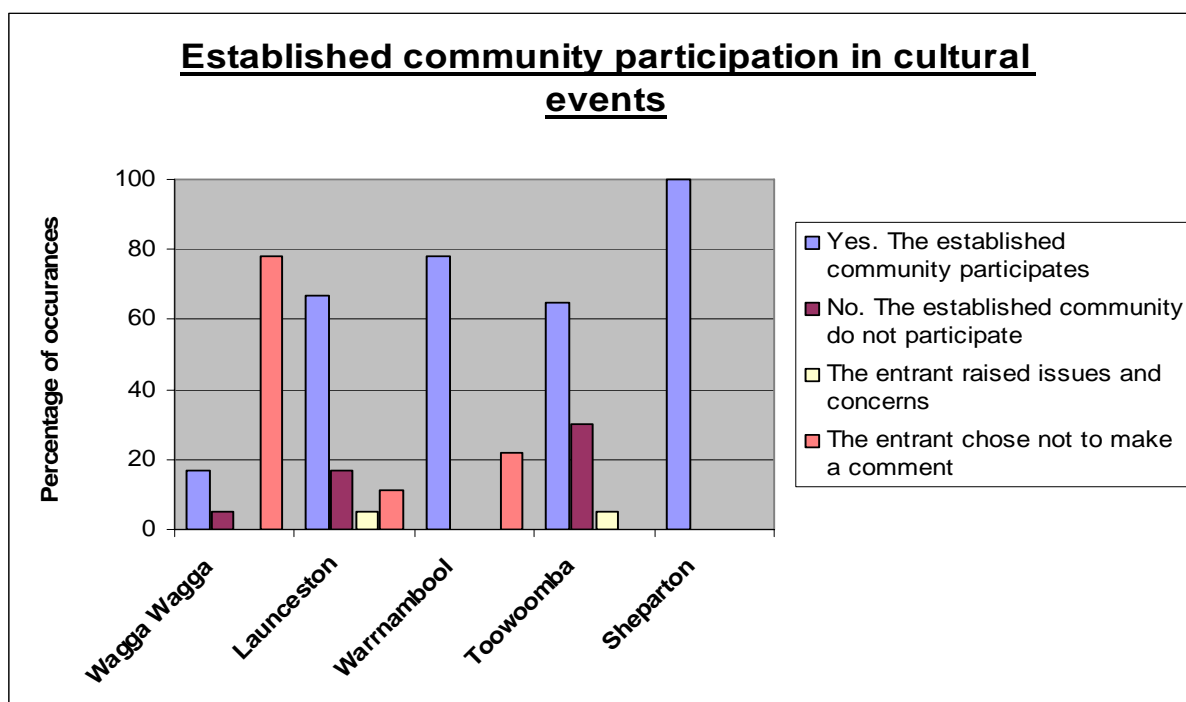
Box 1: Comments from humanitarian entrants on acceptance by the established community

- “The community have been very interested in me and that has made me feel welcomed”.
- “We are accepted, my wife can walk down the street with the covering and she is accepted, people say hello to us. In the shops the service is good and our neighbours are good”.
- “I have a good relationship with the white people and I like to share with them the Sudanese culture and I do this with cooking foods for them”.
- “The people are nice, they say hello to you on the street”.
- “We are accepted here, everyone knows us and we know them”.
- “I am a Muslim and I have had no discrimination against me”.
- “Yes. I have made many friends who give a lot of help. And they drive me to the shops”.

- “There are some issues, in particular when my son was picked on because he is a black African and on another occasion when he was told because he was a black African he had to get behind. But mostly everything is ok”.
- “Officially yes. The majority unofficially hate the Sudanese. There was a strike downtown complaining that the migrant community living here are taking over. We have to ignore a lot of jibes against us”.
- “Some people are against black people. Some black people’s houses have been attacked and their windows broken. This has happened in a number of suburbs”.
- “There is some racism and bullying”.

Community awareness

When the entrants were asked if they felt that the established community participated in cultural events⁷, 66 per cent stated ‘yes’, 11 per cent stated ‘no’ or raised issues and 21 per cent chose not to comment. Graph 11 illustrates regionally the humanitarian entrants’ perception of the established communities’ participation in cultural events. There were many examples of community involvement in cultural events and these are summarised in Box 3.



Graph 11: Perceptions of the established communities’ participation in cultural events (by region)

⁷ Participation in cultural events, such as Multicultural Week, Harmony Day, Refugee Week or any other cultural event that the humanitarian community may conduct such as Africa Day, is seen as an indicator of community support and acceptance.

Launceston

The Migrant Resource Centre had a well developed Harmony Day event with participation from many communities, both established and new arrivals, and this was commented on by many of the entrants. However, comments were made that it is difficult for any new community to put on events because of the small number of people within any one community.

Shepparton

All the entrants in Shepparton stated that the established community participated in cultural events and festivals. This is a reflection of the inclusiveness of the Shepparton community who, in celebrating the cultural diversity of the region, have encouraged participation of all cultures at events such as Australia Day, New Years Eve festivities, Freeza Multicultural Youth Festival, SheppARTon Festival and Festanova.

Toowoomba

Toowoomba humanitarian entrants were recorded as being the least convinced that the established community participated in cultural events, with 35 per cent stating 'no' or raising issues. Nonetheless, of the participants interviewed, 65 per cent believed that the established community participated, although they often had to be formally invited to attend.

Wagga Wagga

In Wagga Wagga only 17 per cent of the respondents thought that the established community participated in cultural events. 78 per cent recorded "no comment", with the remainder believing that there was no participation in cultural events. This result could be because at the time of the evaluation many of the entrants living in Wagga Wagga were more recent arrivals and had not had the opportunity to witness the participation of the established community in events such as Refugee Week and Harmony Day.

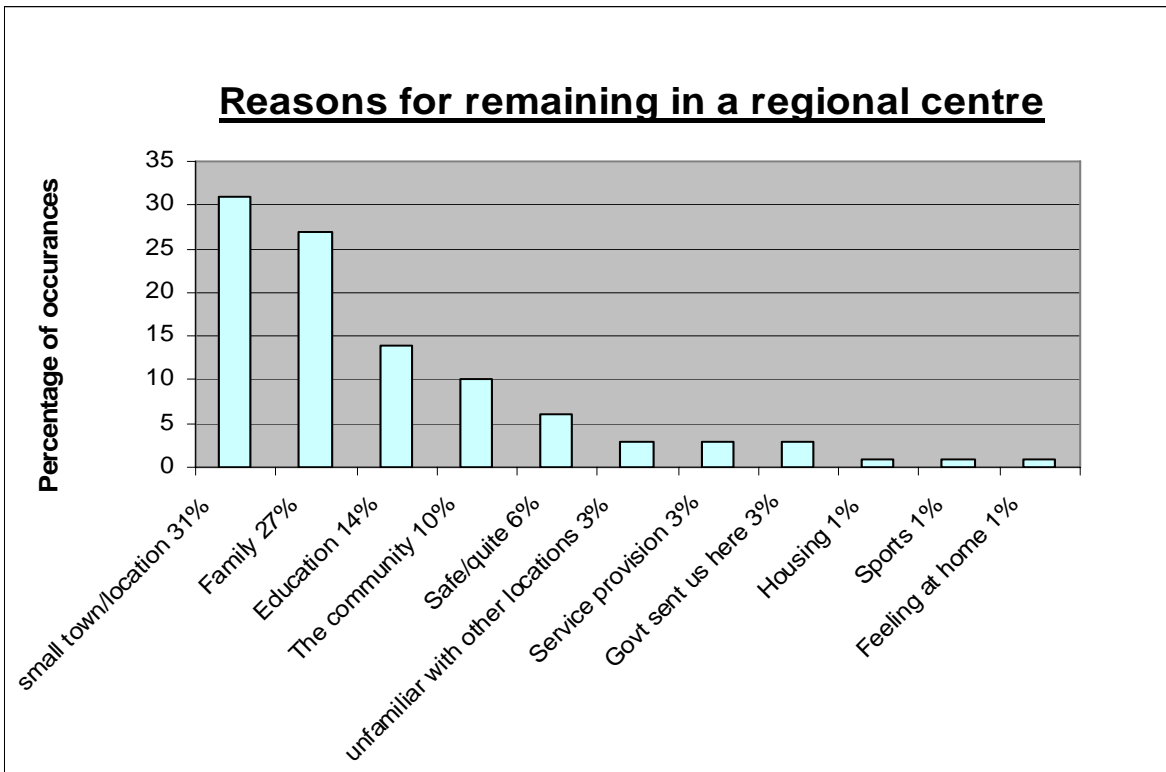
Warrnambool

Participants from Warrnambool believed strongly that the established community participated in cultural events. This may have been influenced by a combination of the welcome they had originally received from the established community and the time the evaluation was conducted, which was during the school holidays. At this time the city had two large community events taking place; 'Festival 4 Kids' and the regional dance eisteddfod. Both these events attracted participation from all sectors of the community.

Satisfaction with Settlement Location

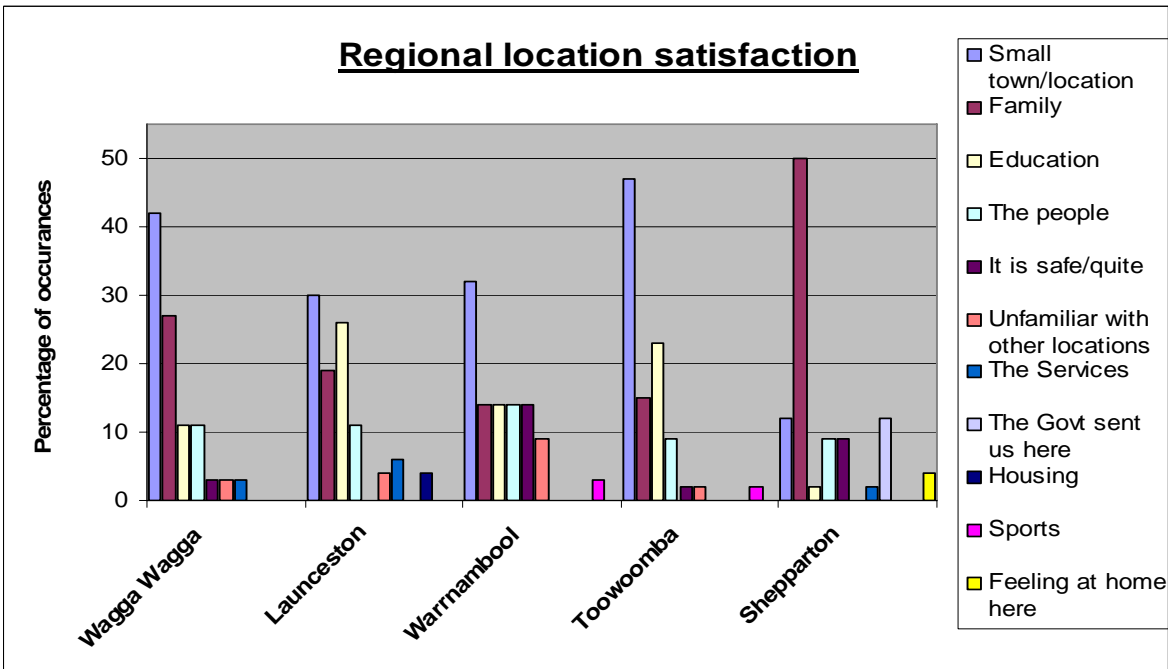
Satisfaction with location

There is rarely one reason for remaining in a location. The most common reason claimed (stated by 31 per cent of the respondents) was that they preferred to live in a small city rather than a large city (Graph 12). In diminishing order this was followed by: the small city location was better for their family (27 per cent); their children's education (14 per cent); community (both established and recently arrived); and a feeling of safety found in the small city location.



Graph 12: Reasons for staying in the location – aggregated responses

Graph 13 shows variations in responses on a regional basis. Box 4 provides quotes from the entrants as to why they stay in their region.



Graph 13: Reasons for staying – regional responses

The *small town/location* reason was chosen on more occasions in Wagga Wagga and Toowoomba, with *education opportunities* identified as a being a highly desirable reason for staying in Launceston and Toowoomba and *family* outranking all other options in Shepparton. This result for Shepparton is expected, given the very

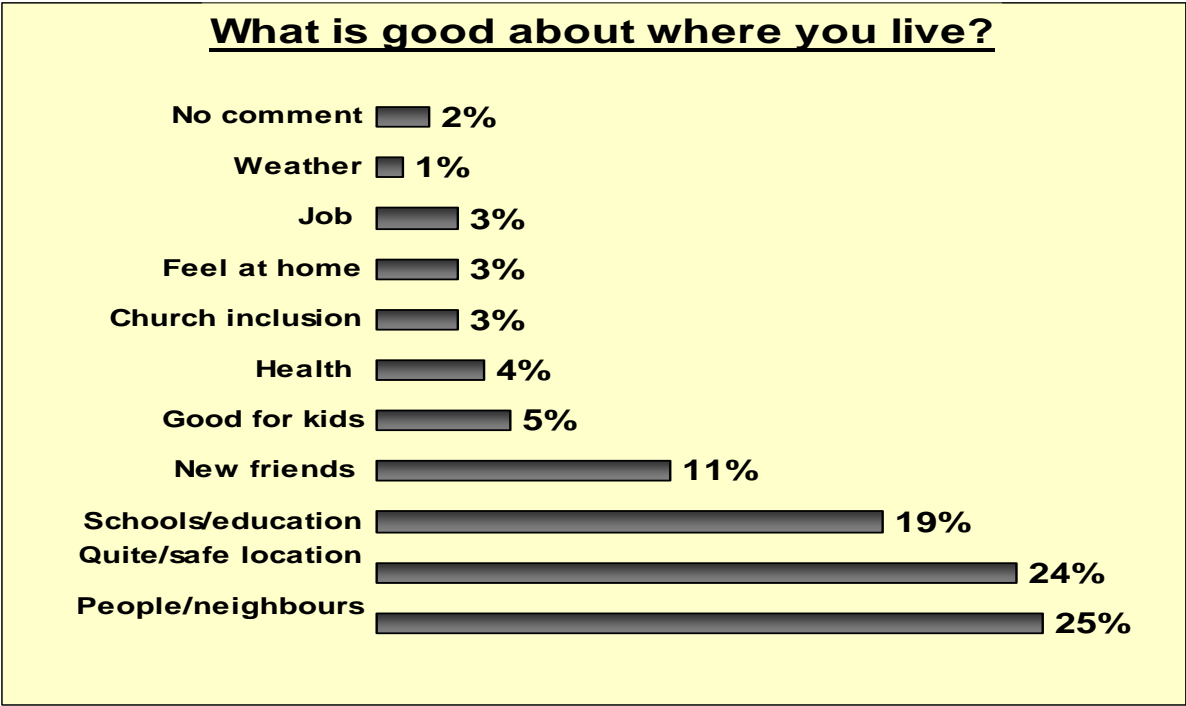
recent arrival status of respondents. Surprisingly, *safety* was ranked equally with *people*, *family* and *education* for the Warrnambool group, not at all for Launceston, fifth for Wagga Wagga and Toowoomba and equally fourth with *people* for Shepparton.

Box 4: Comments on reasons for staying in the location.

- “Living in a small town is better than living in the city”.
- “We have everything here, except the congestion of the city”.
- “Not so crowded, it is quiet, small country town, schools are good”.
- “It is a quiet place, I don't like living in cities. The schools are close”.
- “I don't like big cities. Here is good for kids, we are able to control their education”.
- “It is a very good place to raise children”.
- “Since we arrived, May 6 2005, the Support Groups, Aunty Margaret and the Multicultural Council and the government assistance have all made us realise that we are human beings”.
- “We stay here because there is a better future for our children. The future is bright here. The local residents trust that we can build this community together”.
- “We stay here because this is where our family is. We are happy here, it is quiet, it is a good area, and there are good people”.
- “It is a smaller city and no train to take the children away. You get lost in the big city”.
- “It is quiet and kids can go to school with no problem. Also food is enough. Have visited Melbourne but it is noisy and busy with many cars”.

What is good about where you live?

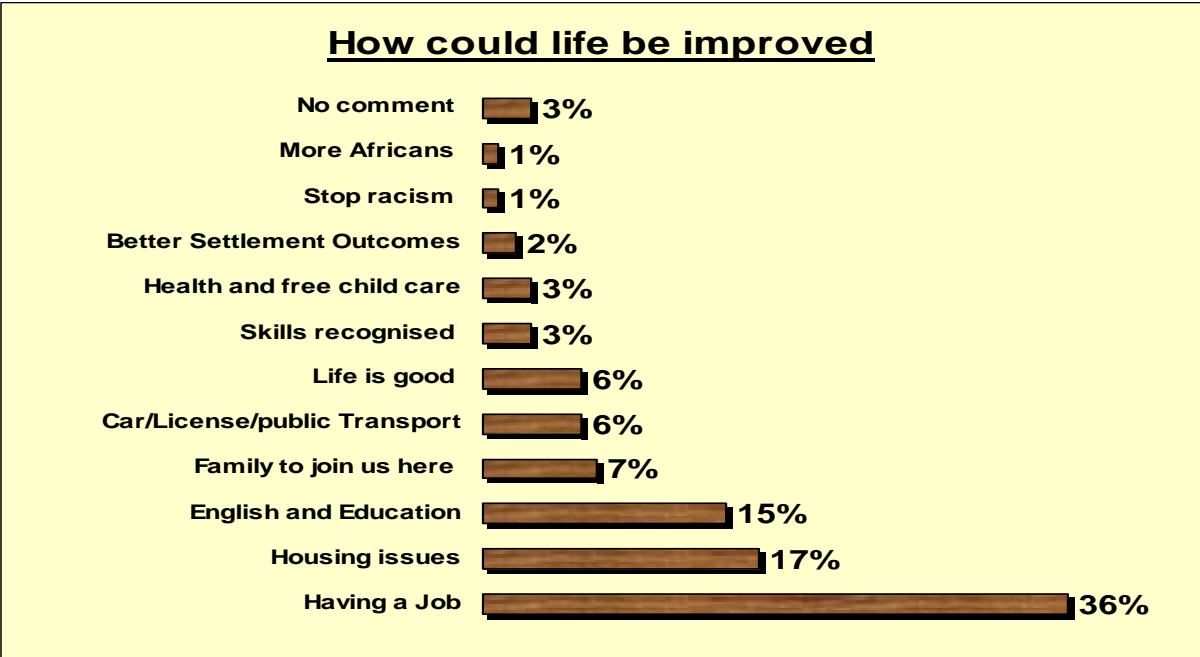
When asked ‘what is good about where you live?’ the answers demonstrate that living in a ‘quiet safe location’ is important along with the ‘people and neighbours’ who live in the town (Graph 14). One African entrant explained that neighbours were extremely important as their experiences in Africa had shown them that it was your neighbour that you relied upon in times of crisis. Their desire for good neighbours had been transferred to Australia and it was important to them that hospitality between neighbours was reciprocated.



Graph 14: What is good about where you live?

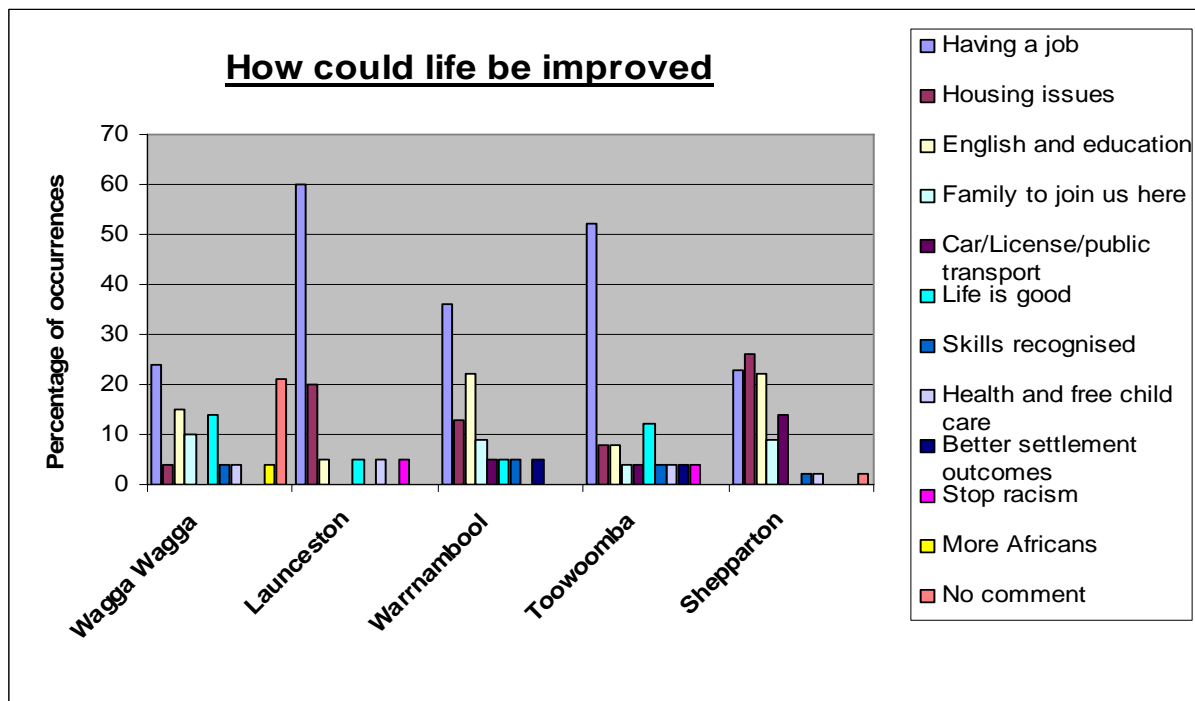
How could life be improved?

When asked ‘how could life be improved?’ a combined 68 per cent recorded one or all of the following factors: to have a job, to have security in housing and better English (Graph 15). One third of all participants stated ‘having a job’ would improve their lives significantly, because to provide for the family here, assist family overseas and repay any loans accrued in coming to Australia required more than the welfare provision from Centrelink. Additionally, many men felt they were ‘begging’ when they had to present at their local Centrelink Office.



Graph 15: Aggregate responses - how life could be improved?

Graph 16 shows how over time the issues faced by humanitarian entrants in regional centres become more focused. The most recently arrived have many issues to grapple with to improve their lives, while those in Launceston and Toowoomba recorded their concerns as primarily 'having a job'. For these entrants, having a job means they can compete equitably and independently with the established community and improve their life opportunities.



Graph 16: Regional responses - how could life be improved?

Wagga Wagga respondents claimed that life was already good but would be improved if they could speak better English and if family members in Africa could join them. Longer-settled interviewees in the other regions identified home ownership as a significant goal because of the insecurity of renting. In addition to the insecurity of renting, entrants also identified difficulties with the cost of relocating a large family, not least because the rental bond provided as part of their initial settlement was not transferable to their second rental accommodation.

The key factor for improving the lives of participants from Shepparton was housing, followed by 'having a job' and 'learning English'. Many identified that they would like to access public housing, which they saw as providing stability at a more affordable rate, which in the long term could lead to home ownership (through savings made in rental and moving costs).

For these entrants, home ownership was linked to the desire to find full-time, permanent employment - as stated, to have a full time permanent job would allow the possibility of home ownership. Entrants also recognised that adequate English language was fundamental to finding employment.

Relocating

A total of 54 per cent stated that they could not see themselves relocating elsewhere in Australia. Of those who said that a move was possible, 75 per cent stated it would be because they were seeking a job that could provide better opportunities for their

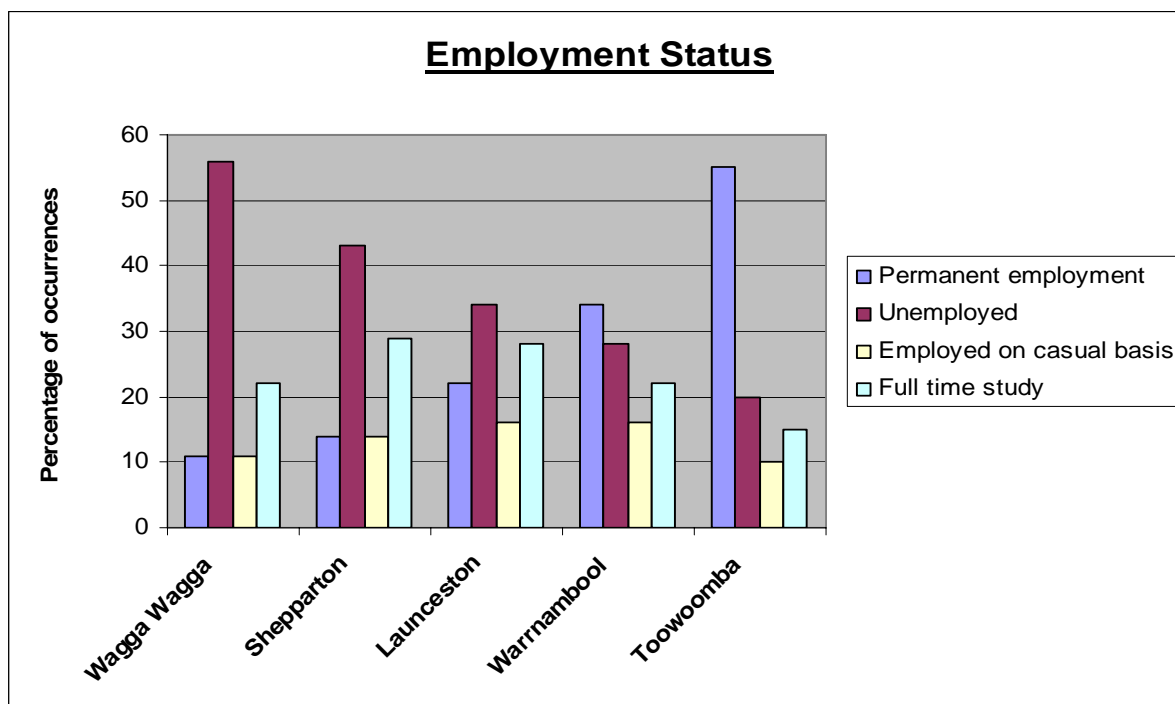
family. This is supported in media articles with statements such as: “Yes, I would love to stay (in Wagga), but it all depends on the job. I like the place – it is nice and quiet – but if I don’t have a job I’ll have to move” (Rowe, 2006). Others stated they would only go for a holiday or to visit friends but that they would not choose a permanent relocation.

Settlement issues

Employment

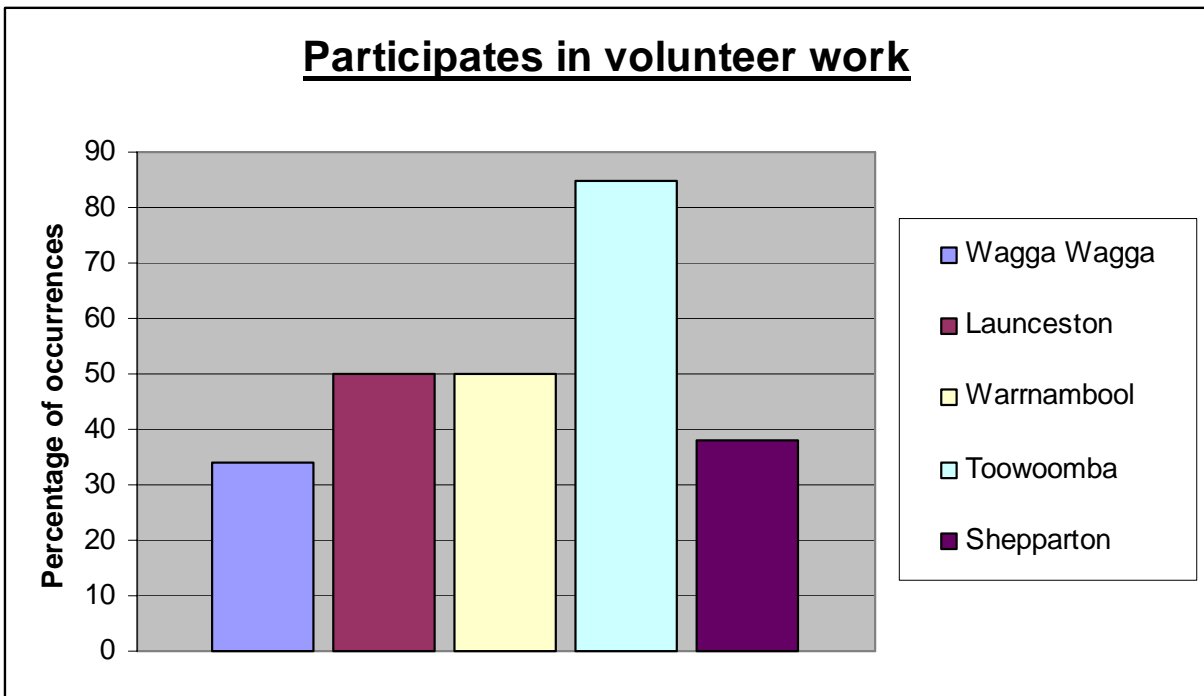
Employment is important for humanitarian entrants to help them settle and become established in a community. The results indicate that Toowoomba had the highest level of permanent employment at 55 per cent, and Wagga the lowest (Graph 17). Shepparton entrants recorded the highest proportional participation in casual employment despite their recent arrival, and all regions had a high participation rate in full-time study.

Shepparton’s high level of casual workforce participation is directly linked to the farming dynamics of the Riverina region. The Riverina region is a magnet for seasonal farm workers, including migrants and humanitarian entrants, working holiday makers back-packing around Australia and other low skilled employees. It is also noted that in general, the longer the length of residency in Australia, the greater the level of employment.



Graph 17: Employment status by region

Questions about participation in volunteer work indicated Toowoomba has the highest participation rate and Wagga Wagga the lowest (Graph 18). Voluntary work included working in charity shops, assisting other community members and birthing mothers, organising youth groups and coaching sporting teams.



Graph 18: Participation in volunteer work by region

Results for employment and voluntary work may reflect the differing settlement models in the different towns. Longer settled humanitarian entrants in Toowoomba, Launceston and Warrnambool have had time to address immediate settlement needs, obtain work and start participating as volunteers. Lower levels of participation in Wagga Wagga and Shepparton may reflect recency of arrival. It should be noted that levels of employment and training in Shepparton are higher than would be expected soon after arrival because local Catholic Schools have provided full time employment and full time traineeships for a number of recently arrived entrants. This level of assistance is not generally available in other regions.

The types of employment held by the entrants surveyed have been grouped according to the Australian Standard Classification of Occupations (ASCO), the classification used by the Australian Bureau of Statistics (ABS). Using this classification, Table 6 shows the unemployment rate at 35 per cent, the full-time study rate at 24 per cent and the remainder distributed across six ASCO groups. Notably, 'Labourers and Related Workers' formed 11 per cent of those employed while 'Clerical, Sales and Service Workers' (Major Group 6) represented 14 per cent and 'Trades Persons and Related Workers' (Major Group 4) represented 10 per cent. Major Groups 4 and 6 include such occupations as child care, aged care, assisting teachers, skilled meat workers and carpentry.

ASCO descriptor	Type of work	Percentage for each descriptor
ASCO 1 – Managers and administrators		
ASCO 2 - Professionals	Community service Interpreter	5%
ASCO 3 – Associate Professionals	Self Employed	1%
ASCO 4 - Tradespersons and Related Workers	Abattoirs Carpenter	10%
ASCO 5 - Advanced Clerical and Service Workers		
ASCO 6 - Intermediate Clerical, Sales and Service Workers.	Health/age care Child care Call centre Teaching	14%
ASCO 7 - Intermediate Production and Transport Workers	Cheese factory	1%
ASCO 8 - Elementary Clerical, Sales and Service Workers		
ASCO 9 - Labourers and Related Workers	Farm Work Construction/labourer Cleaning	11%
Unemployed		34%
Full time study		24%

Table 6: Types of employment using ASCO Descriptors

When questioned about difficulties in obtaining employment, 62 per cent responded that it was ‘very difficult’ and 14 per cent offered ‘no comment’. Employment was identified by service providers as a key reason for entrants leaving a region (Box 5).

Box 5: Comments from service providers on employment in regional centres

- “Employment is an issue and many do move on because of the lack of employment”.
- “The Warrnambool Council Program would like to work on the process of employment of choice. An audit of the skills base of the original families who came under the relocation Program was undertaken and it demonstrated that the skills of these people were high. Nonetheless there is a high level of unemployment in the Warrnambool area”.
- “The biggest challenge in Toowoomba is employment. Some families are moving to Gatton to work on the farms while others are commuting to Ipswich for paid work”
- “People will stay in Shepparton because of the level of employment opportunities. People with low skills and low English proficiency can always pick up seasonal work”.

Many entrants had taken up training opportunities to improve their employment prospects but were reliant upon service providers for knowledge of where gaps in employment are. Entrants identified feeling let down when they have done as required or advised and yet still found no employment.

- “I did a retail course from Life Line but it didn't get me a job. I went to Life and Careers to get a job. They are doing an aged care course - I have done aged care before so I might get a job from this”.
- “Help to get a job and for our skills to be recognised is important”.
- “Long term training that will get you a job”.
- “I cannot comment because of the language difference. But I would like to work with the CFS (country fire brigade) in Shepparton. I was in the fire brigade in Tanzania. I was also building houses for the widows and I would like to do building if I can't join the fire brigade”.

Practical assistance in giving men work is provided in Launceston by the 'Launceston Youth Shelter – Accessing Opportunities', which is a state funded organisation. This was initially a centre for youth who were aged between 12 and 20 years that provided help and accommodation for kids who were living on the streets. However, as the welfare worker stated:

'About three years ago there was an explosion in numbers and the centre began to see more African youth, mainly Sierra Leone and Sudanese.'

Now she assists people of all ages to find casual employment, albeit on a daily basis, with her eldest client being a Sudanese man aged 62 years. On the day we spoke she was able to send 27 men to work, employed in activities such as tree planting for the Tasmanian Forest Commission, picking fruit and vegetables and pruning (farm and vineyard work). Each person pays \$6 a day for transport to be picked up from home and taken to and from the job. All the workers are paid an hourly rate which is between \$15.69 and \$17.20 an hour by the employer.

Transport

In most regional centres, humanitarian entrants have been assisted to find housing close to services, shops and schools. Nonetheless, a reliable mode of transport is necessary for entrants, especially when seeking employment. Many find that it is necessary to have a car and consequently, a valid driver's licence. However, entrants stated that it was very expensive to obtain the requisite amount of driver training to obtain their licence.

When questioned on the level of car ownership, 59 per cent of respondents said they had a car, with Launceston recording the highest car ownership at 89 per cent. Overall, 51 per cent held valid drivers' licences. Those who were still on their learner's permit were not recorded as holding a driver's licence. Toowoomba participants recorded the highest occurrence of licensed drivers at 90 per cent, which correlated closely to car ownership, at 85 per cent.

Public transport use was also investigated. On average, 47 per cent claimed to use public transport from time to time. Launceston recorded the highest level of public bus usage at 84 per cent, with 72 per cent stating that this form of transport met their needs. This level of satisfaction reflected where they lived - most were in suburbs that had buses every 20 minutes in peak hours and every 30 minutes at other times. Entrants in the other surveyed regions relied upon an hourly bus service that was not always punctual, meaning that walking became the choice of transport for those without access to a car. One entrant stated “no public transport for work so I ride a

bicycle for six kilometres” and one entrant suggested that providing bicycles for adults would be a worthwhile solution to the transport problem in regional towns.

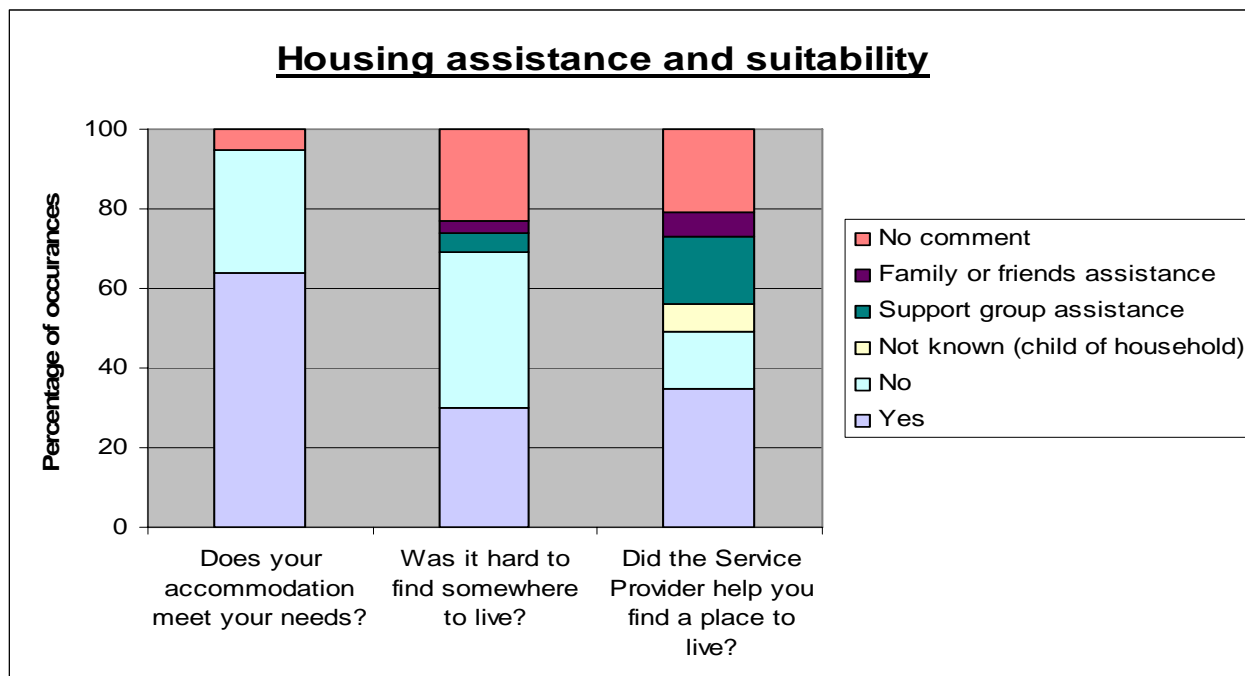
Some settlement services have begun assisting humanitarian entrants to gain their driver’s licence and at the time of the evaluation this was occurring in Toowoomba and Launceston.

Box 7: Comments from service providers on transport for humanitarian entrants

- “The need to place humanitarian entrants close to the business area and schools is based in part on the lack of public transport and the entrants’ need to access service providers”.
- “Transport is a big issue to get people to the health centre”.
- “Life and Careers has responded to mobility by teaching people to drive. Interpreters are needed in the transport office also to come to ... and give information sessions to people about the road signs in either Dinka or Arabic Language”.
- “Public transport is a problem to get people to work. Transport could be a reason why people move from a regional centre to the city”

Housing

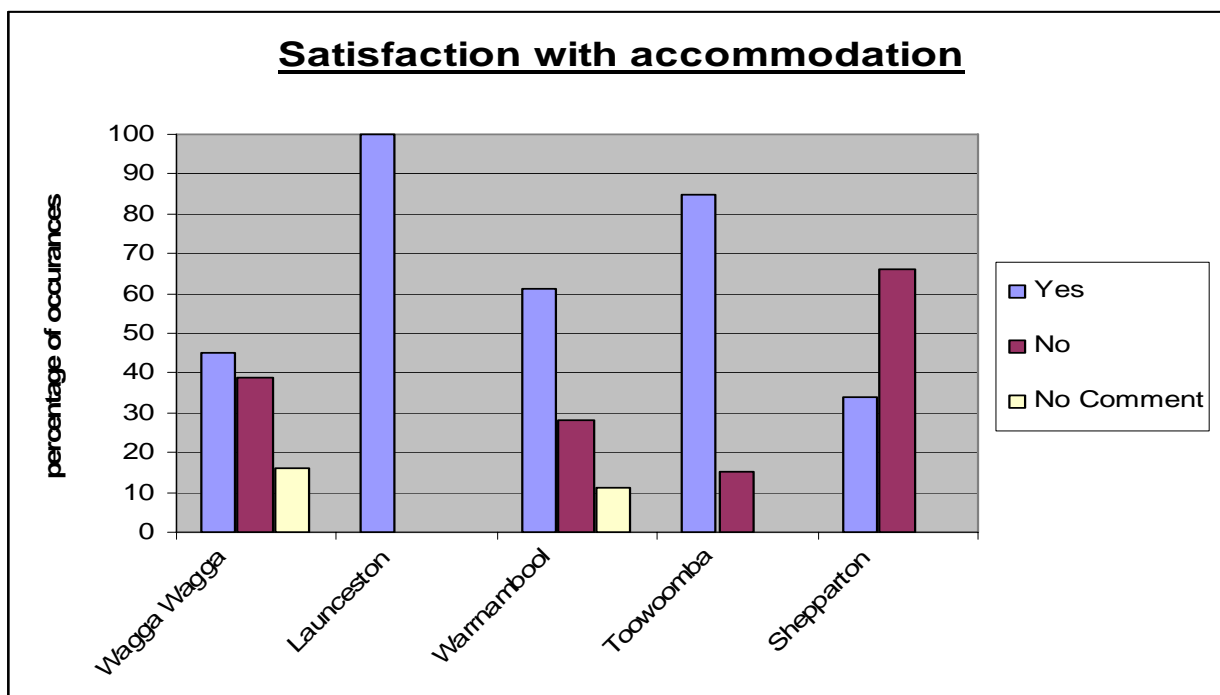
Most families lived in a house with a garden rather than in a flat or unit (77 per cent and 21 per cent respectively). Of this number, three per cent were in Public Housing. The remainder had not obtained their own housing and were cohabiting with their sponsor family. The “no comment” response featured highly (Graph 19)



Graph 19: Aggregate responses to housing questions

Graph 20 shows that Shepparton respondents were least happy with their accommodation (66 per cent). This may be attributed in part to pre-arrival expectations that have not been met, including expectations they would have larger

and less expensive housing. Wagga Wagga and Warrnambool respondents were also less happy with their accommodation; with 39 and 28 per cent respectively stating that their accommodation did not meet their needs.



Graph 20: Does your accommodation meet your needs?

Reasons for dissatisfaction with accommodation were varied. Concerns included size, costs and the condition of the property. Those who were satisfied were usually happy because of the size of the property and its location.

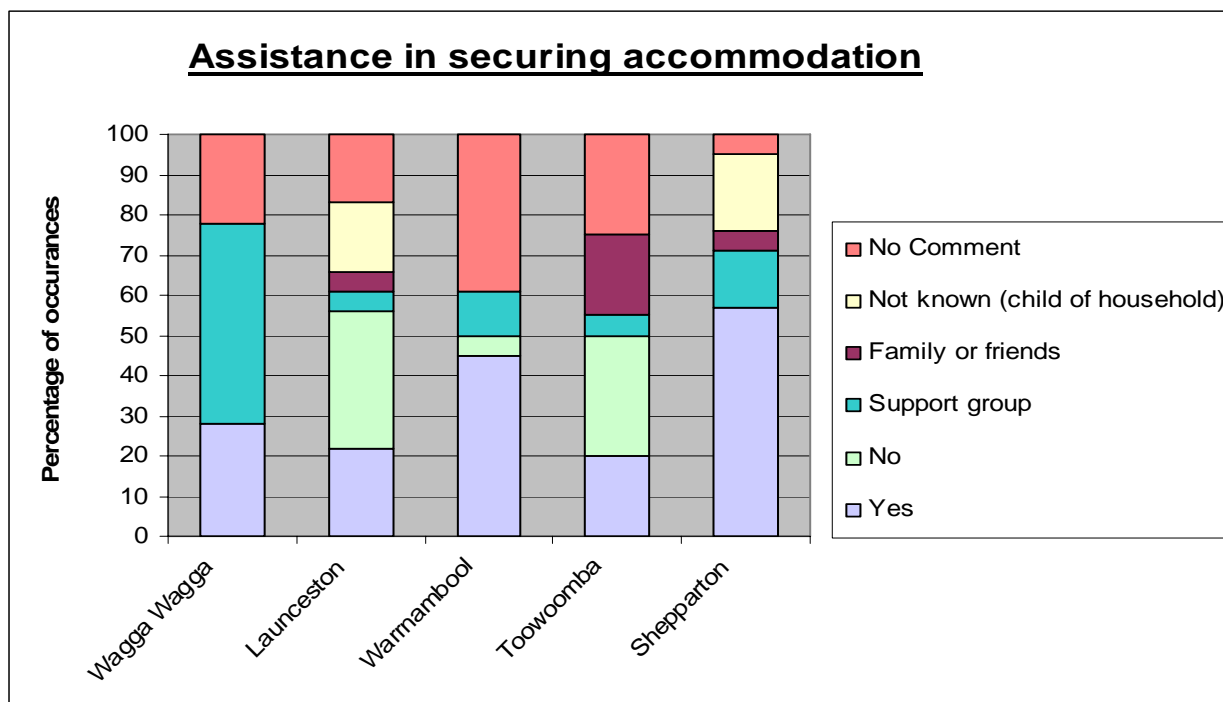
Box 8: Entrants' comments on their housing

- “No, it does not meet our needs as I have one daughter and eight sons. My daughter does not have her own room and she is getting older”.
- “There is no big yard for the children to play and the house is on the main road and this is dangerous for the children if they get out onto the road”.
- “Yes, has a big back yard two large living areas, big kitchen and it is in South Launceston which is close to everything. Rental costs are \$230 a week”.
- “The cost of heating and cooling expensive and the house is in an older area [meaning the house had no insulation as found in newer homes] but we were told to be grateful for what the government has provided for us”.
- “Yes, the house has three bedrooms and a large living area. It was suitable for the family day care that my wife was doing”.
- “No, the house in bad condition and roof leaks. I am still waiting on the repairs”.
- “It is hard to find places that can be rented to big families. Australians do not understand that we are ok about sharing our rooms with our sisters”.

Two families had purchased their homes and the following statements demonstrate their determination to get out of the rental market and into home ownership:

- “Yes - it is our house. My parents bought our house, my dad worked two jobs; night-work in the factory and then day-work at the farm to save enough to buy a house, he often would only get two hours sleep a day and often slept in the car. I sometimes think of moving out but my parents say to stay as it is my home. In our culture you don't leave home until you are married“
- “We had rented three different places before we bought this house. But we have bought this house and it took a lot of negotiation with the owner to get it at a price we could afford. But once she realised that no one else was making a better offer she accepted ours. We were living in this street, renting, so we knew the area and were happy to continue to live here. It has four bedrooms and two living areas - it is a good house and close to the little kids' school and they can walk to school. We have no worries about them crossing the street”.

Graph 21 shows that respondents in Wagga Wagga and Shepparton were highly reliant on either the service provider or a volunteer support group to assist them in finding accommodation, followed by Warrnambool. Launceston and Toowoomba respondents were happier with their accommodation and used service providers or volunteer support groups less in obtaining accommodation, presumably a result of having lived in Australia longer. Their home was often not the first they had occupied since arriving in the region. Additionally, they were more likely to approach real estate offices on their own to seek accommodation that more suited their needs.



Graph 21: Did the service provider help you find a place to live?

For most, the cost of accommodation was a concern, especially for those relying solely on Centrelink income.

- "I am on the Centrelink New Start Allowance - after I have paid everything there is only \$100 to live on. Rent is high, \$440, energy, \$45 then the telephone, water, internet".
- "A little while ago the owner said that he wanted to sell so we had two months to get out, but we couldn't find anywhere else to live that would have us with so many kids, they wanted to know how we would sleep seven kids in one house. But these kids are used to sharing they don't need a room each, we can put bunks into the rooms and there is enough space but after almost two months we still couldn't find anywhere so the real estate asked the owner if we paid more rent could we stay, the owner then changed his mind and let us stay but we paid more rent. Rent was \$340 a fortnight it is now \$430 a fortnight".

Interviewees were asked if it was difficult to find a place to live. The comments presented in Box 11 illuminate the accommodation difficulties faced by humanitarian entrants in regional centres:

- "You need white friends to intervene and to talk on your behalf so that you can get a house".
- "It was when we first arrived in Toowoomba, in Gympie the Church organised the house. We have now moved a few times and the agents know us and we have references".
- "It was not hard when we came, it was easy, but it is hard now. We have been looking and putting in applications for three months and we cannot find somewhere else".
- "Rentals are a problem - there are limited numbers with four or more bedrooms".

Accommodation concerns were also raised by service providers, who stated that housing was a challenge in regional centres because African entrants generally had large families and there was no 'on-arrival accommodation' available. The Department of Housing NSW (DoH) did have some 'priority housing' but this was not always available when required for humanitarian entrants. In some regions, public housing became available more frequently but as stated by a spokesperson for DoH, public housing should not be seen as a life long choice but as a transition to permanent private housing. In regional centres, the DoH was helping their tenants to find alternative housing options.

Service providers noted it was becoming increasingly difficult to acquire appropriate and affordable rental properties in the private market, especially in areas which were close to the business area, shops and schools (concerns shared with the broader Australian population).

Box 12: Comments from entrants regarding the housing situation

- “Real estate is a problem: there are not so many houses and the real estate will show you houses that are too expensive and that Whites won’t rent or houses that are run down and no one else will rent them. Landlords only want people with references and without children. Many African families are big and this is a problem for the families to get housing that is good. But we are good in the houses, our community support worker tells us about making sure that we are careful and we are always concerned to be careful. Of course it would be better if we could buy our own homes but without a job this is impossible”.
- “Public housing for low income families has to be a priority”.
- “Accommodation and renting are what I worry about. There is only private housing available. There is only one family in Public Housing in Warrnambool”.
- “Housing a big problem, the capacity of the community to assist all the new arrivals is a concern when it is for a long time because there are no houses for them”.
- “We have applied for government housing”.

The shortage of housing also impacts on humanitarian entrants sponsoring new arrivals under the Special Humanitarian Program(SHP). The cultural norms of reciprocity means sponsors are duty bound to provide for the new sponsored family. Given that there is little or no control over when the sponsored family arrives or housing availability, responsibility for providing board and lodging to their relatives can extend for an indeterminate period, straining both finances and space.

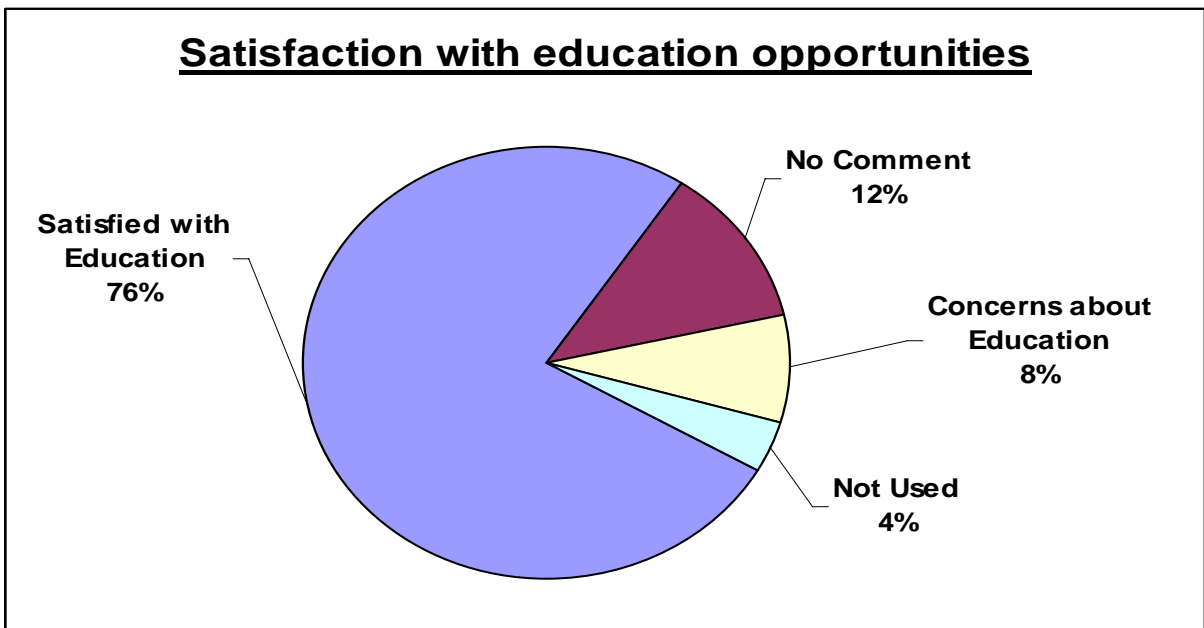
Box 13: Comments from a humanitarian entrant and SHP sponsor.

A married man with two children who had been unemployed for one year stated:

- “I live with my family, plus I have sponsored three families who have lived with me from time to time. Currently I have a husband and his wife living with us until they can get a place of their own, one other family who lived with us have just gone from my house, and this was after four months, but now they have a place of their own”.

Education

All regions had private and public school facilities, a TAFE and a university. Most respondents (76 per cent overall) were happy with the education services available in their region while eight per cent raised concerns, especially regarding school education (Graph 22).



Graph 22: Aggregated responses – satisfaction with education opportunities

Entrants in the four regions of Launceston, Toowoomba, Wagga Wagga and Warrnambool raised similar levels of concern about school education, principally the lack of English as a Second Language (ESL) tuition for their children. Results for Shepparton were anomalous, where the private Catholic Schools ensured that all school-aged humanitarian entrant students had access to ESL classes.

Box 14: Respondents' comments on education

Wagga Wagga

“Wagga Wagga High School has no remedial class for these kids, kids from Africa have had no schooling and they need help to catch up. My eldest girl is 10 and she has time to catch up before she goes to high school - it is the boys I worry about”.

Launceston

“There is a problem of bullying. The teachers are not coping - they are not able to stop the bullying”.

Warrnambool

“There are no ESL schools in Warrnambool. The older students when they arrive here and have no English they still have to join the mainstream classes. It makes it hard for these kids and some drop out of school”.

Toowoomba

“The continuity of courses - there is too much put back on the students to work out their pathways as there are complicated streams with only two permanent subjects, English and Maths. Primary schools are okay”.

Shepparton

“Last year I studied English, Maths and Science and ESL and PE as I didn't need to have much English for that and I enjoyed PE”

Educators also offered useful insight into the challenges faced by entrants, including pre-arrival levels of formal education, contrasting expectations with realities and levels of funding available to deliver educational outcomes in regional centres. Additionally, they were concerned that information on travel documents can be incorrect, particularly in relation to the age of the entrant, as this presented not only classroom difficulties but also funding difficulties for English classes.

Similar concerns were raised by parents and providers about fast-tracking English, especially for high school students. As stated:

- “Refugee school-aged children cannot access Intensive English School in some regional centres as there are none available” and
- “AMEP funding is not available for students at high school”⁸.

Educators suggested that improvements in English tuition in regional centres could be realised through more cooperative approaches between TAFE and schools.

Box 15: Entrants’ comments on education and English language classes

- “We need schools for older kids that are over 18 year old but having no English. TAFE not good for them when they are in the adults’ class. We need high school for them, not TAFE. They love going to school and they get sad when they don’t go to school. Also the age of young people on their papers is not always correct”.
- “AMEP in Melbourne (AMES) had many levels so you could fit in whatever your level. Here this does not happen”.
- “Education for new arrivals: we need language classes at school as mainstream is hard”.
- “Language school is an issue that needs to be dealt with. For the families coming directly from overseas with grown children they will move away if there is nowhere for their grown kids to learn English”.
- “Library - need to encourage children to use the services at the library and to read books”.

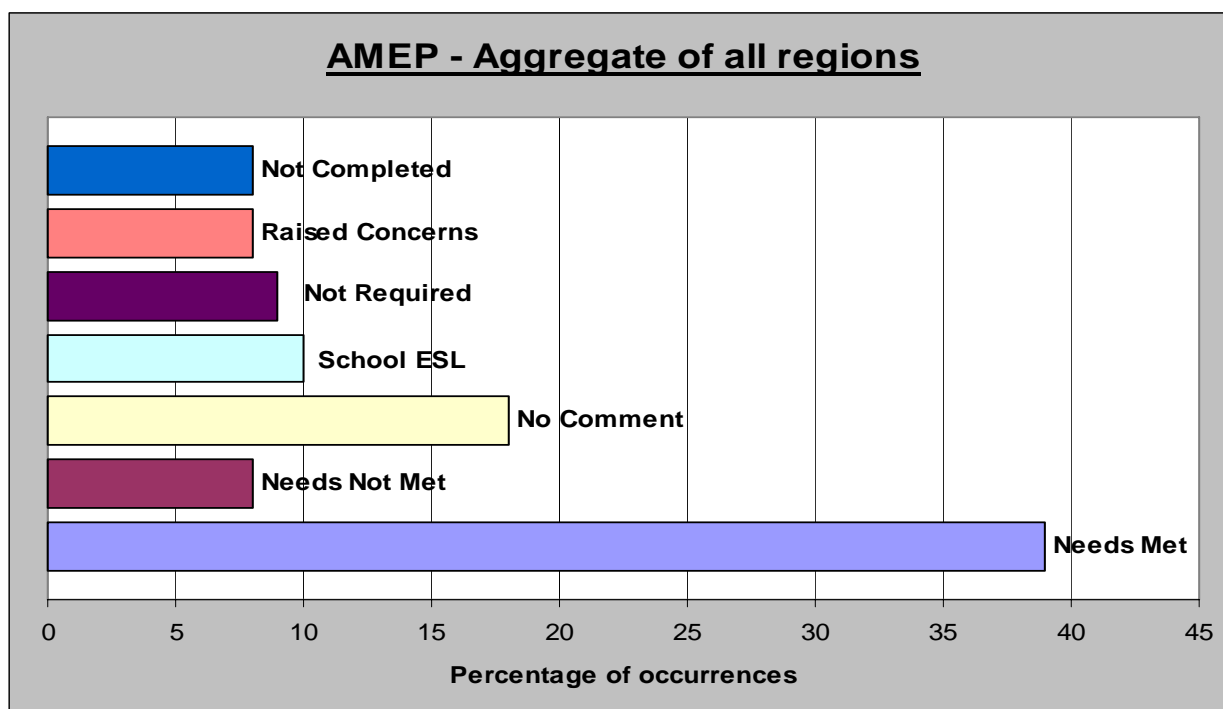
English tuition

Speaking and understanding English is a priority for all humanitarian entrants but more so for entrants settling in regional centres. Unlike their counterparts in capital cities, the small numbers represented by each language group in regional centres means they have a very limited network of people from their own country to assist them in communicating with the established community, from shopping to accessing services from government and non-government agencies.

Graph 23 provides aggregated responses for satisfaction levels with the provision of English language classes through the Adult Migrant English Program (AMEP).

⁸ It should be noted that the AMEP (Adult Migrant English Programme) is funded by DIAC to provide English language tuition for eligible migrants and humanitarian entrants who do not have functional English. The tuition is designed to provide clients with basic language skills to help them settle successfully in Australia. Teaching of English to school aged humanitarian entrants is the responsibility of the Department of Education in each individual state.

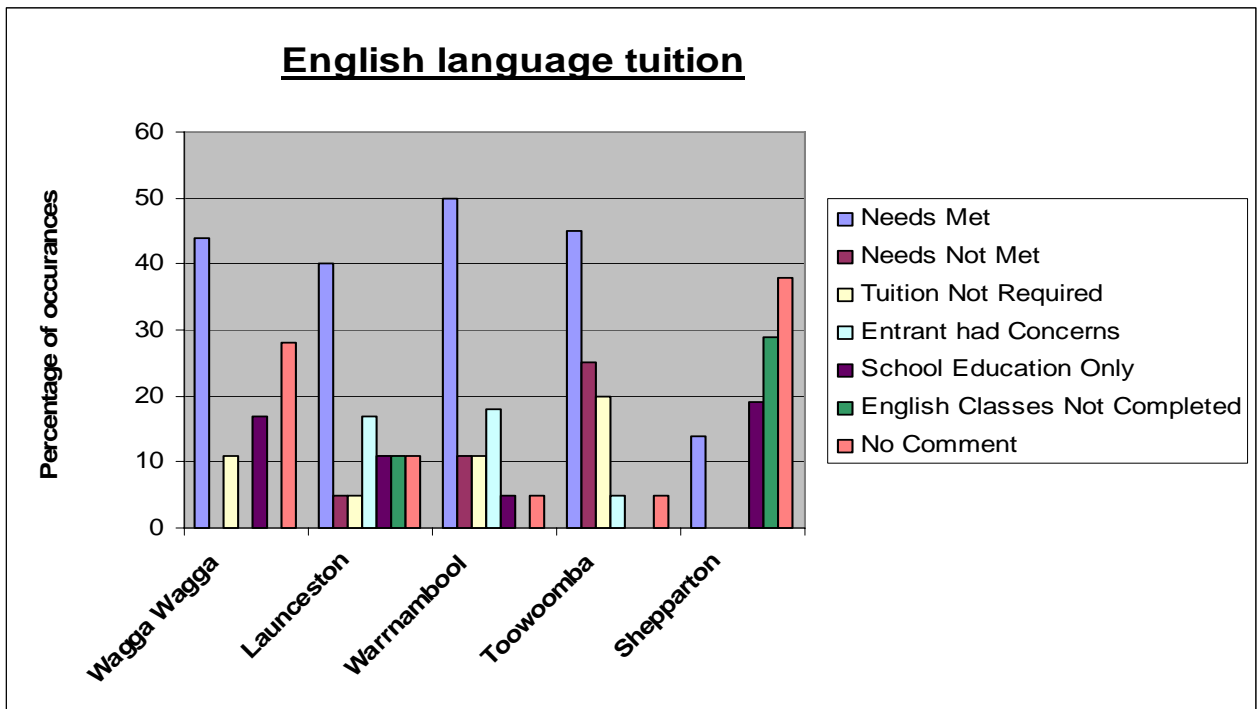
Overall, 39 per cent stated their needs had been met while nine per cent stated they were able to speak English before arriving in Australia. It should be noted that the inclusion of Shepparton caused a six percentage downward shift in AMEP meeting the entrants' needs (see graph 24 for more detail).



Graph 23: AMEP – Aggregate of all regions

Graph 24 shows satisfaction levels with English language tuition in each of the regions evaluated. In Wagga Wagga, Launceston, Warrnambool and Toowoomba, the most common response was that AMEP had met the entrants' needs, while a significant “no comment” response was recorded for Shepparton.

For some participants in Launceston, Toowoomba, Wagga Wagga and Warrnambool (Shepparton is discussed below), the only common language was English, and for others, Arabic. Entrants found it necessary to integrate with the established community because the option of retaining their language status quo, as they may have within the city enclave, was not available. Those challenged by English language barriers remained isolated and unhappy about living in the regional centre. This milieu was not restricted to older entrants but also younger women with husbands who were either at work or attending further study and with children at school. One young husband stated his wife was “still not able to speak or understand English after three years and she was lonely and not happy living in the region”.



Graph 24: Satisfaction with English language tuition

The difficulty for regional AMEP providers, compared to their city counterparts, is the small number of students for each level. To make the cost of providing classes viable, it may be necessary to include multiple capability levels within a single class. One entrant stated “there was little progress because there are too many levels in one class. So we rely on each other and then we forget the word and we go back to Arabic”.

Availability of childcare was a major concern reported for mothers with young children. When childcare is unavailable or fragmented (for example, located off-campus), and public transport services are limited, then there is a disincentive or a significant barrier to learn English. As stated by an AMEP teacher:

“The bus system generally runs once an hour but if the student lives on one side of town and the childcare is not on campus, and they (the parent/student) have no access to private transport, getting a mother with preschoolers to class and on time is very difficult”.

Shepparton presented a different scenario to the other four regions because all the entrants interviewed were very recent arrivals, selected from the same originating country and all speaking the same languages (Swahili and French). The AMEP classes for these entrants is provided at TAFE and because the AMEP unit is co-located with IHSS, within the Multicultural Unit, access for all migrant students is streamlined. Shepparton has welcomed migrants for many years and is home for upward of 50 different ethnic groups. Consequently, there is a diverse range of language groups who participate in AMEP. Additionally, the IHSS coordinator was able to organise subsidised child care and free transport for the Congolese families to attend English classes. Yet despite the amalgamation of services, only 14 per cent of the Congolese stated that AMEP had met their needs and 38 per cent recorded ‘no comment’ (Graph 23).

In most centres, the IHSS and SGP service providers engage the students in collective tuition and vocational classes in an attempt to capture those entrants who fall through the cracks of English tuition. It has been found that craft, sewing and or cooking classes, with women from many cultures, give clients a greater level of confidence to communicate in English in a known and safe environment.

In Warrnambool the Council was working towards empowering the community through building their technical and vocational English on a needs basis so that their English is useful in work as well as in social situations. The Council has developed a model of cultural orientation (understanding English in the Australian context), where each person receives individual assessment of their needs. From this, the Council develops a plan and brokerage for each person so that they are supported and do not remain in the welfare cycle.

There are some entrants who arrive with reasonable English⁹ and do not feel they needed to access AMEP. As stated:

- “We could speak English when we arrived. I speak eight languages including Arabic and I can write in four as does my husband”.
- “AMEP was not used. I was an English teacher in the Sudan”.

While some went along to class to improve their English:

- “I continue to go to English classes just to improve my English (interviewee speaks three languages; Swahili, French and English)”.

In summary, the concerns of entrants settling in regional centres, despite the good will of the teachers, are:

- for some highly disadvantaged students, 510 hours of English language tuition is not long enough to gain functional English
- the small number of participants in English classes, means that many levels of competence are taught in one class, and
- limited availability of ESL for high school students.

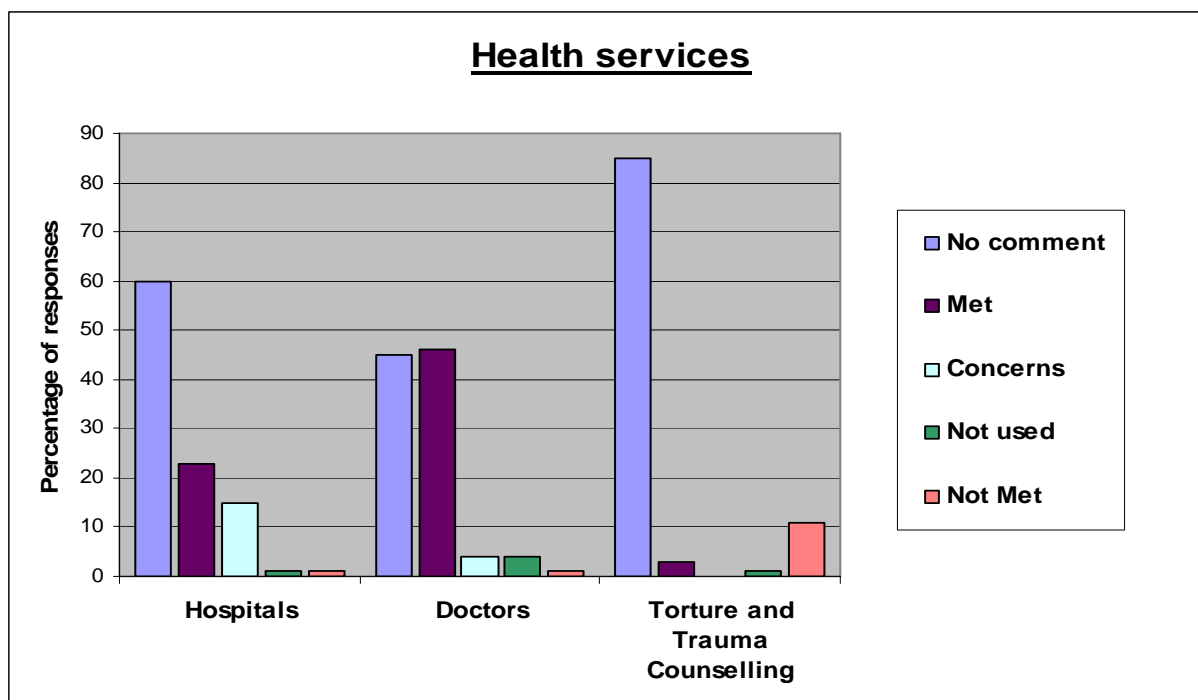
Health

Health services were separated into three categories: hospitals, doctors and torture and trauma services. Graph 25 describes the usage and client satisfaction with these services as cumulative responses over the four regions of Launceston, Toowoomba, Warrnambool and Wagga Wagga (experiences of the Shepparton cohort will be addressed separately below).

Two outcomes from the four regions were of particular interest. Firstly, 63 per cent of participants gave a response of “no comment” on their access to health services. Secondly, responses indicated underutilisation of torture and trauma counselling services - only two participants claimed to have used this service, with one entrant stating they had gone to the counsellor once but did not return. Most entrants

⁹ Some entrants had up to six or seven other languages in addition to English on arrival in Australia.

believed it was better to talk about their worries with friends, the church, the school chaplain, or someone at the Migrant Resource Centre and this may explain low attendance rates for this service.



Graph 25: Health services usage and client satisfaction with the service

Torture and trauma counselling

Seeking medical attention, in particular torture and trauma counselling, can be a two edged sword for entrants, especially in regional centres. While counselling can be useful in helping with settlement, fear of talking outside the community can prevent entrants from feeling comfortable about seeking this type of service. As a service provider stated, “the Africans believe that problems should be solved within their community and individually they fear being shunned if they go outside the kinship group”. Consequently, fear of losing the network of support offered by the community can outweigh the benefits of seeking outside help with torture and trauma issues.

Box 13: Service providers’ comments on entrants’ access to torture and trauma counselling

- “During the first 12 to 18 months, humanitarian entrants are too busy coming to terms with being in a different country, getting settled, getting the children to school and finding jobs all while learning English that the trauma they experienced has been pushed aside. It is only after they start to settle that they begin to experience the effects of the trauma and that is when they then need counselling. Assessing them in the first two weeks could be too early”, and
- “Despite a TAFE Director organising for a trauma and torture counsellor to come to the TAFE and provide services for the students, it was difficult to get the students (who are humanitarian entrants) to attend”.

General practitioners and hospitals

From the four regions listed above, 46 per cent of those who had used the services of a General Practitioner found the service to be satisfactory but 19 per cent raised

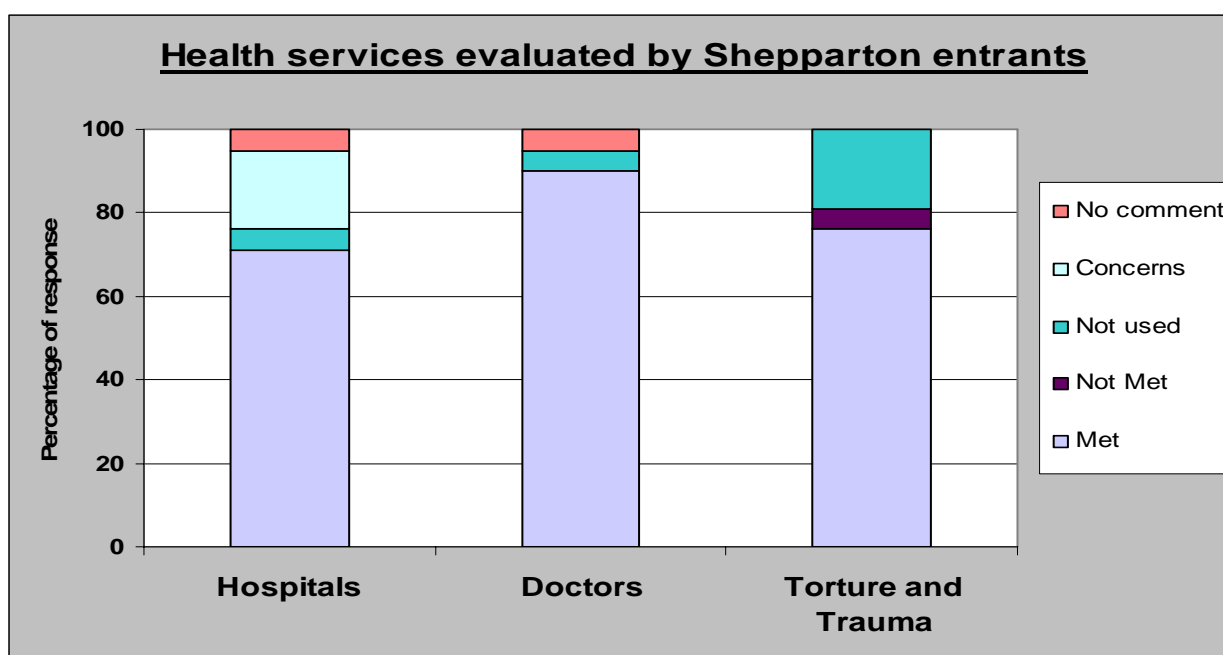
concerns about hospitals and the services provided by GPs. The majority of concerns regarded the length of waiting lists at hospitals and a lack of specialist services, concerns which are not dissimilar to those of the general community.

In Warrnambool, the health service had retained the services of a refugee health nurse. Many of the female entrants were happy with this service as the nurse was able to make doctor's appointments, conduct home visits and follow up with health undertakings and immunisations.

A concern raised by the refugee health nurse was that most families coming from Cairo had not had the same pre-arrival health screenings as entrants from Nairobi. She also noted Vitamin D deficiencies as a problem with the Sudanese community in particular.

Shepparton health services

Shepparton has a coordinated approach to health services for humanitarian entrants. The health service is managed by Clinical Services at the Community Health Centre. The very nature of the 'Pilot Project' meant that all entrants were referred not only to the health services but also to torture and trauma counselling. Evidence of this service delivery is the high level of "met" responses for the three health services evaluated (Graph 26). Significantly, 76 per cent identified that torture and trauma counselling services had met their needs, as compared to three per cent recorded overall for the other four regions. As a consequence it can be stated that Shepparton does not reflect the general experiences for humanitarian entrants in regional areas, especially in the area of health services.



Graph 26: Satisfaction with health services in Shepparton

Shepparton torture and trauma counselling

The torture and trauma counsellor has had a long career in counselling. Initially she was employed for two days a week at the Community Health Centre as a specialist counsellor (torture and trauma) and three days as a generalist counsellor. With the growth in humanitarian client numbers her time has been reclassified to five days as

a specialist counsellor. The counsellor uses less conventional approaches to building a relationship of trust and confidence with the humanitarian community beginning first with a home visit. Her methods have proven successful and the level of trust has engendered enough confidence for entrants to call on her at the office. Her client base is greater than the Congolese, and includes entrants from Afghanistan and Iraq as well as clients living in other settlements in the Greater Shepparton area.

Shepparton general practitioners and hospitals

Most entrants surveyed in Shepparton had used the services of a GP and recorded 90 per cent satisfaction with the service. The major concern with the hospital service was waiting times; otherwise entrants were very happy with the services they had received.

The availability of the refugee health nurse ensured that all children had been immunised. As with Warrnambool, the nurse noted that many of the Congolese had Vitamin D deficiency, attributed to their diet and continually covering their bodies to protect them from the climate in Africa. The refugee nurse has also connected women with the Country Women's Association (CWA) and has run health promotion and education sessions on the importance of diet, especially for children.

Concerns from service providers in Shepparton related to Health Undertakings, especially if involving tuberculosis (TB) x-rays, which are not available in the town. Other issues included cross-cultural communication issues between doctors and hospitals, and a need for a general health check sheet that outlines possible medical conditions, how they present and procedures to follow. This would avert possible over-reactions to illness by members of the established community including service providers.

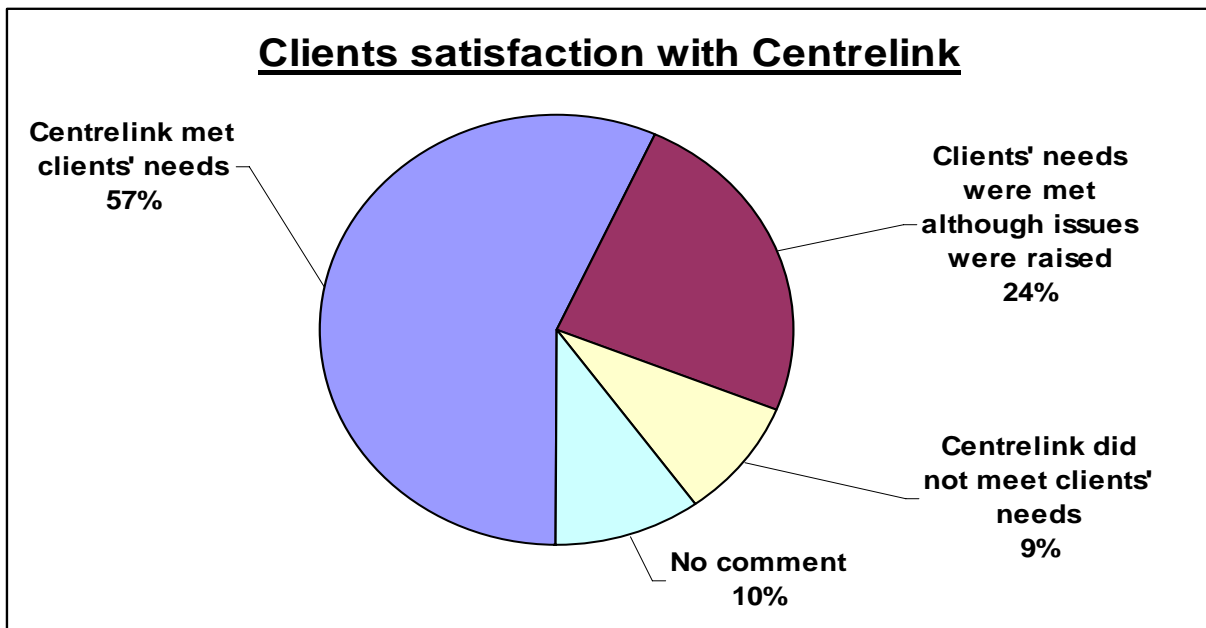
Service providers

All participants were asked if services available in their region met their needs. Services included were: Centrelink, Job Network, translating and interpreting, police and settlement service providers. Participants were also asked if there were any other services they wished to comment on.

Centrelink

Graph 27 describes client satisfaction with services provided by Centrelink. Overall, 57 per cent of entrants stated that the service had met their needs and that the service they received in their region compared favourably to those available in larger cities. This support was for actual staff in Centrelink offices. In regional areas, Centrelink staff were seen as people who were keen to do the right thing, who would take the time to explain what was expected in a friendly environment and deliver a service that was the 'same for everyone'¹⁰.

¹⁰ Respondent means that Centrelink's requirements and provisions are the same for all clients, meaning that there is no discrimination or favouritism in the application of rules.

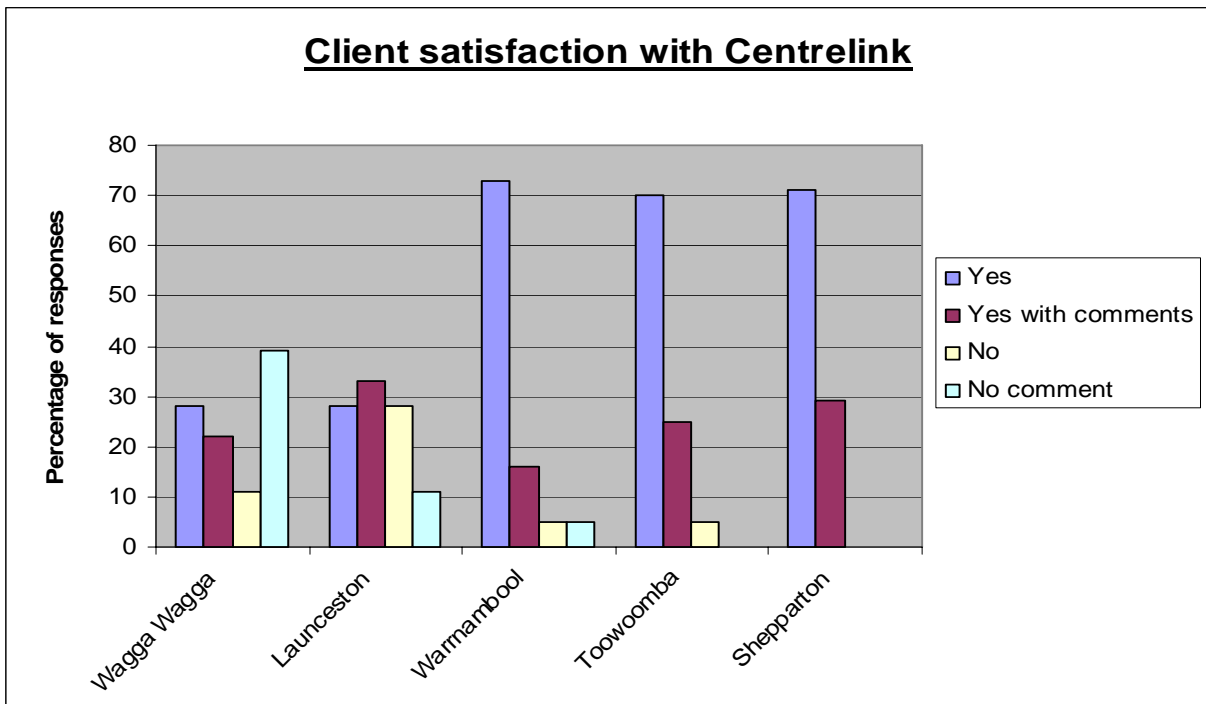


Graph 27: Client satisfaction with Centrelink

Juxtaposed to the endorsement from the entrants, Centrelink staff raised a range of concerns about the service they were able to provide to entrants. It was felt that increasing numbers of humanitarian entrants to regional Australia would impact on Centrelink staff. This is because in regional offices, staff members wear a 'number of hats' and work with mainstream clients in addition to their work with humanitarian entrants. Compounding these concerns is the diversity of languages within the African community. Staff felt that each office should ideally have a multicultural officer to deal with the diversity of cultures in the region.

Additionally, concerns were raised by staff about the activity requirement for entrants on Newstart benefit to start applying for jobs after a 13 week exemption period (meaning that entrants have to apply for jobs and attend Centrelink fortnightly to retain their welfare payment). Searching for employment was considered an unrealistic requirement for entrants who were not yet proficient in English. Staff also noted that some entrants, once they realised they could not provide adequately for their families on Centrelink payments, chose to work on farms where there is no requirement for English – only labour. In some cases, this meant that entrants had no time to attend English language classes and this affected their settlement experience.

Entrants in all regions raised concerns about payments (including over-payments and repayments), a need for interpreters in the office during opening hours so that the content of the forms could be explained, and the volume of letters and forms that had to be attended to. One entrant claimed there had been some discussion on translating forms and letters into Dinka but stated that 'many Sudanese are unable to read in their mother language so the benefit would be small'.



Graph 28: Regional satisfaction with Centrelink

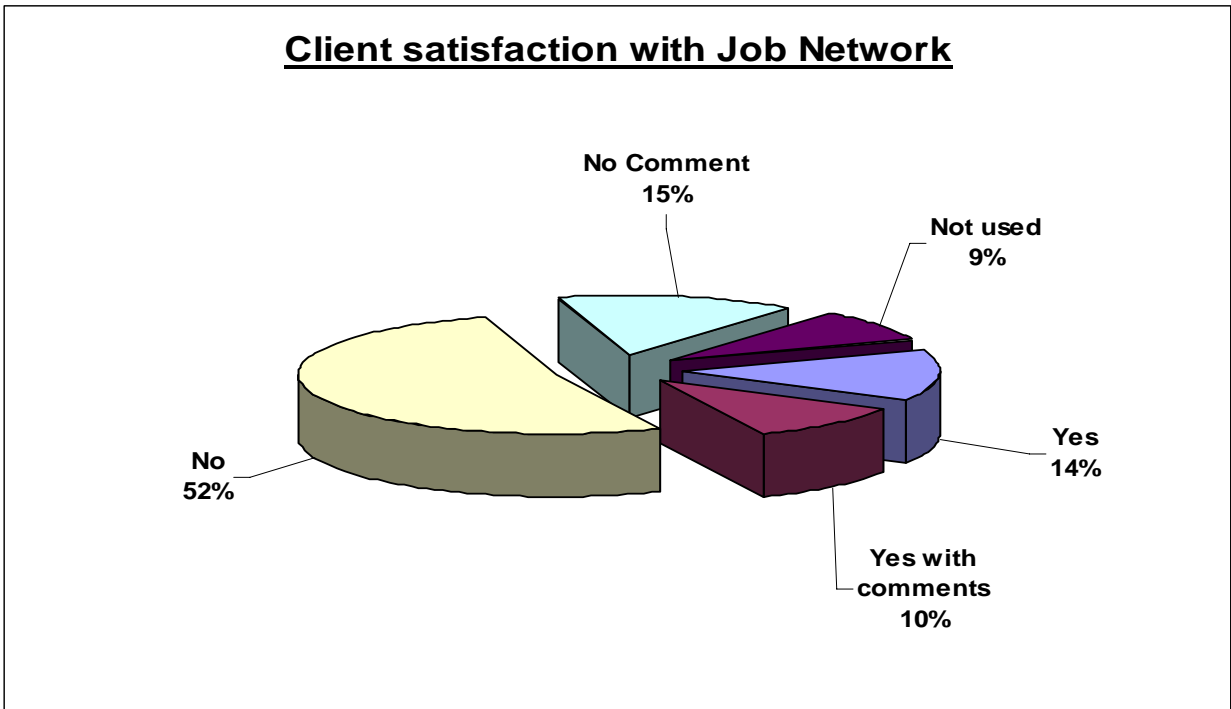
When the figures are scrutinised region by region, Graph 28 demonstrates that Centrelink clients in Warrnambool found the service met their needs most, followed by Shepparton and Toowoomba, while Launceston clients recorded the lowest level of satisfaction with the service.

Box 14: Concerns raised by humanitarian entrants about Centrelink

- “Centrelink demand that we get a job, when we can’t they make us feel that we are lazy. What they do not realise it that we would love to get a job - it is very important to us. They send us one or two letters a week and we have to apply for 10 jobs a fortnight. This is very difficult when there are no jobs”.
- “Centrelink did help a bit, but...they don't listen. Because they can't understand my English and I can't understand them they start to shout at me and then they say they have fixed everything up and then I get a letter to say they are going to cut my money so I go back to them and I am crying in the office and they won't get an interpreter. It is a problem”.

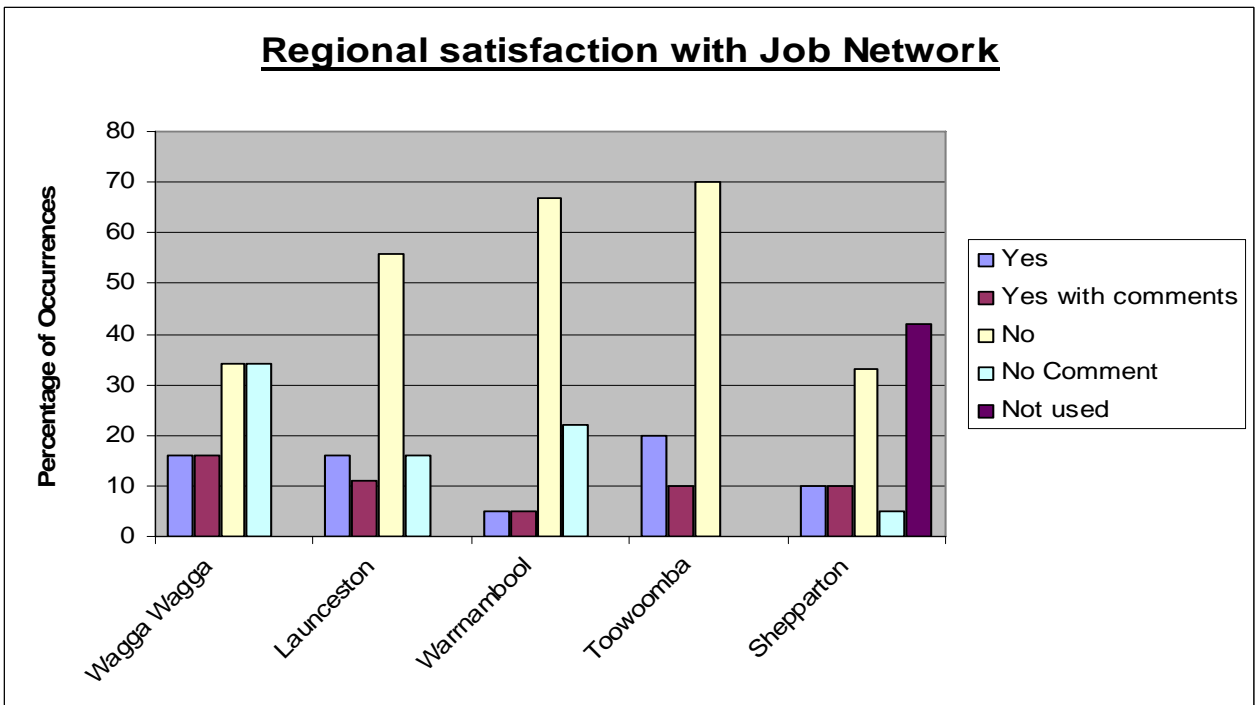
Job Network

Many entrants identified that getting a job was a priority. For these entrants, Job Network agencies can play an integral part in the job seeking process. However, 52 per cent of overall entrants stated that Job Network did not meet their needs and 15 per cent provided ‘no comment’ (Graph 29). The nine per cent who stated they had ‘not used’ Job Network were from Shepparton.



Graph 29: Client satisfaction with Job Network

When each region is analysed, a clear level of dissatisfaction with Job Network is evident (graph 30). In Wagga Wagga, respondents were not as decisive as in other regions, recording an equal number of responses that either “the service did not meet their needs” or “no comment”.



Graph 30: Regional satisfaction with Job Network

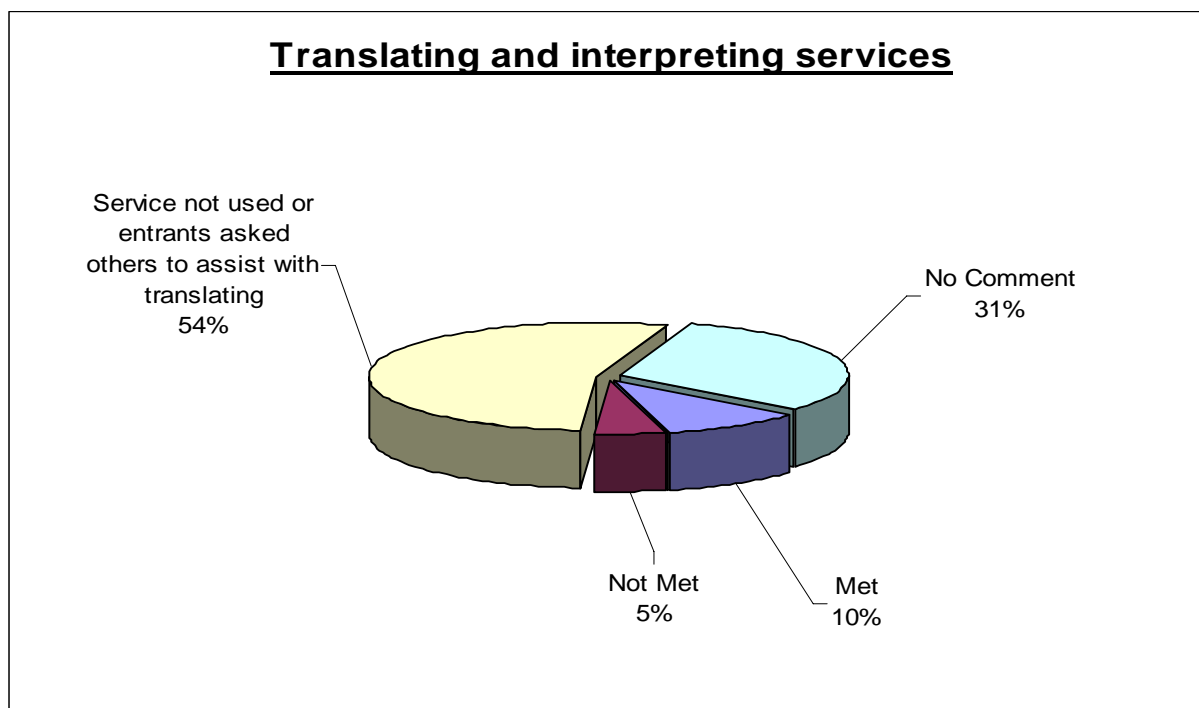
A range of concerns were raised about the service. One service provider stated that:

“the practices of Job Network, in that there are a number of commercial enterprises working and competing against each other, means that those seeking employment who fall into the too hard basket stay there. Humanitarian entrants are and do fall into that category although they shouldn’t as the agencies get more (money) if they place them into a job”.

Another provider noted limitations in increasing employer awareness of the employment potential of humanitarian entrants: *“Employment is a problem, as is the recognition of skills. Job Network does not appear to be able to produce a service that makes employers aware of the opportunities of employing workers who come from a refugee background”.* One entrant who teaches ESL in several primary schools and is a volunteer in community policing is still without full-time employment, he stated *“I am registered and I am still looking. The employment agent’s role is ineffective. In regional centres, 75% of jobs are obtained through friends, 10% from the newspaper which only leaves a small margin of opportunity through the employment agencies. Their service is mainly updating your resume”.*

Translating and interpreting

It is difficult to assess whether translating and interpreting services are meeting the needs of clients in Launceston, Toowoomba, Wagga Wagga and Warrnambool because of the high number of “no comment” responses. However, 54 per cent of those interviewed stated that they did not use the services of an interpreter because they already had good English or had friends and others to assist them (Graph 31). The reason most often cited for using the service of either a translator or an interpreter was when dealing with Centrelink or the hospital.



Graph 31: Aggregated satisfaction with translating and interpreting services (excluding Shepparton)

An indication of the academic experience of the African cohort from these regions is the number of NAATI (National Accreditation Authority for Translators and Interpreters) accredited interpreters amongst the entrants interviewed (seven per cent). However, concerns were raised by both entrants and service provider alike:

Box 15: Comments regarding translating and interpreting services

- “Translating and interpreting services often provide Arab Arabic speakers who do not know Sudanese Arabic and this makes it difficult as the African will just keep saying yes and not really understand what they are saying” (entrant from Launceston).
- “Concerns associated with interpreter services for specific situations, such as medical and hospital visits when a community person without the medical experience may misinterpret what instructions the doctors may give the patients” (service provider).
- “The police say that they cannot afford to use qualified interpreters”, and
- “The housing commission do not have interpreters” (service provider).

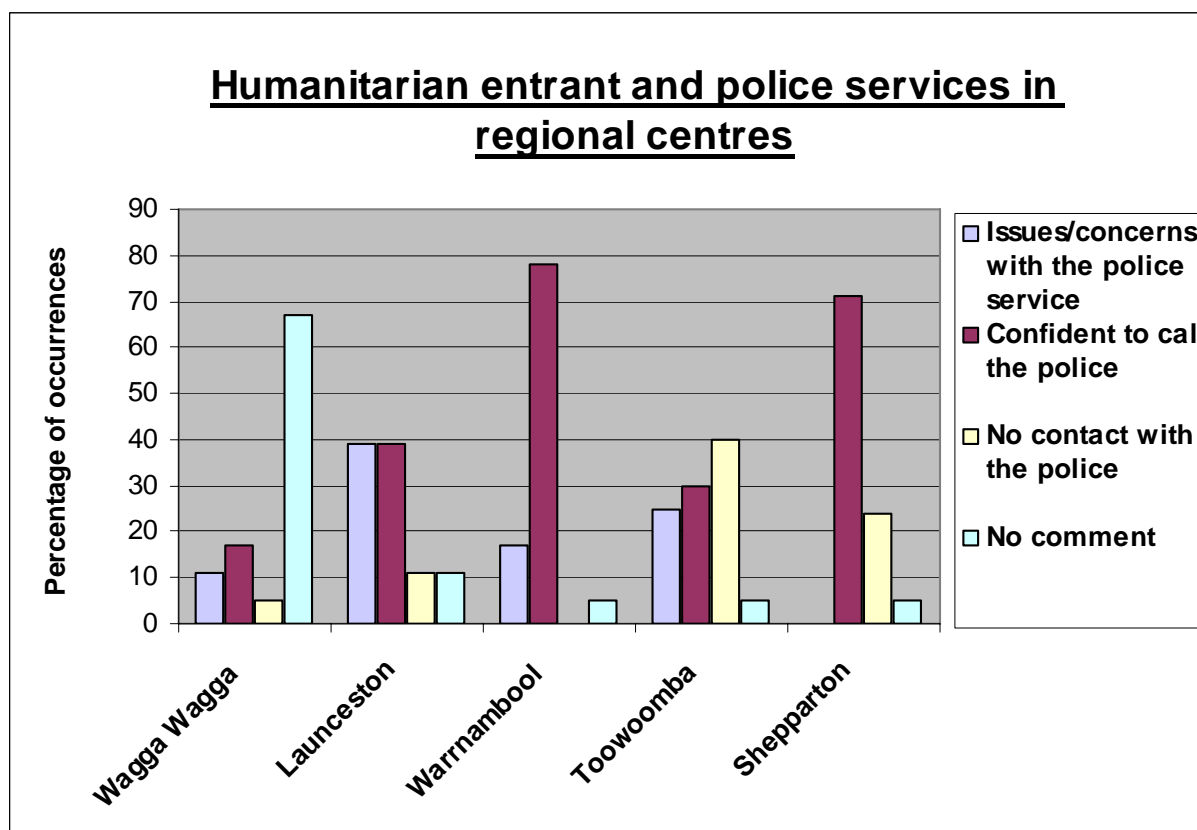
Entrants from Shepparton responded quite differently compared to the other regional centres (Graph 32), with 90 per cent of participants stating that the interpreting service had met their needs. This may be a reflection of Centrelink having a native French speaking staff member and the interpreting service ‘On-Call Interpreters’ having accredited Swahili speakers *in-situ* in Shepparton.



Graph 32: Regional satisfaction with translating and interpreting services

Police

The two areas that were motivated by community partnership in the settlement of humanitarian entrants, Warrnambool and Shepparton, also demonstrated the highest level of entrants' confidence in services provided by the police. Entrants from Launceston were more ambivalent, with equal numbers recording they felt confident calling the police and having concerns and issues with policing services (Graph 33). Participants from Toowoomba recorded having the least amount of contact with the police while Wagga Wagga recorded the highest "no comment" responses.



Graph 33: Relationship with the police in regional centres

All participants were asked, in addition to whether police services met their needs, if they knew to contact '000' in an emergency for police, ambulance or fire brigade services. All answered that they knew the number and would dial it in an emergency.

Some entrants articulated a feeling that police discriminate against black Africans. Police in Warrnambool and Toowoomba acknowledged that they do frequent checks because many Sudanese drive without a licence. However, in some areas the work of police in building community relations was acknowledged. One entrant stated:

"I am not scared with dealing with the police. The problem in Warrnambool is that you can get stopped three or four times a day when driving. I was targeted when I first arrived. I also worked at Midfields and the police were always checking there. There is a picture of me and the police in the council - showing us working together".

However a number of comments articulated that the relationship between the humanitarian entrants and the police was not always positive:

Box 16: Concerns about policing services

- “Our experience with the police was not a good experience. When we moved into our house in Glenville, which my father had bought, we were harassed. People threw eggs and rocks at the house and when we rang the police they did not come. These attacks continued and the police did nothing until I contacted the Chronicle newspaper and it made the front page of the newspaper”.
- “I have been assaulted seven times, I called the police but they didn't do anything just advised me to walk away” (Launceston).
- “Bad perception. Treat people badly - not fair - they treat us in a racist way”.
- “In 2003 youths were throwing eggs and tomatoes at a Sudanese home, the police did not respond even after many calls from the Sudanese community but they came quick enough when it was reported that a group of Sudanese were congregating at the home”.

Some entrants also felt that police were ineffective:

Box 17: Effectiveness of policing services

- “As a victim I would expect to be treated fair. The police are not effective - they take details but they do not follow up. It is very frustrating - no cases appear to be followed up even though they say they will call you back in a few hours they never do. I would like to understand if this is usual in Australia - what are the legal procedures? In Africa I would expect the police to take the offender to the court and to have a hearing but here nothing like that happens for Africans - I think that racism exists”.
- “We had one incident with the police. They need to learn that information must be communicated to the parents. At the time our son was attacked by other youths, he ended up in hospital, but even after he got out of hospital we still did not know what was going on. At the time we felt threatened and I thought that we may have to leave Wagga, but through the Support Group we got a solicitor to find out what was going on. We now know that the other boys have been charged and that at some time it will go to the court. Greater communication is required from the police”.

In addition to concerns raised by the entrants, police in Queensland also identified availability of translating and interpreting services as an issue:

“Police have to pay for TIS (National Translating and Interpreting Service) and often there is negative comments from those up-line about the expense of calling in an interpreter – to this end the police often use a community member, usually a male elder, to interpret and this does not always deliver the best result especially in the situation of domestic violence”.

It is acknowledged by the police and other service providers that women who report domestic violence may be shunned as the community prefers to deal with family issues within the context of kinship ties. When asked about calling the police, one entrant stated *“No I would go back to the community”*. This should not be seen as a reflection upon the police - as stated by entrants *“the police are not scary like they*

are in Africa”, “I want to become a policeman when I leave school” and “the police come to school and talk to us so I am comfortable about the police”.

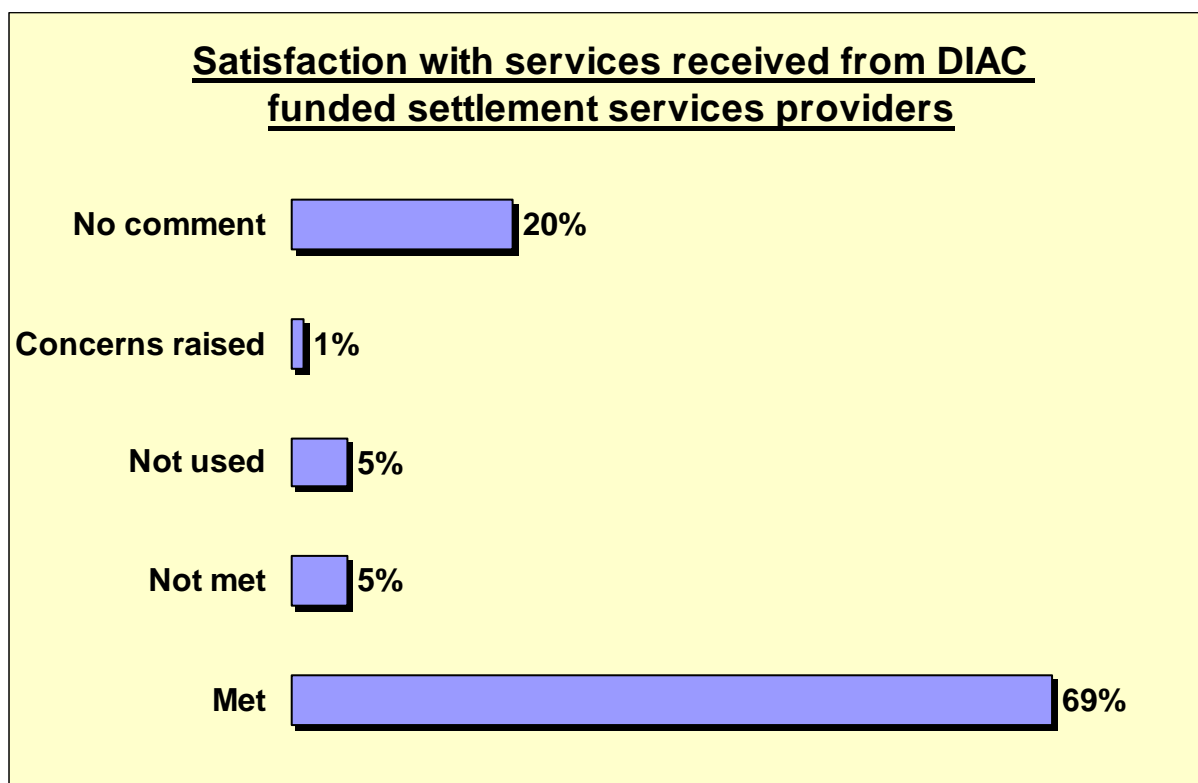
Settlement service providers

Generally, participants were happy with services provided by funded service providers (IHSS, SGP and volunteer support groups). Overall, 64 per cent stated that their needs had been met (Graph 34). Those who claimed that their needs were not met had lived in the region for five or more years. Their dissatisfaction referred to the services provided at the time of arrival, comments such as:

“In the beginning things were not so organised - but now they are better organised”.

One entrant made a suggestion for service providers that may help new arrivals when they first arrive in Australia:

“I would like to suggest that some of the brothers from the community come to the airport to welcome new African arrivals, because you are very frightened when you come here and if you see another black face you will know that it is going to be ok”.



Graph 34: Satisfaction with services from DIAC funded settlement service providers

The level of satisfaction with services provided by settlement service providers is articulated in the following statements:

Wagga Wagga

“The services are very good. Margaret does a very good job. She is always there to help us with any problems. The refugee support groups also are very helpful. They help people to find homes, and where to go to learn English, where to take your children to go to school, everything, and then they keep coming to make sure that your needs are met. They are very good - we could not settle well without their help”.

Launceston

“Really good, excellent, Launceston is a small town and the services to refugees are good, they [the workers] are concerned and caring - Brendan in particular has really helped me and now those who come on the proposer system also get these good services”.

Shepparton

“Very good, what they did was more than material”.

Warrnambool

“There is always someone here to help and to give advice on the available services”.

Toowoomba

“They are helpful also the church community”.

Settlement service providers raised concerns ranging from the challenges faced by service providers in regional centres, to racism in the community, to coordination of service provision.

Challenges for settlement service providers are a combination of issues, not least the varied cultural groups with only a small number of entrants. Workers in regional centres carry the additional responsibility of living in the same community they service and are often seen as the solution broker to all problems faced by the entrant. Consequently in the process of successfully settling an entrant, there is a high level of ‘burn out’ resulting in unfilled vacancies within the industry. Vacancy levels can be exacerbated in the regional centres because of:

“the settlement service funding formula and the limited number of people with the necessary skills who are willing to be appointed for only 12 months”.

Levels of racism were commented upon by entrants and this was supported by service providers:

“there appears to be community perceptions that the refugees get greater hand outs, including house, clothes, car, household goods and a job, while the established community do not get any of this”.

In regions where there are significant numbers of Indigenous Australians there were incidents of confrontations between the two groups. The incidence of racism was noted more so by entrants in Toowoomba and Launceston, where the African

humanitarian entrant cohort represented one per cent of the regional population for both these regions.

Box 19: Comments on services provided

“I have used St Vincent de Paul for food and for the electricity bill. There needs to be more explanation for the services that we can use and especially Centrelink because when you cannot read English things happen and then you don't get your money and you have to go to places like St Vincent's to get help”.

“A lot of service providers' services are not long enough - you do not benefit from it”.

“I was amazed, when we went to our house it had everything the house was completely set up it even had more things in it than we would ever have in Africa - like a washing machine. In Africa we wash by hand”.

“At school we celebrated multicultural days, Africa Day, refugee week and youth week we had fund raisers for these and also Red Cross helps with migrants. These are all good services”.

Finally, in regional centres successful settlement is assisted by the very enthusiastic volunteer body. It was considered practical where possible that consideration be given to the establishment of a volunteer coordinator who would engage in better communication across the region ensuring that over-servicing and volunteer burn-out would be eliminated.

Youth issues

There were two concerns raised by the entrants concerning youth issues:

Box 22: Youth and children issues

- The need to provide a youth group that would teach kids how to interact with other kids and how to build social skills.
- Racism against black youth often found in night clubs. “The club managers stop Sudanese youth going into the clubs. There are problems with the Sudanese, the Aborigines and the Whites. The boys fight - the Sudanese got the blame but it was a racist attack on the Sudanese. We sometimes book University of Southern Queensland club for ceremonies or weddings etc but the operators are suspicious”.

A discussion with the person in charge at a Police and Citizens Youth Centre (PCYC) described African youth as young people who need a firm hand because there is a lot of slippage between what they think they can do and what, according to the rules of the PCYC, they are permitted to do. He stated that

“as a youth organisation we have to set defined boundaries and the Africans can go over the top but nonetheless generally they adhere to the

guidelines when they are in place. We spell it out for them and they know the consequences of their actions”.

The principle of a high school described a program that they had put into place for youth entrants.

“The school had implemented ‘Plan-it Youth’ which is a mentor program with adult citizens volunteering to mentor young people. This works well for both the mentor and the one being mentored as the young person gets to learn different skills and the older person gets a lot out of watching the young person develop. It is a program that lasts a school calendar year”.

In Launceston some African youth have ended up living on the streets and seeking assistance from the youth shelter. The welfare worker stated:

“many of the street kids (white kids who are down and out) were initially against the black kids until they got to know them and hear their stories and see their scars. The black kids had bigger scars and the white kids began to appreciate the experiences of these kids and to respect them”.

Other issues

All participants were asked if they would like to comment on any other services available locally. To help focus their thoughts, examples were given, such as childcare, libraries, sports clubs, availability of culturally appropriate food, entertainment, movies, music, women’s, men’s or youth groups.

Where participants chose to make additional comments on services that had already been discussed, these comments have been incorporated into the main discussions above. Areas not already canvassed are discussed below.

There were a few comments on the availability of foodstuffs, music and/or videos/DVDs, and a call in three of the five centres for the establishment of a men’s group. There was also one comment about the weather, both summer heat and winter cold, and how entrants may need education on the more efficient use of household heating and cooling.

Box 24: Comments on other issues

- There is no African music or film in the shops - but many have brought their music with them.
- There is a Sunday market where we can get our food stuffs. The maize meal is obtainable at TRAMS. Some go to Brisbane and bring back food stuffs.
- The climate is different - you need extra blankets and heating. There needs to be education on how to use household goods.
- Some activities for the men would be good - time for the men to get together.
- Vegetables from Africa not here such as cassava leaves although I can get them in Melbourne.

Finally, an observation was made by one entrant that:

"There needs to be greater consultation with the migrant community as to what will work and what will not work".

This is already occurring in some areas. In Toowoomba the IHSS service provider (Anglicare), and Job Network provider (Mission Employment), both have Sudanese workers on their payrolls. In Warrnambool a Sudanese worker has been employed by both the settlement service provider and the Warrnambool Council under a job share arrangement.

Furthermore, as stated by the service providers:

"because we live within the community we service there is often a blurring of the services we provide".

In Toowoomba, service providers including the police, housing, Centrelink, TAFE and settlement service providers, are involved in the Refugee Settlement Support Interagency (RSSI). This has proved a useful forum for discussions on better practice models for service provision to the refugees and as a support network for the service providers.

CONCLUSIONS

The findings from this research illuminate a range of factors that have contributed to the successful settlement of humanitarian entrants in Launceston, Shepparton, Toowoomba, Wagga Wagga and Warrnambool, regions. These five locations represent three different settlement processes. Although the settlement processes were different, the needs of the entrants are constant. This research identified that key elements for successful settlement are:

- English language
- employment
- housing
- education and
- health

The key to settlement is how these indices are addressed in conjunction with the availability of the non-tangible resources provided through social capital.

Understanding the process of migration, isolation, and trauma

The process of migration includes long periods spent in refugee camps, leaving behind family members, and arriving in an unknown country often with limited or no English language skills. The trauma of these pre-arrival experiences combined with post arrival isolation adds further to the stress experienced by entrants and their families. However, this stress can be less important in the first 12 to 18 months because the entrants are too busy coming to terms with being in a different country, getting settled, getting the children to school and finding a job all while learning English. It is only after they start to settle that they begin to experience the effects of the trauma and that is when they then need counselling. Assessing them in the first two weeks could be too early (information provided by torture and trauma counsellors and other settlement service providers).

Consequently, English language, employment, housing, education and physical health are the primary issues to be addressed within the first 12 months of arrival.

The physical and social isolation experienced by all migrants is intensified in rural settings, primarily because in regional centres there are only limited numbers from each cultural group. This is not limited to humanitarian entrants but also impacts on skilled and family migrants. Consequently, consideration must be made to encourage settling a critical mass so that a community from a particular cultural heritage can be formed. This is also seen as a mechanism for retaining newly arrived migrants in regional centres. As stated by Birrell (2003), a critical mass will encourage family reunion which is a strong pull/push factor encouraging migrants to settle and remain in regional centres. This was demonstrated by the number of entrants interviewed from Launceston, Toowoomba and Warrnambool who stated they had come to their region because of family.

English language

English for the humanitarian entrant is a tool for employment, education, personal development and community involvement and is perceived as one of the fundamental requisites for successful settlement. In regional centres, without a larger support network of people from their own country and language group, it is even

more pressing that entrants are equipped as quickly as possible with a practical English vocabulary.

Unlike other migrants who have had time to consider and choose Australia as their destination and in this time fulfil the necessary language requirements, many humanitarian entrants arrive with little or no English. A common concern raised by the entrants is the link between speaking English and obtaining employment and the importance of these two factors for successful settlement. The literature supports this finding: as stated by Thompson and Dunn (2002), the greatest barriers to services, information and participation are related to language competency and education.

There have been precedents for workplace English classes in the past, such as those provided for temporary protection visa (TPV) holders in the abattoir industry (the Afghan asylum seekers working for Fletcher's in the regional centres of Dubbo and Mudgee) and currently for some sub-class 457 visa holders in similar industries in Wagga Wagga and Warrnambool. Unfortunately, these classes have not continued for various reasons (for example, cost, work place relations and changing service providers).

Employment

For most adult entrants, securing employment is a key priority within the first phases of settlement (RCOA, 2004. p71). While a lack of employment undermines self-esteem which impacts on a person's ability to settle well, a lack of English language impacts on their ability to obtain employment. Additionally, successfully obtaining employment is further hindered because humanitarian entrants do not have Australian work experience, their qualifications are either not recognised or do not meet Australian standards and they do not have driver's licences (having a driver's licence is often an employer expectation because public transport in regional centres is not always reliable).

Employment was identified by settlement service providers as a reason some entrants leave the region. This was supported by entrants who, although happy living in the regional centre, stated they would consider moving if it meant they could obtain full-time permanent employment.

The findings of this evaluation demonstrate that levels of employment increased with the length of stay. Results for Shepparton were anomalous, recording the highest level of part-time employment despite the entrants' recent arrival. This was because Catholic School Education had provided traineeships for in-class teacher assistant positions and there was an availability of on-farm employment opportunities in the region for others.

In all regions, most entrants engaged in volunteer work either with their own community or with various help agencies, such as Anglicare or the St Vincent de Paul Society, or participated in youth training activities.

In summary the nexus between English language and employment is significant. There is pressure for families to not only provide for themselves after arrival but also to fulfil their family reciprocity and responsibilities to the home country. These responsibilities cannot be underestimated as they are a highly motivating factor for entrants to obtain employment with or without English language competency. This

has been demonstrated by the uptake of low skilled farming jobs where English is not a requirement, despite the qualifications of the entrant. As acknowledged by a service provider 'at one stage there was a medical doctor picking fruit and veg because his qualifications had not been recognised'.

Housing

Housing in regional centres can present challenges for both entrant and provider alike, with availability, size and costs presenting the greatest problem. The service providers noted that rental properties were becoming increasingly harder to acquire in the private rental market and those that were available were becoming more expensive, especially in areas which were close to the business area, shops and schools.

Education

Education is highly regarded by humanitarian entrant parents. The African families were resolute about education, schooling and their children's ability to succeed with support and encouragement in an environment free from bullying.

However, many African children have little or no schooling and receive inadequate ESL support in regional centres. This worried parents, who felt their children would be left behind.

The following concerns were raised by parents and providers and relate to the fast tracking of English especially for high school students:

- Refugee school-aged children cannot access the Intensive English School in Regional Centres as there are no Intensive English Schools available,
- AMEP funding is not available for students at high school, and
- the information on the travel documents can be incorrect. This error presents not only classroom difficulties but also funding difficulties for English language classes

The educators suggested that an improvement in the teaching of English in regional centres could be realised if there was a cooperative approach between TAFE and School Education.

Health

There was a demonstrated contradiction of client satisfaction with health service provision within regions because uptake of health services varied across regions. The health service in Shepparton delivered a coordinated approach to health of the Congolese with all entrants experiencing the full range of medical services. Satisfaction with the Shepparton health service was reflected in the entrants' positive response to the health service questions compared to the remaining regions. Therefore the Shepparton model could be seen as the 'best practice' model for health service delivery to humanitarian entrants. This in no way criticises the efforts put into place in other regions but recognises the coordinated 'whole of health' approach in Shepparton reached more entrants than could otherwise be reached using alternative or stand alone methods. However, concerns were raised by providers across regions regarding health undertakings where specialist procedures are required and are not available in the regional centre.

The findings also demonstrated that across all regions other than Shepparton there was a low uptake of torture and trauma counselling by the entrants. Torture and trauma counsellors believed that during the first 12 to 18 months the entrants were busy adjusting to a new life and that the trauma experienced was pushed aside. They stated that it is only after the entrant starts to settle that they began to experience the effects of the trauma and it is then that they need counselling. This was supported by the following statement from a Toowoomba Settlement Service provider informant:

“Mental health issues do not go away for those who have been here for a while as indicated by the murder suicide last November (2005). This woman had lived in Toowoomba for a number of years and was considered by all to be well settled. The event highlighted that mental health issues may take many years to surface”.

Social capital

Social capital, that is, the process of trust, coordination and cooperation across communities and agencies, is embedded in the settlement of humanitarian entrants. The level of welcome extended to the new arrivals by the established community and the relationships developed between the entrants and various settlement service providers and agencies is quintessential to successfully settling humanitarian entrants in regional Australia.

Community acceptance

Almost 80 per cent of entrants believed they had been accepted by the established community. A recommendation is that in regions where there are significant populations of Indigenous Australians consideration has to be given on how to avoid or address possible racial tensions. A regional settlement strategy has to include a protocol that involves Indigenous Elders in the discussions on future humanitarian settlement, especially African humanitarian settlement. An opportunity has to be provided for the traditional land owners to invite and welcome the new humanitarian arrivals to their country.

Government service agencies

Over 80 per cent of entrants stated that the service provided by Centrelink met their needs and that the staff in the offices were friendly and helpful. However over 75 per cent stated that Job Network did not meet their needs. This is problematic in regional centres where expert advice and assistance is called upon to place entrants in worthwhile employment. There is a need for Job Network organisations to make employers aware of the benefit of employing humanitarian entrants.

Translating and interpreting

Translating and interpreting services were primarily used when entrants dealt with Centrelink or a health provider. Many in the regional centre did not use the service because others in their community were able to assist. This was found to be problematic for the police as generally it was a male elder who interpreted for those whom they had dealings. In situations of domestic violence or other female victim offences there were concerns that on the one hand, the victim wanted support from her community, yet on the other hand her statement would be influenced by the presence of the male elder.

IHSS and SGP

The services provided through departmental funding were found to meet the needs of the entrants. A concern was that for some the length of service was not long enough, for others there were confusions between the demarcation of services provided by IHSS, SGP and volunteer groups.

Volunteers

In regional centres the role of the church community should be noted. Volunteers are often the Church members who are assisting the new entrants to settle in the regional centre. The findings of this research indicate that in part the successful settlement of humanitarian entrants can be attributed to their mainstream Christian faith. For example the Sudanese follow the Catholic faith and in Launceston the Sierra Leonean community were supported by the Door of Hope Pentecostal Church. For those from Ethiopia and Somalia their church affiliation was the Coptic Church and as with those from the Muslim faith their congregation was not always represented in the regional centre. The anomaly to the religious profile was Shepparton where there were three Mosques for the local Islamic community in comparison to Launceston where no Imam resided. Most entrants stated however that they have found acceptance and friendship through the Church and Church activities.

Male issues

The needs of men also have to be addressed. Upon arrival, their status in the family and in their community is challenged. Their authority is undermined and this can lead to family schisms, separations and domestic violence. Most service providers and volunteers are women who do what they can but there is a gap in male service support for the African men. Consideration should be given to a mentoring program whereby men have a “mate” from the established community. A program such as this would lead to further developing the capacity of the African men who would in turn provide mentoring, a primarily role in their own culture, to other new male arrivals. The researcher considers something along the lines of a “men’s shed programme” where men can go and engage in sharing carpentry, plumbing and or mechanical skills while at the same time developing their English language skills. This program would work well in regional centres and the range of options would be limited only to the skills of the “mate” and the range and availability of shed tools.

Family and youth

Regional centres best support family groups. Young single men who are unable to find meaningful employment can become involved in groups/gangs. Many of the young men have been responsible for their survival from a very young age and consequently they have learnt pack survival skills. This is often demonstrated in the development of gangs and associated anti-social behaviours. Therefore concerned judgement needs to be given when settling single young men in regional centres.

Youth issues did not present as a large issue in the regional centres except where there were large numbers of single male entrants. Most youth were either attending high school or further education facilities. As members of a family they abided by their parents wishes according to their families’ custom. As stated by one young man ‘I would like to move out on my own but this is not the custom of my family and I will remain at home until I decide to marry’.

Final word

Finally, it is important that through either goodwill or over servicing, an environment of dependence is not developed. In regional centres this can be addressed through the establishment of interagencies whereby all agencies involved in providing settlement services and or dealings with humanitarian entrants come together to discuss protocols and service provision. This has occurred in some regions and is proving a useful method of ensuring that the service providers are prepared for the new entrants. It also overcomes the possibility of services being replicated which can occur without this forum.

In addition to this, a request was made by the entrants that there be greater consultation with them on issues that concern them. To some extent this is being addressed in some regional centres where longer-settled Sudanese people have taken leading roles in the community through their employment with the settlement service providers and other government agencies. This has meant that their community is being consulted and represented in the broader context of service provision.

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APPENDIX 1: PROFILE OF REGIONAL TOWNS

Launceston

Launceston is a major port and the second largest city in Tasmania, with a population of around 100 000. It is situated in the north of Tasmania on the convergence of the North Esk, South Esk and Tamar rivers, 65 kilometres upstream on a navigable tidal estuary from Bass Strait. Launceston has a mixed economic base and includes fruit and vegetables, livestock, wool, grains and lumber. Other industries include heavy-engineering works, motor-body and machine-making plants, flourmills and breweries. All levels of education are available, including the University of Tasmania with campuses in Launceston and Burnie, the Australian Maritime College, which specialises in maritime and maritime-related education, training, research and consultancy, and the Institute of TAFE Tasmania which offers over 300 nationally accredited courses.

The 2006 Census (ABS 2007) indicates that the median age of residents in Launceston was 38 years with 34 per cent aged 24 and younger and 15 per cent aged 65 and older. Almost 11 per cent of residents were born overseas, primarily from European countries. Unemployment in the region stands at 4.3 per cent (Department of Employment and Workplace Relations (DEWR) 2007). Median household income was \$791 per week compared to \$1027 Australia. The median rent payable was \$140 per week in comparison to \$190 across Australia and the median monthly housing loan repayment was \$888 compared to \$1300 across Australia.

The department's Settlement Database (SDB) figures indicate that from 1 July 2002 to 30 June 2007, 512 humanitarian arrivals settled in Launceston. The number of humanitarian arrivals shows a steady increase from 2002-03 to 2005-06 and a significant decrease in 2006-07 (Table 1).

Country of Birth	2002-03	2003-04	2004-05	2005-06	2006-07	Total
Afghanistan	1	10	9			20
Burma					40	40
Burundi			1			1
Egypt, Arab Rep	3	2	2	1		8
Eritrea	1	10	1	7	8	27
Ethiopia	15	15	3	2	1	36
Ghana			8	4	5	17
Guinea				3		3
Iran		3	1	2		6
Iraq			2			2
Kenya	2		1			3
Liberia			1	30	25	55
Sierra Leone	3		63	47	1	114
Somalia	1					1
Sudan	35	57	33	36	6	167
Togo			1			1
Uganda	3		3	1	4	11
Total	64	97	129	133	89	512

Table 1: Humanitarian arrivals, Launceston 1 July 2002 to 30 June 2007 by Country of Birth (DIAC - SDB)

Settlement services are provided by the Launceston Migrant Resource Centre. The Centre manager states that Launceston has retained 70 – 80 per cent of all humanitarian entrants settled in Launceston with most new entrants over the last couple of years choosing to remain. She attributes this to the lifestyle offered in Launceston and the availability of less expensive air flights to the mainland, which affords entrants and others the opportunity to visit friends and relatives on the mainland and yet retain the advantages of living in a regional centre.

Shepparton

Shepparton is a major commercial centre located on the Goulburn Valley Highway which is the main inland road route between Melbourne and Brisbane. Shepparton is situated within the rich dairying, fruit growing and agricultural region of the Goulburn Valley, the area responsible for producing around 25 per cent of Victoria's rural output. Major food companies in the area include SPC Ardmona and Campbell's Soups.

The 2006 Census (ABS 2007) indicates that the median age of residents in Shepparton was 36 years, with 36 per cent aged 24 and younger and 14 per cent aged 65 and older. Around 11 per cent of residents were born overseas, the top five countries of birth being Italy (1.8 per cent), England (1.4 per cent), New Zealand (0.9 per cent), Albania (0.8 per cent) and Iraq (0.7 per cent). Unemployment in the region stands at 3.1 per cent (DEWR, 2007). Median household income was \$869 per week compared to \$1027 across Australia. The median rent payable was \$160 per week in comparison to \$190 across Australia and the median monthly housing loan repayment was \$1083 compared to \$1300 dollars Australia-wide

The department's SDB figures indicate that from 1 July 2002 to 30 June 2007, 390 humanitarian arrivals settled in Shepparton. The number of humanitarian arrivals shows fluctuating arrival numbers over the five program years (Table 2).

Country of birth	2002-03	2003-04	2004-05	2005-06	2006-07	Total
Afghanistan	10	10	5	52	48	125
Iraq	38	4	5	7	24	78
Sudan		5	32	12	6	55
Congo				37	14	51
Kuwait	9	2		3	6	20
Iran	7	2		4	6	19
Australia	4	3	3			10
Tanzania				10		10
Egypt, Arab. Rep.		1	2	2		5
Burundi				2	2	4
Kenya			2	1		3
Pakistan			2		1	3
Syria	3					3
Ethiopia	1					1
Nauru			1			1
Stateless	1					1
Uganda				1		1
Total	73	27	52	131	107	390

Table 2: Humanitarian arrivals, Shepparton 1 July 2002 to 30 June 2007 by Country of Birth (DIAC - SDB)

In 2005-06, a pilot project to settle humanitarian entrants in the area directly from overseas was undertaken. Following a consultation and preparation process, the Department settled ten Congolese families over a period of a year. This was

achieved with the close cooperation and support of local and state government stakeholders. The initiative was recently awarded the annual prize for innovation by the Executive Leadership Group Victoria, which comprises representatives of Australian Government Departments in Victoria.

For the purpose of this evaluation, only entrants who had arrived under the settlement pilot were interviewed. However, it should be recognised that large numbers of migrants from various cultural backgrounds have been settling in Shepparton for many years. As a consequence, local service agencies have well-established protocols to provide settlement services to all migrant entrants.

Toowoomba

Toowoomba is Queensland's largest inland regional city and is the commercial and economic hub of the Darling Downs, serving a population in excess of 250 000 people. Located some 127 kilometres west of Brisbane, the city covers an area of approximately 117 square kilometres and is centred at the intersection of the Warrego and New England highways and situated on the edge of the Great Dividing Range escarpment 700 meters above sea-level.

Toowoomba's origins date back to 1827, when Allan Cunningham, an English explorer discovered a vast expanse of rich farming land which he named the 'Darling Downs'. Agriculture is the largest industry in the region, which produces grain, cotton, beef, dairy products and pork. The region also has a growing horticultural industry, with some of the world's largest producers of echinacea, mushrooms and olive tree seedlings, as well as a number of boutique wineries. The largest industry is Retail Trade, comprising 21.3 per cent of total businesses, followed by Property & Business Services (13.8 per cent), Construction (13.2 per cent), Manufacturing (9.3 per cent) and Wholesale Trade (9.0 per cent) sectors.

Toowoomba also has a large tertiary sector including the Southern Queensland Institute of TAFE, Toowoomba TAFE College and the University of Southern Queensland (USQ), and two major agricultural resource centres (the National Centre for Engineering in Agriculture, based at the USQ, and the Queensland Centre for Climate Applications, which provides research into climate impacts on agriculture).

The 2006 Census (ABS 2007) indicates that the median age of residents in Toowoomba was 37 years, with 37 per cent aged 24 and younger and 14 per cent aged 65 and older. Around 8 per cent of residents were born overseas, the top five countries of birth being England (2.1 per cent), New Zealand (1.2 per cent), South Africa (0.3 per cent), Scotland (0.3 per cent) and Netherlands (0.3 per cent). Unemployment in the region stands at 2.1 per cent (DEWR, 2007). Median household income was \$875 per week compared to \$1027 across Australia. The median rent payable was \$150 dollars per week in comparison to \$190 dollars across Australia and the median monthly housing loan repayments was \$1027 compared to \$1300 dollars Australia-wide.

From 1 July 2002 to 30 June 2007, 637 humanitarian arrivals settled in Toowoomba (SDB, DIAC). The number of humanitarian arrivals shows fluctuating arrival numbers over the five program years with a peak in arrivals in 2004-05 (Table 3).

Country of birth	2002-03	2003-04	2004-05	2005-06	2006-07	Total
Sudan	63	142	124	85	57	471
Kenya	13	5	31	11	13	73
Uganda		6	5	3	13	27
Egypt, Arab Rep.	6	3	8	3		20
Liberia				6	7	13
Sierra Leone			9			9
Iraq					5	5
Chad				1	2	3
Ethiopia		1	1			2
Guinea				2		2
Sri Lanka	2					2
Congo					3	3
Australia			1			1
Burma					3	3
China, Peoples Rep.		1				1
Ghana				1		1
Ghana				1		1
Rwanda					1	1
Total	84	158	179	112	104	637

Table 3: Humanitarian arrivals, Toowoomba 1 July 2002 to 30 June 2007 by Country of Birth (DIAC - SDB)

Wagga Wagga

Wagga Wagga is a regional city in the south-western region of New South Wales, located on the banks of the Murrumbidgee River. Located 470 kilometres south-west of Sydney and 435 kilometres north-west of Melbourne, Wagga Wagga is New South Wales' largest inland city. The Wagga Wagga Statistical Subdivision occupies an area of 220.4 square kilometres and the city's geographical location makes it accessible to the major cities of Sydney, Melbourne, Canberra and Adelaide.

Wagga is home to the main campus of Charles Sturt University and there has been, during the past two years, the establishment of the School of Veterinary Science, the development of the National Wine & Grape Industry Centre and the establishment of the EH Graham Centre for Agricultural Innovation. A Royal Australian Air Force (RAAF) Base is also located in Wagga Wagga and is currently undergoing expansion, seeing the transfer of RAAF recruit and airman training to Wagga Wagga from RAAF Base Edinburgh. This will mean a large relocation of staff and recruits to Wagga Wagga, further diversifying the industry and employment base of this region.

The 2006 Census (ABS 2007) indicates that the median age of residents in Wagga Wagga was 33 years, with 40 per cent aged 24 and younger and 12 per cent aged 65 and older. Around 7 per cent of residents were born overseas, the top five countries of birth being England (1.5 per cent), New Zealand (0.7 per cent), India (0.3 per cent), Netherlands (0.3 per cent) and China (0.3 per cent). Unemployment stands at 4.9 per cent (DEWR, 2007). Median household income was \$961 per week compared to \$1027 across Australia. The median rent payable was \$160 per week as compared to \$190 across Australia and the median monthly housing loan repayment was \$1127 dollars compared to \$1300 Australia-wide.

SDB figures indicate that from 1 July 2002 to 30 June 2007, 209 humanitarian arrivals settled in Wagga Wagga (Table 4).

Country of Birth	2002-03	2003-04	2004-05	2005-06	2006-07	Total
Sudan	9	22	25	14	16	86
Sierra Leone		2	14	2	11	29
Liberia			8	6	3	17
Iraq	11			1		12
Burundi			2	5	4	11
Kenya			4	4		8
Zimbabwe			5	1		6
Egypt, Arab Rep.		4		1		5
Uganda			4		1	5
Zaire ¹¹			1		4	5
Ivory Coast			1		3	4
Afghanistan					3	3
Ethiopia			1	1		2
Ghana			1	1		2
Lebanon		2				2
Guinea					1	1
Iran		1				1
Somalia				1		1
Total	20	31	66	37	55	209

Table 4: Humanitarian arrivals, Wagga Wagga 1 July 2002 to 30 June 2007 by Country of Birth (DIAC - SDB)

Warrnambool

Warrnambool is Victoria's largest coastal city outside Port Phillip Bay. Warrnambool is the fastest growing economy and population centre in south-west Victoria, located about 260 kilometres south-west of Melbourne. The region's geomorphology supports industries such as horticulture, viticulture, dairy production, cattle grazing and wool production. Manufacturing, forestry, fishing and service industries also offer employment and business opportunities. The area attracts a large number of tourists (whale watchers, recreational fishers and travellers along the Great Ocean Road) making tourism and retail growing industries in the region.

The 2006 Census (ABS 2007) indicates that the median age of residents in Warrnambool was 36 years, with 36 per cent aged 24 and younger and 15 per cent aged 65 and older. Around 6 per cent of residents were born overseas, the top five countries of birth being England (1.8 per cent), New Zealand (0.8 per cent), Scotland (0.4 per cent), Netherlands (0.4 per cent) and Ireland (0.2 per cent). Unemployment in the region stands at 4.9 per cent (DEWR, 2007). Median household income was \$872 per week compared to \$1027 Australia-wide. The median rent payable was \$166 per week in comparison to \$190 across Australia and the median monthly housing loan repayment was \$1083, compared to \$1300 across Australia

SDB figures indicate that from 1 July 2002 to 30 June 2007, 52 humanitarian arrivals settled in Warrnambool. The number of humanitarian entrant arrivals shows fluctuating arrivals over the five years (Table 5).

Country of birth	2002-03	2003-04	2004-05	2005-06	2006-07	Total
Sudan	6	11	8	20		45
Egypt, Arab Reb.		2		4	1	7
Total	6	13	8	24	1	52

Table 5: Humanitarian arrivals, Warrnambool 1 July 2002 to 30 June 2007 by Country of Birth (DIAC - SDB)

¹¹ Entrants from Zaire may also include people born in both the Democratic Republic of Congo and Republic of Congo

APPENDIX 2: Questionnaire for humanitarian entrants

Appendix 2

Question Number	Humanitarian entrants Questions
	What is your name? What shall I call you?
	How old are you?
1	What country where were you born in?
2	How long have you lived in --- ?
3	Is --- the first town that you have lived in since arriving in Australia?
	If No
3a	Where were you living before?
3b	What brought you to --- ?
	If Yes :
4	Did you come to --- because this is where you were told to go?
5	Did you come to --- because you were supported by a family member or friend to come here?
6	Do you know what type of visa you came to Australia with? Do you know the visa class?
7	What family do you have living in ---?
8	Who is your family?
9	Does your family enjoy living in --- ?
10	Do you have a job?
11	Can you tell me about your job?
12	Can you tell me if it was hard to find paid work?
13	Do you participate in any volunteer work?
14	Do you have a car?
15	Do you have your driver's Licence?
16	Do you use the public bus?
17	Does the bus meet your needs?
18	Do you live in a house or a flat?
19	Who do you live with?
20	Was it hard to find somewhere to live?

21	Did the Service Provider help you find a place to live?
22	Does your accommodation meet your needs?
23	What types of things do you do for entertainment (where do you go)?
24	What is good about your life in --- ?
25	How could your life in --- be improved?
26	Do the services in --- meet your needs? Services such as:(examples a-h)
26a	Centrelink
26b	employment services
26c	schools
26d	health services including torture and trauma counselling
26e	English language tuition
26f	Translating and interpreting services
26g	The services you received from your settlement service provider when you first arrived in ---
26h	the police
27	Are there any other services in --- that you would like to comment on?
28	How have you been received by the community in --- ? (examples Church/religious groups, social clubs, neighbours, shop assistants).
29	Does the local community participate in cultural events?
30	You have lived in --- for some time now, can you tell me what makes you stay here?
31	Can you see yourself living anywhere else in Australia?
	If Yes :
32	Can you tell me what would enable you to move there? Why would you move there?

APPENDIX 3: Questions for service providers

Appendix 3

Question Number	Service Providers prompting Questions
1	Discuss services provided/delivered to humanitarian entrants
2	Discuss challenges - past
3	Discuss challenges - present
4	Discuss changes over time
5	Discuss changing client base
6	Number of clients serviced
7	Future changes/improvements in services
8	Impact of service delivery to clients
9	Future planning for services to humanitarian entrants
10	General comments and other options