



Report of the Review of Settlement Services for Migrants and Humanitarian Entrants

May 2003

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Foreword



I am pleased to present the report of the *Review of Settlement Services for Migrants and Humanitarian Entrants*.

This is the first time that Australia's settlement services have been reviewed as a package since the release of the *Charter of Public Service in a Culturally Diverse Society* in 1998. In addition, 2003 marks the 25th anniversary of the release of the influential Galbally report, which established the broad policy context for the provision of settlement services. It also marks some thirty years since the introduction of multiculturalism to government policy. The review has presented a timely opportunity to ensure that we provide the best possible services for migrants and humanitarian entrants in order to assist them to participate equitably in Australian society as soon as possible after arrival.

Overall, this report aims to build on the effectiveness of current settlement programs. It focuses on strengthening current funding, service delivery and needs-based planning models, developing principles for the future distribution of settlement services, and enhancing performance and accountability frameworks for settlement services.

The report also identifies strategies for improving integration between settlement and mainstream services and for enhancing the responsiveness of mainstream agencies to migrant and humanitarian entrants.

I would like to thank the Refugee Resettlement Advisory Council, who acted as an independent reference group for the review, and the Council of Multicultural Australia, who acted as a further conduit for community comment. I would also like to thank the many stakeholders and members of the public who contributed to the review through submissions and through the public consultations held across Australia. It was a pleasure to be part of such a positive and constructive process and to be reminded of the dedication of so many Australians, in both professional and volunteer roles, to the successful settlement of our new arrivals.

A handwritten signature in black ink that reads 'Gary Hardgrave'. The signature is written in a cursive style.

Gary Hardgrave
Minister for Citizenship and Multicultural Affairs

Contents

Foreword	i
Executive Summary	1
DIMIA-funded settlement services	1
The review	1
The review report	1
Explanatory Notes	16
References to government departments	16
Quotes from submissions to the review	16
Australia's current immigration intake	16
Abbreviations	18
Introduction	21
The review	21
The review report	22
Chapter One: The Policy Context	23
Introduction	23
Pre-World War II	23
Post-World War II	24
Assimilation	24
Integration	25
Multiculturalism	28
Access and equity	31
The National Integrated Settlement Strategy	32
The <i>Charter of Public Service in a Culturally Diverse Society</i>	33
Recent developments within DIMIA-funded settlement services	33
Early intervention and needs-based targeting	33
Other changes to settlement services	35
Conclusion	35

Chapter Two: The Global Context	37
Introduction	37
Global migration issues	37
The Australian response	38
The migration programs of other countries	38
Canada	39
The United States	40
New Zealand	40
Other countries of interest	40
Post-arrival settlement services	41
Country comparisons	41
Canada	43
The United States	44
New Zealand	44
How Australia compares	44
Conclusion	45
Chapter Three: The Demographic Context	47
Introduction	47
The Australian population at the beginning of the twenty-first century	47
Size and growth	47
Diversity	48
Age	50
Distribution	54
Future population patterns	56
Conclusion	59

Chapter Four: The Settlement Experiences of New Arrivals	61
Introduction	61
The settlement needs of new arrivals	61
The settlement experiences of new arrivals	63
Settlement indicators	63
Sources of data on settlement experiences	63
Changes over time that have impacted on migrant experiences	64
Patterns of settlement experience	65
Economic participation	66
Social participation	78
Physical wellbeing	83
The need for further research	83
Longer-term settlement outcomes	85
Conclusion	86
Chapter Five: The Role of DIMIA-Funded Settlement Services	87
Introduction	87
The role of settlement services	88
DIMIA's settlement services target group	89
Permanent residence	90
Recency of arrival	90
English language proficiency	91
Visa category	93
The settlement services target group	94
Support to communities	95
Priority setting within the settlement services target group	96
Aligning settlement services to settlement need	103
Conclusion	104

Chapter Six: Mainstream Services	107
Introduction	108
The history of access and equity policy	108
The Charter of Public Service in a Culturally Diverse Society	109
The performance of Commonwealth agencies	110
Generalist and ethno-specific services	112
Effective multicultural servicing	113
The need for consistent investment	114
Data Collections	115
Key areas of mainstream service provision	116
Employment	117
Overseas skills recognition	125
Housing	130
Health	132
Education	134
Vocational training	140
Aged care	141
Family support	144
Conclusion	145
Chapter Seven: Settlement Planning	147
Introduction	147
The history of settlement planning	147
The National Integrated Settlement Strategy	148
DIMIA's contribution to NISS	149
The 1996 NISS evaluation	149
The 1998 SPC terms of reference review	150
Current arrangements	150
The NISS framework	151
A shared understanding of NISS objectives	152
The scope of NISS interests	153
Settlement Planning Committees	154
Regional committees and networks	155
Pursuing solutions nationally	156
Planning for DIMIA-funded services	157
Funding Advisory Committees	159
Communication and community consultation	160
Conclusion	161

Chapter Eight: The Integrated Humanitarian Settlement Strategy	163
Introduction	163
The history of the IHSS	164
Current arrangements	167
Who uses the IHSS?	167
The core functions of the IHSS	169
The IHSS funding model	170
Integration of services	174
The Central Referral Unit	177
Pre-embarkation information	177
Initial Information and Orientation Assistance	179
Accommodation Support	180
Household Formation Support	183
Early Health Assessment and Intervention	185
Community Support for Refugees	186
Service Support for Providers	190
Proposer Support	190
Conclusion	192
Chapter Nine: The Community Settlement Services Scheme	193
Introduction	193
The history of the CSSS	194
Current arrangements	197
Who uses the CSSS?	197
The core functions of the CSSS	197
The characteristics of CSSS-funded organisations	203
The funding process	207
Funding allocations by State/Territory	208
Funding to CSSS priority groups	208
The adequacy of CSSS funding	215
Management committees	220
Conclusion	222

Chapter Ten: Migrant Resource Centres and Migrant Service Agencies	223
Introduction	223
The history of MRCs/MSAs	224
Current arrangements	227
Who uses MRCs/MSAs?	227
The core functions of MRCs/MSAs	228
The adequacy and distribution of funding	234
Proposed new MRC/MSA funding arrangements	247
Transition to a combined grants program	248
Management committees	249
Conclusion	252
Chapter Eleven: The Adult Migrant English Program	253
Introduction	253
The history of the AMEP	254
Current arrangements	255
Who is eligible for the AMEP?	255
The core functions of the AMEP	256
The AMEP funding model	256
Eligibility	258
Registration and commencement	260
The duration of tuition	261
Flexible tuition options	267
Child care	270
The orientation function of the AMEP	271
Integration with other services	272
More efficient use of AMEP infrastructure	273
Complementary community-based provision of tuition	274
Conclusion	275

Chapter Twelve: The Translating and Interpreting Service	277
Introduction	277
The history of TIS	277
Current arrangements	280
Who uses TIS?	280
The core functions of TIS	281
Use and cost of fee-free services	282
Budget pressures	283
Training for translators and interpreters	286
Shortages of translators and interpreters	287
Integration with mainstream services	290
TIS and State/Territory language services	291
Administrative arrangements	292
Conclusion	294
Chapter Thirteen: Performance and Accountability	295
Introduction	295
The program management cycle	295
The importance of performance and accountability mechanisms	297
The historical context	297
The 1998 ANAO performance audit	298
The 2000-2001 ANAO audit of the management of AMEP contracts	299
The 2002 review of the IHSS	299
Current performance and accountability mechanisms	300
MRC/MSA and CSSS grants	300
IHSS	303
AMEP	306
TIS	308
Performance measurement	309
Evaluation/effectiveness measurement	310
Continuous improvement	310
Building a successful performance and accountability framework	310
Performance measurement	310
Evaluation/effectiveness measurement	312
Continuous improvement	313
Conclusion	317

Chapter Fourteen: Investing in Settlement	319
Introduction	319
Settlement services and the national interest	319
Humanitarian entrants	320
Longer-resident migrants	322
Regional settlement	322
Conclusion	323
The way ahead	323
Bibliography	325
Appendixes	329
Appendix I: Terms of Reference	329
Appendix II: Submissions to the Review	331
Appendix III: Public Consultations	334
Appendix IV: Settlement In Rural, Regional And Remote Australia	335
Appendix V: Further Information on Migrants Interviewed for LSIA 1 and LSIA 2	337
Appendix VI: Background to the Pilot Client Survey	339
Appendix VII: The Settlement Database	340
Appendix VIII: Establishment Dates of MRCs/MSAs	342

