



**Australian Government**  
**Department of Immigration  
and Citizenship**

# Humanitarian Settlement Services

Onshore Orientation Program



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Onshore Orientation Program

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## Message from the Parliamentary Secretary



Australia has a long history of resettling people in humanitarian need. As a country we can be proud of the role we have played offering new lives to more than 750 000 people since the Second World War. Over the years we have welcomed refugees from all corners of the globe, offering a place of refuge and hope for a better future.

In return, they have made a significant contribution in shaping our country, adding their ingenuity, hard work and determination to the social, cultural and economic face of our nation. These contributions are both remarkable and inspiring and highlight personal triumph against adversity, hope against despair.

Successful settlement does not happen by accident. Australia leads the world in the provision of settlement services and successive Governments have recognised the need to provide specialised support to humanitarian entrants when they arrive. These services aim to help humanitarian entrants become active participants in Australian society and to build the skills and knowledge they need to chart their own future. Settlement services have constantly evolved as each new wave of arrivals brings with them new needs and each client has their own individual story.

As a country we understand that our services must be flexible and able to adapt to the needs of humanitarian entrants. The new Humanitarian Settlement Services (HSS) program continues this evolution. It includes a number of critical improvements, such as more comprehensive case management, greater flexibility in accommodation services, enhanced focus on young refugees and better coordination with local services and community groups. The HSS program also delivers a new structured onshore orientation program, covering topics such as Australian values and laws, budgeting and nutrition, and health and education systems.

The program does not and cannot teach clients everything about life in Australia. It instead aims to provide a vital bridge to clients early in their settlement pathway, helping build the basic life-skills and knowledge they will need as they progress through their settlement journey. This booklet provides a broad overview of the HSS Onshore Orientation Program, the principles which underpin it and the National Orientation Framework that governs its delivery. It includes personal accounts of new arrivals who have attended the program, profiles of local organisations who deliver settlement information sessions and examples of government agencies which have developed resources to support the program.

I am very pleased to support the new Onshore Orientation Program and look forward to a successful settlement future for humanitarian entrants.

**Kate Lundy**

Parliamentary Secretary for Immigration and Multicultural Affairs



## Table of contents

<b>Settlement and orientation programs</b>	<b>6</b>
The Humanitarian Settlement Services program	7
The Onshore Orientation Program	7
National Orientation Framework	9
Australia's broader orientation strategy	9
<b>Our Clients</b>	<b>10</b>
The Humanitarian Program	10
The diverse backgrounds and needs of refugees	11
<b>Our Framework</b>	<b>13</b>
National Orientation Framework	13
Onshore Orientation Program Principles	13
Core competencies	14
Scope of topics	15
<b>Our Providers</b>	<b>23</b>
Service delivery	23
Service delivery partners	24
National partners	25
International partners	25
<b>Complementary departmental programs</b>	<b>28</b>
<b>Departmental information products</b>	<b>34</b>
<b>Acknowledgements</b>	<b>36</b>



## Settlement and orientation programs

In late 2009 the Australian Government announced future directions in settlement services for migrants and humanitarian entrants. A key element of this announcement was the introduction of a standardised and comprehensive onshore orientation for humanitarian entrants. This program builds on and reinforces the messages provided to clients offshore through the Australian Cultural Orientation (AUSCO) program.

The changes followed a national consultation process conducted in mid 2009 on the government's Integrated Humanitarian Settlement Strategy (IHSS) program which had been operating since 2005. These consultations included community organisations, government agencies and other interested stakeholders. Focus groups were held with former refugees to seek feedback on their needs and to gain ideas to better support successful settlement.

The consultation highlighted widespread support for the introduction of a standardised cultural orientation program to provide recently arrived clients with practical skills and knowledge to help them progress along their settlement pathway. The feedback indicated that AUSCO was a highly regarded program playing a critical role in preparing clients for their journey to Australia. It also highlighted the need for a more structured and intensive onshore program that built on the foundations of AUSCO and focused on the skills and knowledge which clients need in the initial phase of settlement. It was felt that such a program would ensure refugees were better prepared for their future lives in Australia.

In April 2011, the IHSS program ceased and was replaced with a new Humanitarian Settlement Services (HSS) program. This new program introduced a structured onshore orientation component, covering topics critical to building client self-confidence and independence. The program provides a national benchmark of the settlement outcomes that clients need to attain in order to fully participate in the social and economic life of Australia.

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## The Humanitarian Settlement Services program

The HSS program is Australia's main program for the delivery of settlement support to refugees and humanitarian entrants on arrival and initial settlement. It aims to equip clients with the skills and knowledge they need to commence their settlement journey, participate in the economic and social life of Australia and chart their future pathways. The Onshore Orientation Program (OOP) forms one of the core strategies for meeting this aim.

The HSS program is tailored to a client's existing knowledge and support needs. While not all clients will require the same service or indeed any services, support through the HSS may include:

- reception and induction on arrival
- assistance with locating accommodation (short and long term)
- information about and referral to mainstream agencies and other settlement and community programs
- onshore orientation.

The HSS program works with other settlement and mainstream services to assist clients with their settlement needs beyond participation in the HSS program. It is built on a foundation of case management using individual assessment plans tailored to client goals with clear strategies of support.

## The Onshore Orientation Program

The program is a new nationally standardised model which is flexible and responsive to individual client needs. It provides a vital bridge for clients early in their settlement journey and builds on messages provided to them through the offshore AUSCO program. It is reinforced through other programs, including the Adult Migrant English Program and Settlement Grants Program.

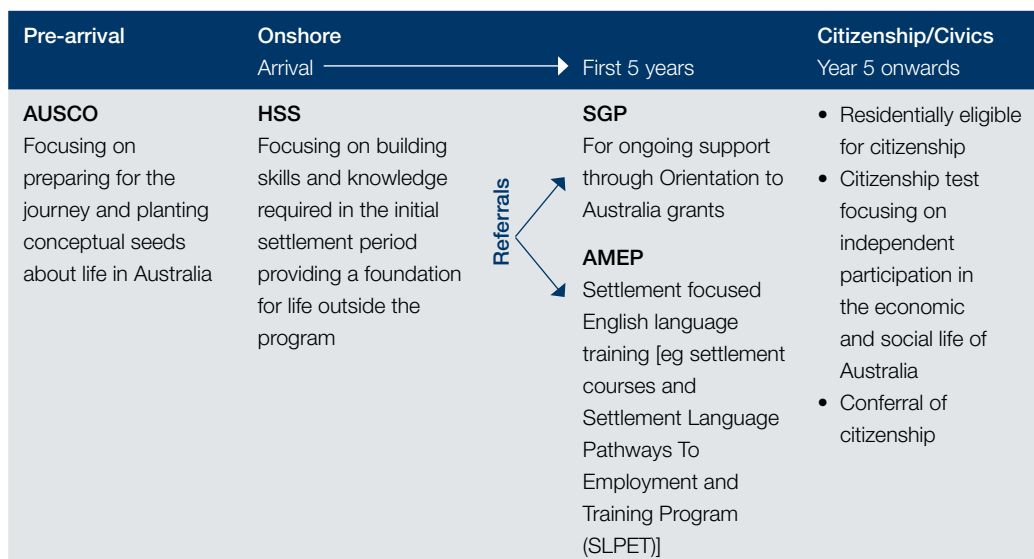
The program is not designed to provide clients with everything they need to know about life in Australia or living in a western culture. It focuses on developing the client's understanding and capacity across a range of core competencies. These competencies focus on the types of skills clients will need to master to successfully continue their settlement journey beyond the initial period. Clients complete the program once they have demonstrated proficiency in each of the competencies.

Humanitarian entrants come to Australia with very different skills and backgrounds. Learning capacities can vary considerably, and language and literacy barriers often manifest in different ways for different clients. The case management approach of this program is critical in identifying orientation needs. This is the key reference point for delivering an orientation program that is tailored to the existing skills, knowledge, education, literacy levels and language skills of each client.

The timing and pacing of orientation sessions is also adaptable to suit individual needs, though in most cases orientation sessions are commenced within 2-6 weeks of arrival. The priority in initial weeks is focused on critical learning. This includes information about personal safety, child protection laws and household budgeting. Other topics are delivered progressively over the initial settlement period at a time most relevant to clients. Tenancy training for example, contains critical information about the housing options in Australia, the rights and responsibilities of tenants, how to maintain and keep a house and how to navigate the private rental market. This information is delivered at the time when clients most need the skills and knowledge, such as prior to entering into a rental lease.

## Client eligibility

Participation in the program is voluntary and is available to all humanitarian entrants who are 15 years old and over who entered Australia after 4 April 2011. The proposers of Special Humanitarian Program (SHP) entrants may also be invited to participate in orientation program sessions if the case manager identifies that the session would improve their capacity to meet their client’s settlement needs.



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## National Orientation Framework

While flexibility is a key principle of the program, the National Orientation Framework provides an overarching structure supporting delivery of the program. It outlines program principles, the scope of topics covered and the core competencies that clients need to attain in order to successfully progress beyond the initial settlement period. The framework provides for the delivery of a tailored and localised service within a broader national framework. More detailed information on the framework is provided on page 13.

## Australia's broader orientation strategy

Orientation to a new country is a life-long journey that begins before entry to Australia and continues well beyond an initial settlement period. For many it includes the acquisition of Australian citizenship. In recognition of this, the government has enhanced the orientation support provided through Australia's settlement programs, with particular emphasis on building client skills, knowledge and self-reliance. This emphasis is part of a broader government strategy to provide high quality settlement services, maximising the many economic and social benefits of migration.

In addition to the new Onshore Orientation Program, enhanced orientation support through Australia's settlement programs includes:

- Strengthening the AUSCO program following an extensive evaluation in 2009. This includes a revamped student handbook for use overseas and in Australia; a greater focus on the orientation needs of young humanitarian entrants; new resources for use in classes, and strengthened linkages between all of the department's orientation programs.
- A greater settlement focus for the new Adult Migrant English Program. This includes a two week settlement course and 200 hours of employment focused training to assist clients to learn vocational-specific English while gaining familiarity with Australian workplace culture and practices.
- The Settlement Grants Program which provides funds for generalist services for orientation and participation in Australian society, and specialist services assisting eligible clients become self-reliant as soon as possible after arrival.
- A citizenship test designed to deliver knowledge of Australia and the responsibilities and privileges of Australian citizenship.

This broader strategy ensures that the skills and knowledge of humanitarian clients is developed and reinforced through multiple channels and built progressively over time. The strategy also recognises that orientation to Australia is a journey, with programs targeted towards supporting clients through the various stages.



## Our Clients

In the aftermath of the Second World War, delegates from 26 nations came together in Geneva to work out codified and binding international standards for the treatment of refugees and the obligations countries have in regards to them. The United Nations *1951 Convention relating to the Status of Refugees* (the refugees convention) is the key legal document in defining who is a refugee, their rights and the legal and moral obligations of states.

A refugee is defined in the convention as a person outside their country of nationality who is unable or unwilling to return because of a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership of a particular social group.

Australia signed the refugees convention on 22 January 1954. In accordance with our obligations, Australia has established a legal framework for the protection of refugees in domestic law.

Australia's Humanitarian Program reflects a commitment to refugees and other people in need of resettlement or humanitarian assistance.

## The Humanitarian Program

Through the Humanitarian Program, Australia provides new lives to 13 750 refugees every year, and has assisted more than 750 000 people since the Second World War.

Australia's intake under the program varies depending on humanitarian needs as identified by the United Nations High Commission for Refugees.

The program has offshore and onshore components.

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## Offshore (resettlement)

The offshore component offers resettlement in Australia for people overseas who are in need of humanitarian assistance and who have no other option available to them. Clients under this category are granted a refugee category visa or a global special humanitarian visa under the Special Humanitarian Program.

## Onshore (asylum or protection)

The onshore component offers protection to asylum seekers who enter Australia and meet the definition of refugee under the refugees convention. These clients are typically granted a protection visa. Clients may spend a period of time in immigration detention prior to being granted a visa.

## The diverse backgrounds and needs of refugees

Many refugees arriving in Australia often share a background of traumatic experience. Commonly they have seen their homes and communities destroyed and have spent years living in refugee camps or volatile urban situations. They have experienced limited mobility and opportunities for employment, often with no access to health care or education. Many have been subjected to rape and torture, witnessed friends and family being murdered or been separated from their own family when fleeing their homes.

Others have come from urban environments, are well educated and held professional occupations prior to being displaced from their homelands. For these people, the challenges of adapting to cultural differences and a loss of identity are often compounded by difficulties in finding work that matches their pre-arrival skills and expertise.

The intensive support they receive on arrival is in recognition of the multiple challenges refugees face in building a new life here. These challenges can be trauma and mental health issues; physical disabilities; low levels of literacy and English proficiency; disrupted schooling; limited skills and qualifications, or a lack of Australian networks or work experience resulting in difficulty accessing suitable employment or training.

Despite this, research has demonstrated that refugees display remarkable resilience and a great willingness to contribute to society.

Given this diversity of background the flexible provision of orientation support is necessary to meet the individual needs of clients, to be respectful of their strengths and pre-existing areas of competence and be aligned to their personal goals and aspirations.



## Reza Ahmadi

Reza Ahmadi is 17 years old and arrived in Australia in August 2011.

Reza said 'before I arrived in Brisbane I didn't know about Australian systems or the law. The orientation program helped me to learn about these things.'

'My experience of orientation was good because I learned about catching buses, paying bills, renting houses, schools. I also learned about Centrelink, banking and how to make appointments.'

'I learned about the transport department and how to write a resume to apply for jobs.'

'I am happy that I did orientation because I learned so many things.'

'Thank you so much.'

## Abbas Rezai

Abbas Rezai is an Afghan Hazara who came to Australia in August 2011 and lives in Brisbane. The 17 year old found the orientation to be very beneficial.

'I learned about Australian law, how to rent a house, how to pay bills, how to catch buses and trains and how to check the times. I learned about police, the fire brigade and about driver's licenses, schools, TAFE and making appointments.'

'I also learned about self-protection, what to do if I see violence, and what to do if I lose my bank card.'

'I am happy that I did the program because I learned about Australia and the systems here. The orientation program helped me to settle in Brisbane.'





## Our Framework

### National Orientation Framework

The National Orientation Framework provides an overarching structure to support the delivery of the orientation program. It outlines:

- the principles that govern its design and delivery
- the core competencies that clients need to successfully continue their settlement journey beyond the initial settlement phase
- the scope of topics that assist clients to develop the necessary skills and confidence to become active participants in the social and economic life of Australia.

The framework aims to support service providers across the country to deliver a flexible and localised orientation program within the broader national orientation strategy.

This framework is designed to be flexible and accommodate the individual needs of clients, be responsive to emerging issues that may impact their successful settlement and be tailored to the local environment in which clients live.

### Onshore Orientation Program Principles

The program is designed around four principles:

**Tailored to needs:** The content and delivery style of orientation sessions should be tailored to individual client needs, learning capacities and existing areas of proficiency. This should include taking account of particular needs, such as family commitments, and the learning styles of clients who may have limited literacy and English language skills.

**Youth-focused:** Particular attention should be given to the needs and learning styles of young people. Service providers responsible for delivering program sessions should be mindful of maintaining good relationships with a young client's parents, carers or guardians.

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**Outcomes-based:** The program should focus on developing client skills, knowledge, understanding and capacity across the core competencies.

**Accessible:** The program should be accessible to clients. This will impact on a range of issues from the choice of languages and teaching styles used to deliver sessions, to providing child-friendly facilities, located near public transport routes.

## Core competencies

The National Orientation Framework core competencies outline both the outcomes that the program seeks to achieve and the skills and knowledge that clients require to enable them to successfully continue on their own settlement pathway for the future.

These competencies are also central to the success of the HSS program at the client level. They help determine whether clients have the foundations they need to progress beyond the initial settlement phase. Clients complete the program once they demonstrate necessary skills and knowledge to confidently address the following areas:

- finding information and accessing services
- making an appointment
- transport
- money management
- tenancy issues
- employment and education
- Australian law.

## Assessing competencies

Onshore Orientation Program facilitators develop appropriate methods to assess whether clients have achieved these competencies. These methods are carefully designed to ensure that assessment is not intimidating and allows the client the opportunity to demonstrate skills they have developed. Activities such as role plays, observations, simulated situations and client quizzes are commonly employed to cater to the different learning styles of clients. To achieve successful comprehension of the competencies, some information may need to be provided several times, possibly using different teaching styles.

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## Scope of topics

The National Orientation Framework outlines the broad scope of subjects as a guide for facilitators on the types of topics that may assist clients. It is not intended as a set curriculum to be delivered to all clients in the same way.

The broad topic areas include:

- introduction to Australia
- local orientation and settling in
- money management
- renting
- youth issues
- family life
- education
- health
- work
- cultural issues
- Australian law
- ongoing settlement and social help
- information on the Humanitarian Program and Australian citizenship.

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## Core competencies

<p><b>Finding information and accessing services</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• understand what services are available to them</li><li>• be able to access services and know how to obtain information or assistance to access services. For example, visiting a Migrant Resource Centre, using the Internet or attending the local library</li><li>• be able to request an interpreter and use the Translating and Interpreting Service.</li></ul> <p><b>Making an appointment</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• be able to make an appointment, for example with Centrelink or a doctor by using the telephone or in person (with or without the use of an interpreter)</li><li>• understand the importance of being punctual for appointments.</li></ul> <p><b>Transport</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• be able to independently travel around their local community and the wider vicinity using public transport</li><li>• understand road safety and licensing requirements.</li></ul> <p><b>Money management</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• understand the value of money</li><li>• develop household budgeting skills</li><li>• be able to access money, including using an automatic teller machine, and use it to shop and pay bills without assistance.</li></ul>	<p><b>Tenancy issues</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• understand tenancy obligations, including property maintenance</li><li>• develop an understanding of what is involved in finding a rental property and the tenancy application process, with a view to applying for a lease with assistance from other support agencies, if necessary</li><li>• understand the importance of changing address with essential agencies when moving house.</li></ul> <p><b>Employment and education</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• develop an understanding of education opportunities in Australia and associated career guidance services</li><li>• understand how the Australian primary and secondary education systems operate. For example, attendance, start and finish times, holidays, school lunches, behaviour in school and homework</li><li>• develop an understanding of employment services and working in Australia.</li></ul> <p><b>Australian law</b></p> <p>The client will:</p> <ul style="list-style-type: none"><li>• comprehend child protection and family violence laws and their impact on family relationships</li><li>• understand the role of police</li><li>• develop understanding of Australian culture and laws and display culturally appropriate behaviour, for example politeness and punctuality.</li></ul>
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## Zaw (Paul) Lawn Maran, Awng (Anna) Bu Nwat

Paul and Anna arrived in Australia in July 2011. They were met at the airport by a case worker and volunteers, who took them to their new house and helped them settle in by showing them around the house and teaching them how to use everything.

Paul and Anna have been attending the orientation program with other members of the Burmese community in Wagga Wagga.

They have received information on fire safety, Australian law and advice on how to handle money. They expressed gratitude for the program and how much it has helped their family.

'The information sessions are very good for my family. Everything is very good to know and I know a lot because of this program. The HSS program has been great for me and my family. People are very helpful and now all is okay,' Paul said.



## Yin Thang and Hpung Zi

Yin Thang and Hpung Zi flew into Sydney from Kuala Lumpur in July 2011.

'We (he and Hpung) were always scared when we were living as refugees in Malaysia, but in Australia we felt freedom,' Yin said.

While waiting to come to Australia the couple received information from the Australian Cultural Orientation (AUSCO) program about what to expect when they arrived.

They both said they learned a lot from these sessions.

'We were met on arrival in Wagga Wagga by a case worker and a volunteer, who were warm and friendly,' Yin said.

Their accommodation and furniture were organised for them. Overall, the couple described their initial experience in Australia as positive.

Yin and Hpung found the orientation sessions helpful. 'Thank you to the Aussie government for making this program,' Yin and Hpung said.



## Scope of topics

General topic	Detail of topic
<b>Introduction to Australia</b>	<b>About Australia</b> <ul style="list-style-type: none"> <li>• information about states and territories, capital cities, regional Australia and local information</li> <li>• languages, multiculturalism and Australia's Indigenous people</li> <li>• freedom of political expression</li> <li>• religions and freedom of religion</li> <li>• accessing information</li> <li>• using a telephone interpreting service</li> <li>• how to access information online and by phone books and directory assistance</li> <li>• accessing the Internet at public libraries</li> <li>• government services available to permanent residents</li> <li>• right to raise a complaint</li> </ul>
<b>Local orientation and settling in</b>	<b>Getting to know your area</b> <ul style="list-style-type: none"> <li>• using public transport including purchasing tickets, transport routes and timetables</li> <li>• orientation to where you live, shops, hospital, school and postal services</li> <li>• using currency</li> <li>• safety and security</li> <li>• personal safety including locking the house, closing windows, not walking streets alone after dark and road safety</li> <li>• fire safety</li> <li>• emergencies including what, when and how to use emergency services</li> </ul>
<b>Money management</b>	<b>Banking and lines of credit</b> <ul style="list-style-type: none"> <li>• banking (ATMs and PINs), phone banking, Internet banking, direct debit and EFTPOS</li> <li>• credit and debt including credit cards, mobile phone and internet contracts, loans, 'loan sharks', interest rates and terms</li> <li>• insurance including life, house contents, car and health</li> <li>• budgeting and saving money</li> <li>• household budgeting including rent, bills, savings, food, clothes, transport, medical, leisure and other expenses</li> <li>• how to pay bills at the post office, by mail and by telephone</li> <li>• how to save money including using less electricity by closing windows while the heating or cooling is on</li> </ul> <b>Shopping</b> <ul style="list-style-type: none"> <li>• shopping including fixed prices, when to bargain and buying second-hand</li> <li>• consumer rights including warranties, receipts, refunds, pushy sales people, door knockers and telephone sales people</li> <li>• sales gimmicks including buy-two-get-one free, sales and discounts</li> </ul>

General topic	Detail of topic
<b>Renting</b>	<p><b>Types of housing and renting in Australia</b></p> <ul style="list-style-type: none"> <li>• types of homes, areas, costs and public housing</li> <li>• leases including over-occupancy, penalties for breaking a lease and rental inspections</li> <li>• tenancy information including rights and responsibilities</li> </ul> <p><b>Navigating the private rental world</b></p> <ul style="list-style-type: none"> <li>• the rental application process – looking in the newspaper, on the Internet and through real estate agents</li> <li>• bond and condition reports</li> <li>• end of first lease</li> </ul> <p><b>Keeping a house</b></p> <ul style="list-style-type: none"> <li>• connecting and disconnecting utilities</li> <li>• paying rent</li> <li>• looking after your home – cleaning, property maintenance, garden maintenance and damage</li> <li>• getting on with your neighbours – controlling noise, keeping pets, fire alarms, rubbish and recycling and water conservation practices</li> <li>• changing address</li> <li>• using the laundromat</li> </ul>
<b>Youth issues</b>	<ul style="list-style-type: none"> <li>• schooling including appropriate behaviour and attendance</li> <li>• education and employment opportunities</li> <li>• setting goals and planning how to reach them, fulfilling aspirations, accessing school guidance and career counsellors</li> <li>• peer pressure, making friends, dealing with bullying, body image and self-esteem</li> <li>• family relationships and family conflict</li> <li>• sport and recreation, music and arts</li> <li>• adolescent health</li> <li>• life skills including personal safety habits, budgeting, financial independence and effective communication</li> <li>• law, police and driving</li> <li>• technology and accessing information</li> <li>• youth groups, centres and programs</li> </ul>

General topic	Detail of topic
<b>Education</b>	<p><b>Education in Australia</b></p> <ul style="list-style-type: none"> <li>• types of schools – public and private schools, religious schools, co-ed and boys and girls schools</li> <li>• levels of schooling – preschool, early childhood, prep/kindergarten, primary, high school, and college</li> <li>• ESL or intensive language schools for school-age students</li> <li>• further education options and pathways including university, TAFE, community education, apprenticeships and traineeships</li> <li>• learning English (AMEP)</li> <li>• recognition of overseas education qualifications</li> <li>• goals and planning how to reach them and help fulfilling aspirations and accessing school guidance or career counsellors</li> </ul> <p><b>Going to school</b></p> <ul style="list-style-type: none"> <li>• school calendar, hours and holidays</li> <li>• attendance expectations, including writing a note to the teacher regarding absences</li> <li>• uniforms</li> <li>• packing school lunches</li> <li>• appropriate behaviour at school, talking to the teacher, parent-teacher interviews, progress and report cards</li> </ul>
<b>Family life</b>	<p><b>Australian families</b></p> <ul style="list-style-type: none"> <li>• about Australian families – immediate and extended families, nuclear families, single families, step-parents and children, de facto relationships, marriage and working parents</li> <li>• parenting in Australia</li> <li>• parenting practices and skills</li> <li>• talking with and listening to children</li> <li>• overview of local family support services</li> <li>• childcare and play groups</li> </ul>

General topic	Detail of topic
<b>Health</b>	<p><b>Health care in Australia</b></p> <ul style="list-style-type: none"> <li>• health care system – Medicare and private health insurance, public and private hospitals, GPs and referrals to specialists</li> <li>• role of GPs and refugee health services</li> <li>• understanding Australian medical terms including bulk billing, scheduled fee, the 'gap', over the counter and prescription medicine</li> </ul> <p><b>Attending to health issues</b></p> <ul style="list-style-type: none"> <li>• how to make a medical appointment</li> <li>• medical emergencies and how to deal with them</li> <li>• medications and pharmacies/chemists</li> </ul> <p><b>Preventative and other health</b></p> <ul style="list-style-type: none"> <li>• immunisation</li> <li>• living a healthy lifestyle – healthy eating, exercise, leisure, avoiding smoking and excessive alcohol consumption</li> <li>• basic nutrition, food hygiene, food storage and use-by dates</li> <li>• personal and dental hygiene</li> <li>• maternity and early childhood health care</li> <li>• men's and women's health</li> <li>• the sun and skin cancer</li> <li>• mental health wellbeing and impact of cultural transition</li> </ul>
<b>Work</b>	<p><b>Working in Australia</b></p> <ul style="list-style-type: none"> <li>• training and study to get qualified</li> <li>• recognition of overseas employment experience</li> <li>• types of work – part-time, casual, shift work, work experience and volunteering</li> <li>• getting paid including wages, payroll deductions, superannuation, cash-in-hand jobs and taxation</li> </ul> <p><b>Finding work</b></p> <ul style="list-style-type: none"> <li>• looking for work – JSA/Centrelink, local employment programs, newspaper, internet, notices in shop windows, word of mouth etc.</li> <li>• preparation for and attending a job interview, resumes and references</li> <li>• goals and planning how to reach them and fulfilling aspirations</li> </ul> <p><b>Starting work</b></p> <ul style="list-style-type: none"> <li>• how to behave – punctuality, productivity, good work ethic</li> <li>• the importance of English in the workplace</li> <li>• working conditions, worker's rights, OHS and worker's compensation</li> <li>• uniforms and safety clothing</li> </ul>

General topic	Detail of topic
<b>Cultural issues</b>	<p><b>Living in Australia—cultural and social norms</b></p> <ul style="list-style-type: none"> <li>• Australian values including equality of individuals, tolerance, gender and racial equality, equal opportunity and dress</li> <li>• understanding men’s and women’s roles</li> <li>• polite behaviour – use of names, saying thank you, punctuality, greetings, social invitations, eye-contact and showing respect</li> <li>• cultural and social taboos – asking how much someone earns, how people vote, smoking, littering and swearing</li> <li>• understanding Australian colloquialisms</li> <li>• sport and recreation and water safety</li> </ul> <p><b>Retaining your culture</b></p> <ul style="list-style-type: none"> <li>• valuing and retaining your own culture in Australia</li> <li>• accessing local ethnic communities, religious organisations, foreign language newspapers, SBS TV and radio and multicultural radio stations</li> </ul>
<b>Australian law</b>	<p><b>Police</b></p> <ul style="list-style-type: none"> <li>• understanding the role of police</li> <li>• reporting a crime and crime prevention</li> </ul> <p><b>Law</b></p> <ul style="list-style-type: none"> <li>• basic family law including family violence and child protection</li> <li>• understanding the role of child services</li> <li>• driving-related laws including seatbelts and child safety seats, vehicle registration and driver licensing</li> <li>• driving infringements including driving without a licence, driving while suspended, exceeding the speed limit, driving while talking on a mobile, overloading vehicles, driving under the influence of alcohol and parking</li> <li>• push bikes and helmets</li> <li>• public spaces – how to behave, illegal to be drunk, talk or behave indecently, local council regulations against spitting</li> <li>• alcohol and drugs – buying and consuming alcohol, smoking and illicit drugs</li> <li>• consequences of breaking laws – fines and other penalties, ignorance of the law is no excuse, impact of a criminal record on future employment prospects or travelling overseas</li> <li>• legal aid and community legal centres</li> </ul>
<b>Ongoing settlement and social help</b>	<ul style="list-style-type: none"> <li>• Settlement Grants Program and migrant resource centres</li> <li>• local councils, other government programs</li> <li>• community services organisations</li> <li>• churches and religious organisations</li> </ul>
<b>Humanitarian Program and Citizenship</b>	<ul style="list-style-type: none"> <li>• family reunion, Special Humanitarian Program and IOM loans</li> <li>• Citizenship including privileges, responsibilities, eligibility, citizenship test and Australian values</li> </ul>



## Our Providers

The HSS orientation program is delivered by non-government organisations across 24 regions of Australia to ensure national coverage. These organisations were selected as service providers based on their specialist knowledge of the needs of humanitarian entrants and demonstrated ability to provide case management and orientation support.

Some service providers have formed partnerships with local organisations in different locations, enabling services to be delivered across a large geographical area. Other providers cover a smaller service area and specialise in servicing the needs of the local community in which they are based.

Regardless of the size of the organisation or scope of their coverage, all our service providers are required to provide orientation that is tailored to the local area where their clients live.

## Service delivery

The patterns of settlement in a particular area significantly influences the way orientation programs are delivered. Service providers covering metropolitan locations such as Sydney, Melbourne, Brisbane, Adelaide and Perth generally have a steady stream of new clients, often arriving in groups. They conduct regular group classes and activities, which are often the most practical and effective way of delivering orientation information. Group sessions have the added benefit of providing a learning environment in which people in similar circumstances can share their early settlement experiences and develop friendships and support networks.

Other service providers, particularly those in regional Australia, may not have the same steady flow of new arrivals. This means that some orientation support, particularly critical safety information, is provided at a more individual level. Where possible, these service providers are encouraged to provide group sessions to maximise the social and learning benefits for clients.

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Service providers are generally based in locations where humanitarian settlement is already established. However, clients who settle outside of these locations are serviced by providers either directly or on an outreach basis.

## Service delivery partners

Service providers have specialist expertise in refugee needs and are closely connected to the support services available in their local areas. They are not, however, experts in all areas of Australian life. The success of the program is therefore heavily dependent on partnerships at both the local and national level.

### Local partners

On a local level, service providers draw upon the expertise of a wide range of organisations and agencies to deliver information about services and opportunities in their local area. Some organisations such as legal aid centres, child protection agencies, fire and rescue services, surf lifesaving groups, local councils and police bring specialist knowledge on a particular subject matter.

Others, such as Neighbourhood Watch, sporting associations and youth, parenting and community groups offer a vital bridge to the local community.

Humanitarian entrants often have had limited exposure to the potential dangers of Australian life. Local partners play a vital role in providing expertise and opportunities for practical activities and learning about safety and potentially dangerous situations. Surf life saving agencies for example, may conduct sessions with clients at the beach to help build knowledge and skills in water safety, and fire and rescue services deliver classes on fire safety in the home and at work.

### Volunteers

Volunteers are also important partners in helping humanitarian entrants build links with the local community. Though it is not widely recognised, volunteering is one of the many contributions that former refugees make to the Australian community. Having experienced themselves the challenges of building a new life in a foreign country, they are uniquely placed to help others and provide assistance to overcome language and cultural barriers. Australian-born volunteers play an important role also, helping clients connect to the broader Australian community.

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## National partners

On a national level many agencies and organisations provide critical information to newly-arrived humanitarian entrants. National partners such as the Australian Federal Police, and National Legal Aid in particular provide consistent messages of relevance to clients across the country through direct involvement with orientation classes.

Other agencies have developed resources and training packages to support delivery of the orientation sessions. Resources that can be used nationwide help service providers and clients alike and also provide national agencies with a powerful means to reach humanitarian entrants early in their settlement period.

## International partners

The International Organization for Migration (IOM) is the principal organisation supporting the delivery of offshore orientation. The IOM works closely with the department to develop resources and methodologies as part of the AUSCO program. Many of these resources are used both offshore in AUSCO and in the onshore programs. This allows the use of consistent images and messages for clients.



Understanding the role of Police in the community.

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## Australian Securities and Investments Commission

The Australian Securities and Investments Commission (ASIC) was given responsibility for financial literacy by the Australian Government in 2008.

Since that time ASIC has produced a range of educational tools and resources and has a dedicated website called MoneySmart.

ASIC is developing an educational resource kit for settlement workers on ten money management topics. The kit will assist workers when informing clients about managing a range of financial literacy/ money management issues. The kit will include information for the worker, a range of tools and resources including activity sheets, translated fact sheets, visual and audio stories.

This important resource will cover all the key components of the Money Management Section of the department's Onshore Orientation Framework.

See [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

## Fire and Rescue New South Wales

Fire and Rescue New South Wales (FRNSW) is the largest urban fire service in Australia and is responsible for 90% of the population of NSW. We provide fire, rescue and hazardous materials response 24 hrs a day 7 days a week.

To ensure we effectively identify and address the fire risks to persons from culturally and linguistically diverse (CALD) backgrounds, FRNSW encourages partnerships between local service providers and fire brigades to develop local solutions.

Following the principles of the national 'best practice' model as agreed by the Australasian Fire and Emergency Service Authorities Council (AFAC) National CALD Working Group in 2010, FRNSW implemented the Community Safety Volunteer Program.

This program supports local CALD communities by providing greater access to FRNSW and its community safety programs, enhancing their resilience and capacity to prevent and prepare for fire emergencies.

Complementing this initiative is FRNSW's development of the National Triple Zero online game in six languages and 27 translated fact sheets.

## Surf Life Saving Australia

In order to help keep new Australians safe, not only at the beach but also in the water, Surf Life Saving (SLS) has developed the "On The Same Wave" program. This holistic aquatic safety program takes participants from the classroom to the pool, beach, river, lake or dam. It instills key messages, including, 'always swim between the red and yellow flags', and develops basic skills, including floating and survival strokes. The program also provides opportunities for participants to gain further qualifications and employment, all while developing English language skills and interacting with the instructors.

Delivered with appropriate sensitivities to specific cultural groups and communities, the "On The Same Wave" program is the first step for new arrivals to begin an active, lifelong love affair with the water. SLS delivers their tailored program around the country, as well as providing classroom resources free of charge on request or through their website ([beachsafe.org.au](http://beachsafe.org.au)). This website is translated into 31 languages.

## National Legal Aid

National Legal Aid has developed a national education package called "What's the law: Australian Law for New Arrivals". The package is designed to provide information to newly arrived refugees and migrants about the legal system and common legal issues. Basic legal education can help vulnerable people avoid legal issues from developing and escalating, and help people recognise when they need to see a lawyer.

The resource kit consists of a DVD and education package. The DVD includes ten short photo stories in simple English which will help recent arrivals understand the Australian legal system, the role of lawyers and legal aid.

Activity sheets test students' comprehension and reinforce key messages. The kits can be used in English classrooms or community settings.

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## Joseph Youhanna

Joseph Youhanna's pathway to Australia began in Iraq, where, as Christian Catholics, he and his family faced severe persecution and had to leave Iraq for Syria where they waited over two years before coming to Australia as refugees.

Joseph joined the Spectrum Migrant Resource Centre, advising the Ethnic Youth Council, helping connect young refugees with services, and organising community consultations and meetings.

He then joined AMES as a community guide, providing first language assistance to new arrivals. He organised excursions for clients, helped with the multicultural hub birthday celebrations, supported the AMES men's camp for new arrivals, became involved with the community guides evaluation program and acted as an AMES ambassador. He then worked as bilingual office support and AMES counsellor, providing counselling and securing long-term accommodation for new arrivals.



## Ghulam Abbas Mirzaie, Ali Muhammadi and Chaman Ali Mozafari

Ghulam Abbas Mirzaie, Ali Muhammadi and Chaman Ali Mozafari became friends on their journey through the Australian immigration detention system.

They all received their permanent residency visas in October 2011. They said they were so happy to be met in Brisbane by a settlement worker of the same ethnicity as them and who spoke their language.

The three men are now sharing accommodation in Brisbane and said they were feeling very relaxed.

'We are enjoying being here very much,' they said.

The men appreciated learning about education and employment in the Orientation Program. They also said they learned a lot about Australian laws, rules and regulations, housing information as well as relationships and families. 'We liked everything about the orientation program,' they said.

The three Afghan men, have left families behind in Pakistan and Afghanistan and they are now keen to find work to help support their families.



## Complementary departmental programs

### The Australian Cultural Orientation Program (AUSCO)

AUSCO is the beginning of the settlement process for people coming to Australia under the Humanitarian Program. It is delivered overseas before clients begin their journey and provides practical advice and the opportunity to ask questions about travel to and life in Australia.

AUSCO is available to all refugee and humanitarian visa holders over the age of five. The course is delivered over five days to ensure that all topics are covered in sufficient detail.

AUSCO is designed to:

- prepare visa holders for travel
- enhance settlement prospects
- create realistic expectations for their life in Australia
- provide information about Australian laws, values and lifestyle.

AUSCO teachers use a variety of teaching methods throughout the course including brainstorming, simulations, case studies, debates, discussions, problem solving and role plays. Classroom reference materials such as videos and DVDs, maps, posters, newspapers, and books about Australia, are also provided. All participants are supplied with a student handbook which provides information on all AUSCO topics.

In a commitment to provide the best possible start for humanitarian and refugee entrants from overseas, the AUSCO, Humanitarian Settlement Services and Adult Migrant English Program teams work closely to provide continued assistance for entrants before and after arrival in Australia.

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## Settlement Grants Program

The Settlement Grants Program (SGP) provides funding to assist humanitarian entrants and migrants settle in Australia and participate equitably in Australian society as soon as possible after arrival.

Through the SGP, the department funds organisations to provide orientation services to recently-arrived clients. Orientation activities aim to equip clients with settlement life skills and the information they need to operate independently and access mainstream services and opportunities.

SGP projects may take the form of casework, provision of information, referral to appropriate agencies and teaching clients life skills important to successful settlement. This could include activities such as facilitating access to driving and road safety skills, exposure to law and order issues, information about the role of police and interactions with authorities for the client group.

To ensure that SGP funding is directed to those most in need, services are limited to humanitarian entrants who have arrived in Australia in the last five years. Clients are able to simultaneously access HSS and SGP services as long as there is no duplication. HSS clients are referred to SGP providers where they are assessed as requiring further assistance on exiting HSS services.

## Adult Migrant English Program

The Adult Migrant English Program (AMEP) is the government's largest settlement program and has been administered by the department since 1948. The AMEP reflects the government's commitment to long-term, sustainable settlement outcomes for newly arrived migrants by providing integrated, targeted and well designed programs that support clients in their transition to life in Australia. Gaining English language proficiency is one of the major keys to settling successfully in Australia.

The AMEP provides free English courses for eligible migrants and humanitarian entrants who do not have functional English. All AMEP clients have access to up to 510 hours of English language courses in their first five years of settlement in Australia. In recognition of the special needs of humanitarian entrants with limited education or difficult pre-migration experiences, up to 400 hours additional hours of tuition may be offered. Participation in the program is voluntary.

Reflecting the crucial role AMEP plays in helping new arrivals to settle in Australia, settlement specific courses are now provided to clients upon entry to the AMEP and just prior to exit.



## Tofik Umer Abdishekur

Tofik Umer Abdishekur arrived in Australia in February 2011. He spent four years in a refugee camp in Nairobi. Before departing for Australia, he attended the three-day AUSCO training about what to expect when he arrived in Australia.

‘AUSCO gave me a general overview of what to expect in Australia. There was important information about life in Australia,’ Tofik said. He found the AUSCO sessions very useful, especially the information about culture in Australia.

‘After I arrived, I attended the HSS orientation training at the Migrant Resource Centre of South Australia (MRCSA), and I learnt about more practical things like how to get a reference to rent a house and how to get a learner’s permit. It was very useful information,’ Tofik said.

With the support of his case manager, he has obtained skills recognition for his previous tertiary qualification from Ethiopia and signed up as a registered volunteer and interpreter with the MRCSA. He has trained as an Oromo interpreter and will begin his Masters Degree in 2012.

‘I’m now learning Aussie way of speaking,’ he said happily.

## Sadat Sayed Moben

Sadat arrived in Australia with his wife and child in April 2011. They came from a refugee camp in Indonesia.

While in the camp, Sadat received information from AUSCO about what to expect when his family arrived in Australia.

‘The AUSCO was key in telling me about Australian law, culture and society, it was very useful – I even learned about the kangaroos!’

‘I want to be a volunteer to help others,’ he said. He remembered that his case manager met him at the airport and showed him around his house, while a volunteer supported his neighbourhood orientation and facilitated local library visits. He was provided free warm clothing and linked to his friends in the Afghan community.

‘It has helped me with stuff like getting my skills assessed, and other things like learning how to use a barbeque at the park,’ he said.





Members of the Community Safety Volunteer program.

The entry course provides information about Australian society, culture, laws, services and practices. It provides a targeted and structured introduction that is a foundation for the more comprehensive settlement English language programs in the AMEP.

The AMEP exit program reinforces this information, as well as providing information on post AMEP pathways to further education, employment, ESL and community services.

The settlement courses are delivered to AMEP clients through several methods, including face-to-face tuition, distance learning and the Home Tutor Scheme. These methods all contribute to the achievement of settlement and English learning outcomes.

The courses reinforce key aspects of settlement information delivered through AUSCO and the Onshore Orientation Program.

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## Australian citizenship

Australian citizenship is a privilege that brings both rewards and responsibilities. Permanent residents who choose to become an Australian citizen join a unique national community.

After migrating to Australia and meeting eligibility requirements, a permanent resident can apply for citizenship by conferral.

Becoming an Australian citizen means making an ongoing commitment to Australia. It is also the beginning of a formal membership of the Australian community.

Australia is a democracy and citizenship gives a person the opportunity to fully participate in our society. Australians believe in the dignity and freedom of all, equality of men and women and the rule of law. Australian citizenship is about maintaining these values in your everyday life.

After lodging a valid application for conferral of Australian citizenship, most people are required to sit the Australian citizenship test, which is designed to assess knowledge of Australia, the responsibilities and privileges of citizenship, as well as a basic knowledge of the English language. Communicating in English is important for residents to be able to fully participate in Australian society and take full advantage of opportunities Australia has to offer.

The citizenship test is a computer-based multiple choice test in English consisting of 20 questions drawn at random from a pool. To pass the test, a citizenship applicant must answer 75 per cent, or 15 of the 20 questions, correctly.

A 20 hour citizenship course-based test, run over seven sessions and incorporating formal assessment tasks, is also available as an alternative pathway for citizenship applicants referred by the department. These applicants have difficulty passing the computer-based test.

There are a number of resources available to prepare for the citizenship test. These include:

- the citizenship test resource book, *Australian Citizenship: Our Common Bond*
- the citizenship test resource DVD, *Australian Citizenship: Our Common Bond*
- online translations of the test resource book in 37 languages, and
- practice test questions, with answers.

These resources are all available free of charge from the citizenship website at [www.citizenship.gov.au](http://www.citizenship.gov.au).



Celebrating Australian citizenship.

Applicants who successfully complete the test are required to attend an Australian citizenship ceremony, during which they are required to make the Australian Citizenship Pledge. In doing so, they are making a public commitment to Australia and accepting the responsibilities and privileges of citizenship.

Australian citizenship is a common bond in our culturally diverse nation and citizens enrich the nation's culture and traditions.



## Departmental information products

### Living in Australia web pages

The department's *Living in Australia* web pages provide online information about living in Australia, including the department's settlement services and programs. The web pages are for prospective and newly arrived migrants and humanitarian entrants, their sponsors, as well as service providers, researchers and the general public.

**See:** [www.immi.gov.au/living-in-australia](http://www.immi.gov.au/living-in-australia)

### Beginning a Life in Australia

The *Beginning a Life in Australia* online booklets are available through the department's website. The booklets provide comprehensive settlement information for prospective and newly arrived migrants as well as sponsors and service providers. The booklets are available in English and 37 community languages.

**See:** [www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life](http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life)

### Settlement information DVDs

The department has developed two settlement information DVDs for newly arrived refugees and humanitarian entrants from Africa and Asia. Titled *Australia—a new home*, they give new arrivals the opportunity to view important settlement information on topics including health, work, education and the law as often as required, in their own home.

The DVDs are voiced in key African and Asian languages with English subtitles, helping to address the communication challenges associated with low levels of literacy and English language proficiency.

DVDs can be obtained through the department's state and territory offices.

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## Community profiles

Community profiles are online information products developed by the department to help service providers to better understand the backgrounds and needs of refugee and humanitarian entrants. They contain information on cultural and country backgrounds, key settlement locations, demographic characteristics of recent arrivals and likely settlement needs.

**See:** [www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning/community-profiles.htm](http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning/community-profiles.htm)

## Community information summaries

The department's community summaries provide online information on 100 communities that have settled in Australia. The information includes historical background, geographic distribution, age, sex, ancestry, language, religion and other key demographic and socio-economic data sourced from the Census.

**See:** [www.immi.gov.au/media/publications/statistics/comm-summ/](http://www.immi.gov.au/media/publications/statistics/comm-summ/)

## Taking the initiative

*Taking the Initiative—Police working with Australia's diverse communities* is a web-based resource designed to help police learn about initiatives involving refugee and humanitarian entrants around Australia. It highlights projects and programs designed to build positive relationships and break down barriers between police and newly-arrived communities.

**See:** [www.immi.gov.au/police](http://www.immi.gov.au/police)

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- Migrant and Refugee Settlement Services
- Migrant Resource Centre of South Australia
- Multicultural Council of Wagga Wagga
- Multicultural Development Association (MDA) Brisbane
- National Legal Aid
- Spectrum Migrant Resource Centre Melbourne
- St Vincent de Paul Society
- Surf Life Saving Australia