



Australian Government

**Department of Immigration and
Multicultural and Indigenous Affairs**

A Victorian welcome



people our business



toolbox





Australian Government

**Department of Immigration and
Multicultural and Indigenous Affairs**

A Victorian welcome

*A resource for settling migrants and
refugees in regional and rural Victoria*

toolbox



A Victorian initiative of the National Settlement Project

Supporting settlement in rural, regional and remote areas

Disclaimer



A Victorian welcome toolbox is a project of the Victorian Settlement Planning Committee (VSPC). The VSPC is a partnership of Commonwealth, state and local government agencies and community organisations. The partnership plans for the effective delivery of settlement services in Victoria.

The information provided in this information toolbox was collected with all due care, but necessarily covers a range of services all of which are subject to frequent change. Accordingly the toolbox should be used as a source of background knowledge and a guide to where the information can be found.

Feedback is welcome and comments about this document can be sent to :

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Contents



Acknowledgements	5
Introduction	7
Building up communities	8
How do communities grow or shrink?	8
Why do communities need migrants?	8
Population flows in Victoria	9
Why have a migration program?	10
Why are there different visas?	10
What about migratory workers?	11
Case examples to illustrate different categories of permanent arrivals to Australia	11
Settlement	13
What is settlement?	13
Settlement support	13
Why do migrants and refugees settle where they do?	13
Factors which contribute to successful settlement	14
Employment – a two edged sword	14
Other settlement needs	18
Linkages in the settlement process	18
Investing in settlement - why help migrants settle?	19
Meeting settlement needs: resources for settlement	20
Who has a role in facilitating settlement and what role do they play?	20
A brief overview	20
A detailed look at major settlement programs and resources	21
Meeting settlement needs: further issues to consider	31
Interpreting and translating	31
Multiculturalism, diversity and the promotion of community harmony	31
Information strategies	32
Settlement planning	34
How do communities identify and plan for settlement needs?	34
Other settlement resources	36
A final word on migrant settlement	38
Case studies to consider	39
Case study one: migration and settlement in Shepparton	39
Case study two: Warrnambool drives for growth	41
Further reading	42
Attachments	43
Attachment A – Regional AMEP service providers	43
Attachment B – Migrant Resource Centres in Victoria	45
Attachment C – Local Settlement Planning Committees in rural Victoria	47
Attachment D – Correspondence proforma: Victorian Settlement Planning Committee	48

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A *Victorian welcome toolbox* is a resource to assist organisations or individuals involved in the often complex role of settling new arrivals into a new living environment.

The toolbox is a strategy of the Integrated Settlement Plan for Victoria 2003 – 2005.

The toolbox's key purpose is to provide a 'how to' approach for rural and regional communities who assist migrant and refugee settlers. It outlines steps to make communities aware of the needs of migrant and refugee settlers and equip them with the tools to respond to those needs.

The toolbox:

- outlines the key needs of migrants and refugees
- provides best practice to overcome common barriers to successful settlement
- identifies local stakeholders who have a role in responding to settlement needs
- promotes participation in local collaborative planning through the formation of local settlement planning committees
- provides avenues for rural and regional settlement forums to have ongoing communication with the Victorian Settlement Planning Committee; and
- promotes the ongoing support from DIMIA's settlement planning resources, including settlement data and advice on managing information for migrants.

An important aspect of the toolbox strategy is that it recognises that each community is different, has different resources and needs, and that migrants may be settling in a community for different reasons. Migration into the community may be of long standing, of recent origin or non-existent, and each scenario elicits a different response. The toolbox offers a range of solutions and strategies that can be used to help meet migrants needs.

Users who want to improve the migrant settlement infrastructure in their community can use the toolbox to:

- stock-take what settlement infrastructure already exists in the community
- assess how well this infrastructure measures up for current and future needs
- learn about additional resources that are available and how to acquire them; and
- discover what networks, communication methods and best practice models are operating in other places and how to develop them locally.



How do communities grow or shrink?

Few issues are as important to Australia as the changes to our population that will occur over the 21st century. Population size, growth, composition, distribution, skill level and age are key factors affecting the economic, social and environmental well-being of our country.¹

Along with most other developed states today, Australia's natural population growth has slowed. This means that if we were to rely solely on children being born, at the current fertility rate of 1.75 children per woman, our population would stop growing, then plateau and shrink. For some years now, Australia has supplemented its natural increase in population by increasing migration which has eased the affect of decreasing fertility.

Population is not just about numbers. Where people live is just as important.

Victoria shares three quarters of the total Australian population with New South Wales and Queensland and 24.8 per cent of Australia's population live in Victoria. The ageing of our population will also progress. This is the result of fertility remaining low and our increasing life expectancy.

Population movement is happening all the time, both inwards and outwards, and is highly noticeable in rural and regional areas. It can involve youth moving away for education or jobs, the arrival or departure of key professionals, the departure of redundant workers, the temporary presence of contractors to perform set tasks or interstate family members joining an existing resident or family.

Although communities do try to influence demographic change, most demographic change can't be readily influenced. Some actively pursue developmental initiatives that concentrate on enhancing infrastructure, access, investment and employment opportunities – most with the ultimate aim of increasing the amount of wealth that is generated in or towards the community.

The availability of income opportunities (jobs, resources, etc) is a strong factor in the ebb and flow of population. It's not easy to influence this without being in control of other related economic factors.

Many rural communities suffer the additional risk of services disappearing along with their populations to larger centres, further reducing their appeal to families, even though jobs and accommodation may be more readily available than in larger cities.

Why do communities need migrants?

Apart from the natural effects of births and deaths, our population size is also influenced by arrivals and departures, both from other places in Australia and from overseas.

Over the past 60 years or so, more than six million migrants of 150 different nationalities have come to Australia, speaking over 200 different languages². Immigration is playing a major role in ensuring that Australia has a sustainable population in the future and a viable and highly skilled labour force³. Managed migration will continue to be a central contributor to the economic and social development of Australia⁴. While migration does not reverse the ageing of our population, it is a well-accepted fact that, without migration, the long term outlook for Australia's population will include an even higher proportion of citizens in the aged demographic.

One way communities can influence their growth is by the direct recruitment of overseas migrants. Migrants who are overseas or recently arrived in Australia are often more mobile and receptive to the idea of selecting a particular community for

¹ DIMIA 2004, Population Flows Immigration Aspects 2002-03 Edition Canberra p.12

² DIMIA 2003, Managing the Migration Program Fact Sheet, Public Affairs, Canberra

³ DIMIA 2003, Managing Migration Booklet, Public Affairs, Canberra p.1

⁴ *Ibid*

employment than, for example, an Australian born person with established family and social ties to their home town which make him/her reluctant to move great distances.

Some Victorian regional communities have explored ways to recruit migrants and refugees into local job vacancies. However, the advantages of attracting new families to regional areas extends beyond just addressing labour shortages. New settlers also contribute to greater economic viability by:

- creating demand in the local economy
- stimulating investment
- helping to reverse the loss of services from regional centres by contributing to regional population growth, in contrast to recent experience in many areas of population decline; and
- increasing the diversity of the community.

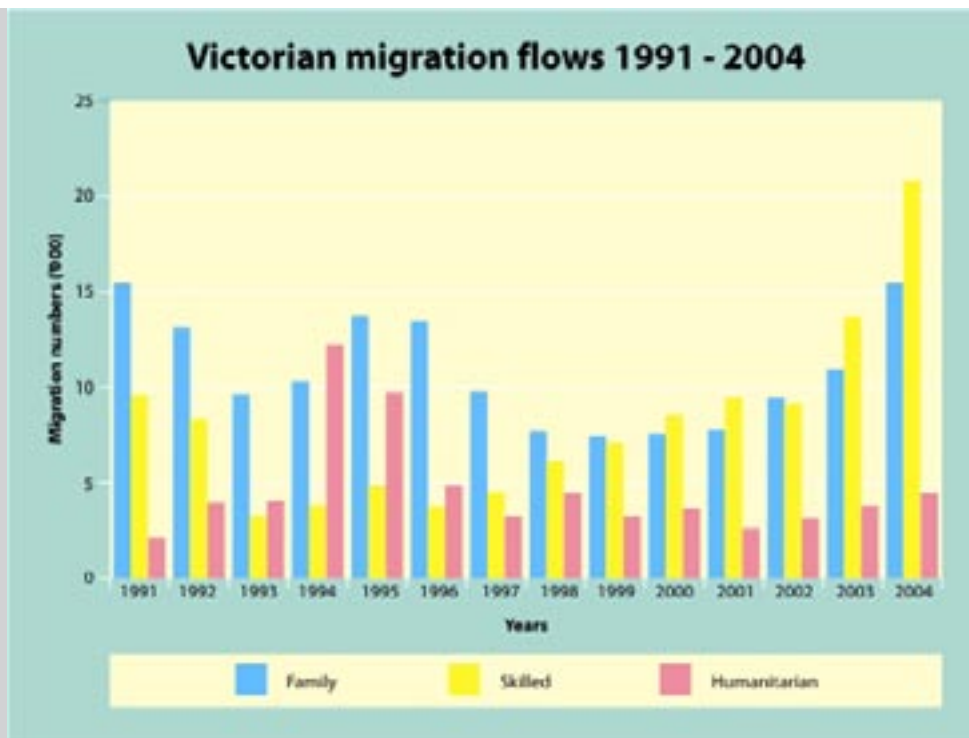
Information on multiculturalism and diversity can be found on page 31 of this booklet.

Population flows in Victoria

Migration flows to Victoria for each of the years 1991-2004 are shown in the table below and the graph on the following page. In 2004, over 20,000 skilled migrants arrived in Victoria, compared with approximately 13,000 family migrants and almost 4,200 humanitarian entrants. The data shows the increasing emphasis given to skilled migration in recent years. The peak in humanitarian program entrants in 1994-95 can be attributed to the granting of permanent humanitarian visas to Chinese nationals post-Tiananmen Square.

For more information on obtaining migration statistics relevant to your region, see the Settlement Planning Resources section on page 25.

Year	Migration category				
	Family	Skilled	Humanitarian	Other	Total
1991	15117	9309	1894	363	26683
1992	12768	8054	3759	523	25104
1993	9295	3012	3802	357	16466
1994	9974	3522	11981	220	25697
1995	13373	4579	9465	190	27607
1996	13121	3552	4702	152	21527
1997	9413	4217	3014	68	16712
1998	7462	5908	4213	67	17650
1999	6977	6881	2990	48	16896
2000	7377	8327	3388	39	19131
2001	7553	9274	2384	40	19251
2002	9272	8812	2953	40	21077
2003	10320	13444	3570	50	27384
2004	13117	20516	4180	24	37837
TOTAL	145139	109407	62295	2181	319022



The **Regional Sponsored Migration Scheme (RSMS)** allows employers in regional Australia and some capital cities to nominate overseas workers for migration when the employer has been unable to recruit suitable skilled personnel through the local labour market. Employers have successfully used the RSMS to attract much-needed skilled migrants to regional locations throughout Australia. Victoria is a strong user of this program, with 154 nominations processed in 2004-05.

The **Skilled Independent Regional (SIR)** visa was introduced in 2004 and opened the door to skilled migrants who are willing to commit to settling in regional Australia for three years, but who would otherwise not be able to gain permanent entry into Australia. The Commonwealth Government earmarked about 9,000 SIR visa places in 2004-05 and is willing to provide more if required.

Why have a migration program?

Australia is one of only a few countries in the world that operates a managed migration program. Planned migration has helped Australia to deal with changing demands for skilled workers whose talents have greatly increased our economic prosperity⁵. Apart from the economic benefits, planned migration also brings demographic and social benefits.

This successful migration program also includes a humanitarian element. This program annually brings into Australia around 12,000 – 13,000 refugees and others who are in humanitarian need⁶.

The reason why we call it a migration program is because every year's intake is precisely programmed, both in relation to the number of visa places we make available to people arriving in different categories

(see graph above), and in that the total number of visa places varies in response to budgetary, economic and social priorities. Because of the careful planning involved, the migration program can have very targeted effects on the population and in some ways articulates our aspirations for our population.

Why are there different visas?

Being a managed migration system, each element of the program is separately planned for and has different requirements. There are separate visa types for permanent skilled and business entrants, family entrants and humanitarian entrants, as well as many different types of temporary entrants. Depending on which visa a person holds, their status in Australia and what entitlements they have here can vary immensely.

⁵ DIMIA 2003 The Benefits of a Planned Migration Program Speech by The Hon Philip Ruddock MP, Canberra p.3

⁶ *Ibid* p.10

It is important to bear in mind that permanent residents have unrestricted work rights, may remain in Australia indefinitely and can qualify for Australian citizenship. People who hold other kinds of visas will usually have a different and more limited array of entitlements in Australia and will often have one or more conditions governing their period of stay⁷.

Coming to Australia with different visas, representing the varied purpose of their arrival, new migrants arrive with different sets of abilities, skills, needs and aspirations. A spouse migrant's main impetus for arrival may be to set up house with his/her spouse, whereas a skilled migrant will be selecting his/her new home after considering likely places of employment. A refugee, on the other hand, may be most concerned about finding a stable environment where the whole family can regroup and be secure, with support networks close by.

Hence, a migrant's personal circumstances can strongly influence how they go about selecting their ultimate place of settlement in Australia. Their different priorities need to be understood by communities looking to attract them.

What about migratory workers?

Many regional communities have industries that are dependent on seasonal labour and, even in cities, a number of industries experience cyclical changes in their workloads. Primary industry is strongly marked by seasonal requirements and this has a push-pull effect on labour needs. Seasonal labour may be annually intensive, centred on harvesting or mustering, or it may be work that lasts for most of the year but with certain "down-times" in between, when the labour force is stood down. Filling this labour need often depends on a mobile workforce that can navigate the changing employment opportunities by moving from place to place (the 'migratory worker'), or alternatively cope with unemployment during those 'down-times'.

⁷ The Overview of Government Entitlements in Victoria for Migrants, Refugees and other Visa Holders Poster included in this Toolbox provides a visa-by-visa reference to the main services in Victoria.

⁸ Examples are illustrative of category differences only. All migrants must complete common application processes such as health and character checks.

Case examples to illustrate different categories of permanent arrivals to Australia⁸:

Malia, a Solomon Islander has married and set up house with Trevor, an Australian expatriate who has been working for an international construction company in the Solomon Islands. When Trevor's contract finishes after two years, he and Malia decide to return to Australia to live. Malia is granted a Spouse visa and she comes to Australia as a family migrant.

Vichai and Suwannee are a professional couple from Thailand, both qualified nurses. After having gained recognition for their Thai nursing qualifications to practise in Australia, they are both offered jobs by a Geelong nursing agency. As employer sponsored migrants, both Vichai and Suwannee may be sponsored for permanent residency under the Regional Sponsored Migration Scheme.

Kulang, his wife and four children fled the civil war in Sudan and stayed in a refugee camp. As the government had persecuted Kulang and it was not safe for them to return, they were processed for third country resettlement and selected by Australia. The family of six was brought to Australia on Refugee Visas.

A feature common to migratory workers is that their main reason for being in a community is current employment, while having practically no other ties in that community. Some migratory workers maintain their families in a preferred home base, while they spend their working days or the whole season elsewhere, accommodated near their place of employment. While this arrangement may suit some employers and even be 'acceptable' to workers, from a community and economic point of view, these workers are earning their wages in one place but spending money, establishing their families and putting down roots in another. This can lead the employing community to have quite limited – and sometimes negative – perceptions of migratory workers, who in turn may be relegated to a marginal role in that community.

On the other hand, permanent settlers establish themselves in a community and participate in employment and many other aspects of community life, including recreation, education and local associations. For communities who are

looking to grow through attracting migrants, the situation of seasonal work and migratory workers may well reveal a population of potential permanent settlers – providing the conditions are right. Some initial questions could be asked:

- What factors would make it feasible for migratory workers to settle permanently in this community?
- How different are these factors from those that would attract overseas migrants?



What is settlement?

When people migrate, they inevitably experience a loss of their familiar surroundings and support networks. Once they have arrived in their new country, they need to find somewhere to live, find work or establish some form of income, enrol their children in school, access health and other services, learn English and connect with the community⁹. This is a complex and sometimes protracted process and is called settlement.

Settlement support

The effort involved in rebuilding one's life in a new country is immense and can be difficult to imagine for someone who has lived all their life in the one place or country. All migrants face challenges in establishing themselves in Australia. However, some will face greater barriers than others¹⁰. Certain factors, such as length of time since arrival, visa type and existing English language proficiency have been found to have significant impact on the speed and success of settlement¹¹. In particular, humanitarian entrants, many of whom have experienced profound disruptions to their lives, are often in need of more intensive settlement support.

'Settlement support' is a term covering services designed to assist migrants to establish themselves in a community.

Why do migrants and refugees settle where they do?

In thinking about how regional communities and new settlers can make the most of each other, it is useful to examine what drives a person to take up residence in a particular place, and what sort of factors influence a person to stay long term once they have arrived. Jobs and housing may be the critical determinants, but the absence of community participation leads to the migratory worker situation described earlier.

It may be that a community has only thought about addressing local labour shortages and has therefore considered only the employment and accommodation needs of new arrivals. While that may solve a single issue for that town or that local industry, the community benefits little if new employees then spend all their wages and spare time in another area.

To avoid this, it is important for communities to think of migrants holistically and consider their needs beyond the rudimentary matching of job and home. Migrants have identified the following factors that have contributed to their ability to integrate into their new community:

- Jobs and housing.
- A sense of welcome and support by the receiving community.
- Pre-arrival information producing realistic expectations about their destination.
- Public transport to essential services.
- Systems that target and distribute important information promptly.
- Local agencies who make it their business to know about the incoming communities and their needs.
- Facilities for learning English (Adult Migrant English Program – AMEP) including orientation to life in Australia.
- Language services (translating and interpreting) available from local service providers.
- Availability of good health services.
- Well developed social support infrastructure, including:
 - schools

⁹ DIMIA 2003, Report of the Review of Settlement Services for Migrants and Humanitarian Entrants Public Affairs, Canberra p.61

¹⁰ *Ibid*

¹¹ *Ibid* p.85

- child care services
- religious activities
- meeting facilities
- sporting facilities
- youth services
- welfare and community services; and
- family services.
- Overall community stability and security.
- Business opportunities.

Let's examine these factors in more detail.

Factors which contribute to successful settlement

Jobs and housing

Without the availability of a certain number of jobs, a community cannot expect to be able to offer any livelihood to migrants. Communities that have plenty of jobs also need to have housing available, preferably suitable for the size of migrant families and close to services. The private rental market is the main housing option for new settlers. Statistics have also shown that many new migrants seek to buy a property quite quickly, within two to three years of arriving in Australia¹². Private landlords and estate agents may need to be sensitised to the language needs of new migrants and the possibility that they may not have references, but that they nevertheless represent an outstanding business potential.

Welcome and support by the receiving community

If a migrant family arrived in a town and managed to connect overnight into all the usual economic and social structures of the town (a job, the neighbourhood, schools, clubs, sports associations, religious groups, volunteer groups, recreation and cultural groups), then the settlement process would be complete. In reality, however, making all these connections takes much time and effort. Sometimes an invitation or an introduction is required.

Not all newcomers are aware of the vast array of services and recreational facilities on offer, much less where to find them. Therefore, a receiving community needs to offer a welcome that is not only genuine, but practical. A well researched and up-to-date list covering all community facilities

¹² State of Victoria 2003, *Renting a home in Victoria: A guide for landlords and estate agents*, Melbourne pp.1-2

Employment – a two edged sword

Appropriate and stable work opportunities allow newly arrived migrants – especially those from a refugee or humanitarian background to gain a sense of achievement and satisfaction in providing for themselves. Having a job also helps migrants become an accepted part of the community.

Nevertheless, it should be recognised that newly arrived migrants may have other issues that initially limit or slow their productivity in the workplace. Employers need to be aware of such things as religious requirements and torture and trauma related issues that may require ongoing consideration and the need to attend English classes.

To ensure a holistic settlement process takes place, it is crucial that newcomers are not thought of as fodder for the jobs no-one else wants to do, nor that they will work for less money. Employment opportunities must be genuine and meaningful, with award rates paid, to ensure that the community will benefit from retaining the new arrivals. The benefits of diversity will be lost if employment is not seen to be meaningful in helping the newcomers to settle.

For more advice about migrants and housing see the New Country – New Home section on page 36.

and designed with the new settler in mind is both a critical settlement tool and a demonstration that the community cares for its new residents.

Pre-arrival information producing realistic expectations about their destination

If a person arrives with certain expectations, he/she will have made mental and physical preparations. If their expectations turn out to be correct, they will feel confident and competent to take charge of their future. On the other hand, if their expectations are not met and they have prepared themselves wrongly, they will feel disappointed and disempowered and less confident about the future.

So how do you avoid people arriving with unrealistic expectations? Receiving communities need to ensure that the information prospective migrants work with before arriving corresponds with what is available. A person who is making a conscious choice about their future home

needs reliable information. Be aware of what is claimed in corporate websites, tourist publications, promotional materials and local media. Follow up any instances of people with obvious misunderstandings about what they were expecting of their new home. Try to establish where this misinformation arose and if possible tackle the source. Also, a sample of new arrivals can be surveyed to find out any underlying dissatisfaction about their new home and how their initial expectations were formed. This may also lead to opportunities to fine-tune the information sources. Do this promptly to avoid the problem multiplying.

Some information sources, such as informal networks and 'the grapevine' may be highly unreliable and unmanageable in the receiving community. So that a flow of correct information to new settlers can be established, speak to migration agents, webmasters, labour firms and devise local strategies to provide accurate information. Aim to have a clearly articulated information strategy that is factual and is supported by a reliable and timely distribution system.

Systems that target and distribute important information promptly

Information shared in the community about or for newcomers needs to be well-organised, current and effectively disseminated. Unfortunately, there is no single method to get information out to all migrants or the people who work with them. Therefore, individuals and agencies concerned with migrants' welfare need to use a variety of media to disseminate important information as widely as possible.

For more advice, see the Information Strategies section on page 32.

Public transport to essential services

Many new arrivals will not have access to personal transport. In cities, this may not be such an issue where regular and reliable public transport exists. In a regional or rural environment, however, especially where new arrivals are some distance from service providers or places of employment, consideration must be given to meeting these transport needs.

Public transport can be an expensive proposition for regional communities which lack the numbers to make such services economically viable. Communities will need to consider local solutions which suit the local circumstances.

Failing to address this issue and therefore limiting new migrants' access to support in the community may result in families, particularly spouses, feeling isolated and unhappy. It is also likely to have broader implications by hindering access to English training, further education, employment opportunities and other services which play a role in successful settlement.

Local agencies who make it their business to know about incoming communities and their needs

It can make a difference to newcomers' settlement if a service provider shows some insight into their situation, understands their needs, or has prepared for them by making necessary service adjustments, such as using interpreters when needed. Agencies can keep their knowledge current about incoming communities through links with service provider networks, customer surveys, professional development, public and private consultations and cross-cultural training. The next step is to tailor service delivery to be responsive to the needs of the new community.

The Charter of Public Service in a Culturally Diverse Society sets out service principles to facilitate the delivery of culturally-responsive services across all three levels of government in Australia¹³. The charter contains a number of best practice strategies for government service providers to meet the needs of their migrant clientele. It is produced for government agencies, however, non-government agencies will find it a useful resource for their migrant clientele.

More information on the charter can be found on page 36.

Facilities for learning English, including the Adult Migrant English Program and orientation to life in Australia

Being unable to communicate in English is a fundamental barrier which prevents migrants

¹³ Commonwealth of Australia 1998, *The Charter of Public Service in a Culturally Diverse Society*, Canberra

participating fully in the life of our community. Because of this, opportunities to learn English as soon as possible after arrival are vital to successful settlement.

Most new migrants who have limited English are eligible for the Adult Migrant English Program (AMEP). While many regional areas have access to an AMEP provider, if your town does not, you will need to investigate how AMEP tuition can be provided.

Sometimes, migrants prioritize the need to find housing or employment and become established over attending AMEP tuition. Receiving communities may need to engage with migrants, employers and community groups to help ensure that migrants can utilize their AMEP entitlement as soon as possible after arrival. Remember that AMEP tuition is an entitlement that new migrants are encouraged to access, to assist them to participate fully in society.

For more information on the AMEP see page 22.

Language services (translating and interpreting) available from local service providers

One of the earliest needs of newcomers who do not speak English is interpreting services. Some service providers use bilingual staff members if a matching language is available. Alternatively, a contracted on-site interpreter may be booked, or a telephone interpreter sought through one of the various telephone interpreting operations available in Australia.

While interpreting services do cost money, using a telephone interpreter is good value - you avoid misunderstandings and save time, it is confidential and ethical and it demonstrates that your organisation is serious about conducting business with migrant customers in a professional way.

Many migrants also need documents translated into English. These could include marriage certificates, birth certificates and drivers' licences, which may be required to access government entitlements, enrol children in school, obtain a

tax file number, set up a bank account or find employment.

For more advice on interpreting and translating, see the TIS National section on page 23. General issues regarding interpreting and translating are discussed on page 31.

Availability of good health services

Comprehensive health services which are accessible to new migrants and responsive to their needs contribute significantly to successful settlement. Some migrants, particularly those from refugee backgrounds, may have complex psychological health problems which have arisen from experiences of torture and trauma. These migrants may need specialist counselling and rehabilitation services.

Australia's health care system is unfamiliar to most new migrants. As a result, they require information to help them understand how and when to access appropriate health care services such as general practitioners, specialists, emergency medical services, counselling services, aged-care services, maternity and child health services, pharmacies and dentists. They may also require information about Medicare and the private health insurance system, and even the concept of queuing for service. Filling in forms or using an automated teller machine may be unfamiliar to them.

Health services should adopt a culturally sensitive approach when working with migrants. This could include:

- translated information sheets (eg. from the Health Translations Directory – www.healthtranslations.vic.gov.au)
- information for both migrants and service providers on how to use interpreters including TIS National's Doctor's Priority Line
- bilingual staff
- tours of hospitals
- cross-cultural training for staff; and
- access to both female and male practitioners.

Well developed social support infrastructure including:

- **schools**
- **child care services**
- **religious activities**
- **meeting facilities**
- **sporting facilities**
- **youth services**
- **welfare and community services; and**
- **family services**

Perhaps one of the most important aspects of long-term settlement is a migrant's understanding of and access to the community's social infrastructure. For many migrants, the concept of having a vast array of facilities and services available to support them will be quite foreign. Time must be spent informing them about the assistance available and how it can be accessed. Referrals and introductions may be helpful.

Being able to make use of the community's facilities as soon as possible will give migrants every opportunity to develop links and establish themselves. Their participation in the community also gives community members the opportunity to get to know the newcomers. As each community has a different array of social structures, it is useful to create and maintain a community-specific directory of social infrastructure.

The checklist for development of a local directory of services on page 33 may help in this process.

Overall community stability and security

Migrants, particularly refugees, may have experienced civil unrest and other traumatizing events in their homelands – often including violence and abuse of human rights. In many instances, this abuse has been perpetrated by agents of the state, such as members of the police or armed forces or other government authorities. As a result, some new migrants are fearful of government authorities. This fear can extend beyond police and the armed forces to other authorities that regulate civil law in our communities, including council officers, court officials and officials from government.

As a result of their experiences, finding a stable community where they feel safe is often a primary consideration for new migrants settling

in a community. There are a few things that communities can do to help new migrants to feel secure. Firstly, it is important that law enforcement authorities have an understanding of the culture of incoming migrants and the experiences they may have endured. Also, it is important for new arrivals to understand that the role of police may be different to what it was in their country of origin, for example, police here are not part of the armed forces and they have a carefully regulated role to protect the community and uphold the law.

Communities need to consider ways of communicating the role of police and building trust between migrants and police. Improved understanding on both sides can be achieved by officers undergoing cross-cultural awareness training, meeting migrant community members in a social or information-sharing setting, forging links with migrant specific or other local organisations or clubs.

Many police forces in Australia have dedicated multicultural units to advise and assist in building effective relationships with new migrants.

The publication, *A Guide to the Role of Police in Australia* is a practical tool to assist in overcoming any misunderstandings. A copy is included with this toolbox.

Security can also mean an environment where migrants' rights are respected and they do not feel unfairly singled out or have their privacy unnecessarily disturbed. For some migrants, it may take a while before female family members feel confident to venture out on their own, while others may hesitate in letting their children attend overnight excursions or camps. Sometimes this can seem overly protective, but it is important to understand the insecure or even life-threatening situations that some refugees have survived, where such caution may have been critical to survival. With time, confidence is certain to develop, as long as no new dangers appear.

Business opportunities

Eventually, as migrants begin to feel more comfortable in their new surroundings, some may begin looking for entrepreneurial opportunities, especially if they have a business background. Australia has had a long history of embracing the cultural differences of migrants through

business, particularly in the food manufacture, trade, craft and retail sectors. The community can only be enhanced through diversification of local businesses.

Local government needs to ensure migrants have an equal opportunity to be successful in business. This can include ensuring that the regulatory structure is transparent and does not have hidden barriers to newcomers. For example, permit applications that are excessively legalistic, perhaps requiring expensive professional facilitation can be offputting. Consideration may also need to be given to appropriate use of interpreters, cross-

cultural training for council staff and provision of information in languages other than English – so there is no opportunity for discrimination to occur.

Other settlement needs

In addition to the factors outlined above, some of the other settlement needs which communities hoping to attract new settlers may need to consider are outlined in the following table. Many of these needs are met through government-funded programs. Information on available resources can be found in the next chapter.

Need	What's involved
General advice about living in Australia	New arrivals need to be oriented to how things work in Australia, how to access services (including government welfare services and benefits) and where to get further information.
Employment or income support	New arrivals may need information on how to find a job and/or how to access income support arrangements. Recognition of overseas qualifications or prior experience may also be an issue, as well as access to additional education or re-training opportunities.
Education enrolment for children	If children's English skills are inadequate, they may firstly attend an English Language School (primary) or English Language Centre (secondary) before joining mainstream schooling. Where these centres are not available, other arrangements will need to be put in place to deal with the English language needs of students. Schools can access extra resources to help them support migrant students with extra learning needs.
Torture and trauma counselling services	Many refugees have fled their homelands due to persecution and may have suffered horrific experiences. Access to services which can assist in dealing with any subsequent mental health issues will be vital.
Immigration information and assistance	Migrants may need help to understand immigration programs. They may wish to take up Australian citizenship or sponsor other family members under the Family Migration Program.
Acclimatisation	Migrants may require assistance in adapting to a new culture and lifestyle. They may value contact with others from their country of origin and want to maintain their language and traditions. Developing ethno-specific associations is an important way for migrants to share their experiences and promote 'self-help'; and is not a sign of withdrawal from the host community.

Linkages in the settlement process

The flow chart below shows the various phases of settlement, underscoring the elements mentioned previously.

Investing in settlement - why help migrants settle?

A sentiment from some Australian-born people who have perhaps endured hardship themselves or even former migrants who entered Australia in a different era is,

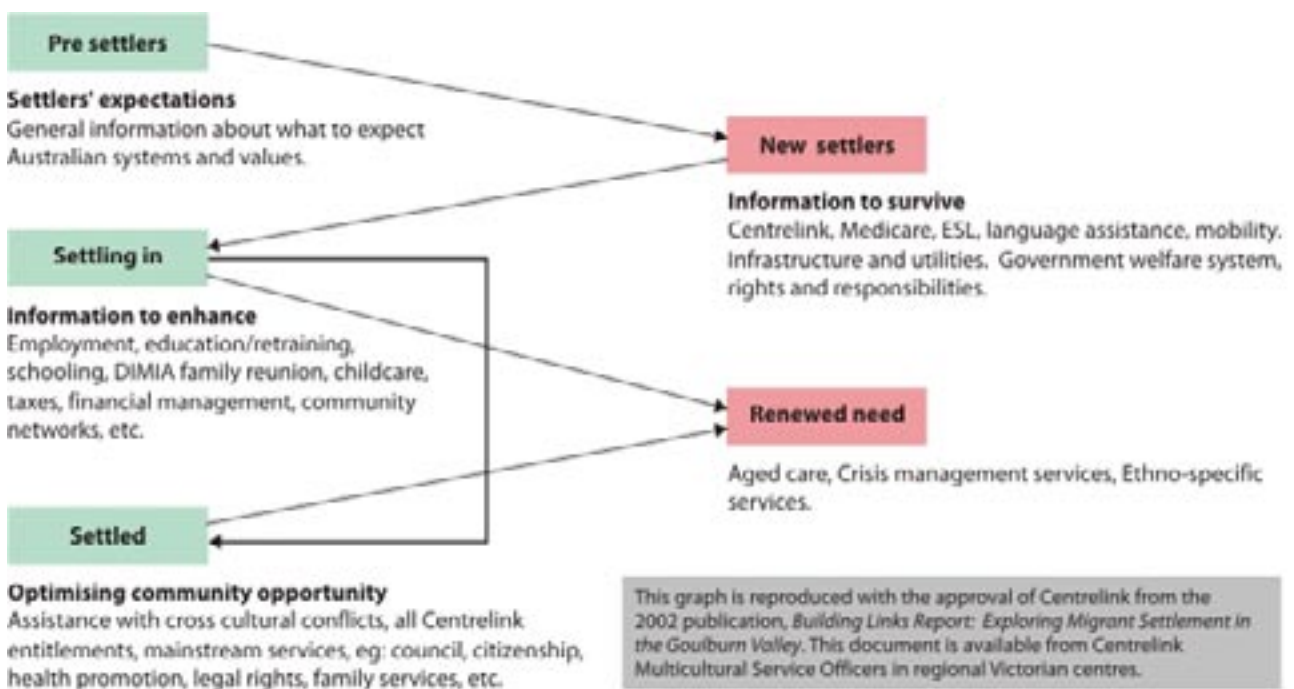
‘What’s wrong with people roughing it and pulling themselves up by their own bootstraps?’

The answer is that there’s nothing ‘wrong’ with it, but we can do much better and there are significant benefits for the community in doing so.

With our experience of post-war migration, Australians have realised that it’s in everyone’s

interest to have migrants establish themselves as quickly as possible and become active, contributing members of the community. Experience has shown that when this happens, their success soon attracts more migrants and a chain of self-help and initiative develops. If we are to maximise the role that immigration plays in improving Australia’s demographic future, it is vital that migrants are not unduly delayed in taking their place as fully participating members of the community. The community’s efforts in accelerating this process can be summarised as ‘investing in settlement’.¹⁴

Communities endeavouring to attract new settlers therefore need to consider migrants’ on-arrival needs and whether they have the basic facilities and services in place to meet such needs. The following sections provide information on how communities may approach this issue and the resources available to assist.



¹⁴ DIMIA 2003, *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants* Public Affairs, Canberra p.319

Meeting settlement needs: resources for settlement

Who has a role in facilitating settlement and what role do they play?

A brief overview

Many parts of the community, both government and non-government, play their part in helping migrants and refugees to settle in a particular location. This section contains a brief overview of the main stakeholders and their roles.

1. Department of Immigration & Multicultural & Indigenous Affairs

The Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) has a major role to play in facilitating settlement of new migrants. DIMIA-funded settlement services primarily focus on:

- provision of services to migrants in the settlement services target group, that is, permanent residents who have arrived in the previous five years either as humanitarian program entrants or family stream migrants with low English proficiency; and
- communities that require assistance to develop their capacity to organise, plan and advocate for services to meet their own needs and are receiving significant numbers of new arrivals in the settlement services target group.

DIMIA funds the following programs and resources aimed at facilitating settlement of migrants and refugees.

Integrated Humanitarian Settlement Strategy

The Integrated Humanitarian Settlement Strategy (IHSS) provides intensive, on arrival settlement support to refugees. Special Humanitarian Program (SHP) entrants and their proposers are eligible for support on a needs basis. More limited support is also available for Permanent Protection Visa (PPV) holders, Temporary Protection Visa (TPV) holders and Temporary Humanitarian Visa (THV) holders.

Settlement Grants Program

The Settlement Grants Program (SGP) is an application-based grants program which provides

funding to agencies involved in delivering settlement services to the settlement services target group.

Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides basic English language tuition to migrants and refugees for whom English is not their first language, and who have been assessed as not having functional English language skills.

Translating and Interpreting Service

Translating and Interpreting Service (TIS National) provides a 24 hour a day, seven days a week telephone interpreting service on a single national telephone number - 131 450. It is available to any person or organisation in Australia requiring interpreting services.

Living in Harmony

The Living in Harmony program is aimed at promoting harmony and addressing racism through education and information programs. Grants are available to community organisations.

Beginning a life in Australia booklet

The *Beginning a life in Australia* booklet provides comprehensive information in 23 community languages about settlement services available to migrants. The *Welcome to Victoria* booklet also provides information about settlement services to migrants.

Settlement planning resources

DIMIA can provide a range of assistance to agencies involved in planning for settlement of migrants, including a regular newsletter, access to migration statistics, help with establishing settlement planning mechanisms and information on DIMIA programs.

2. Other government agencies

Under the *Charter of Public Service in a Culturally Diverse Society*, all government agencies across the three levels of government have a responsibility to make their services accessible and responsive to the needs of migrants. For example, agencies may employ multilingual staff or offer a multilingual telephone information service, produce translated information, offer grants aimed at promoting migrant access to their services or have specific programs which are targeted at migrants.

The following government agencies have a role in the migrant settlement process.

Centrelink

Centrelink provides a number of services to ensure people from diverse cultural and linguistic backgrounds have all the information they need about payments and services, including bilingual staff, a multicultural call centre and a network of Multicultural Service Officers.

Department of Employment and Workplace Relations

The Department of Employment, Education and Workplace Relations (DEWR) aims to maximise the ability of unemployed Australians to find work, as well as to support strong employment growth and improved productive performance of enterprises in Australia.

The department achieves these aims by developing and implementing policies and programmes that support an effectively functioning labour market, increasing workforce participation for all Australians of working age and supporting workplaces with higher productivity and higher pay.

Department of Education, Science and Training

The Department of Education, Science and Training (DEST) offers a range of programs aimed at assisting migrants to make a smooth transition into education and training or into the workforce. Some of these include the Workplace English Language and Literacy (WELL) Program, the Language, Literacy and Numeracy Program and the New Apprenticeships Access Program.

Victorian Department of Education and Training

Victoria is the most culturally and linguistically diverse of all the states and territories of Australia. Our schools reflect this fact, with almost one in four students in Victorian government schools coming from language backgrounds other than English.

Department for Victorian Communities

The Department for Victorian Communities manages a number of programs aimed at the economic and social development and sustainability of communities in Victoria. Key

agencies/programs include the Victorian Office of Multicultural Affairs (VOMA), the Skilled Migration Unit, the Overseas Qualifications Unit and the Victorian Multicultural Commission.

3. Non-Government Organisations

Many community-based organisations, both generalist (targeting migrants from all backgrounds) and ethno-specific (targeting specific ethnic groups), are involved in providing settlement assistance to migrants. These non-government agencies are a crucial link between government and migrant communities, through the government-funded migrant service programs they administer.

4. Settlement Planning Committees

Settlement Planning Committees provide a forum in which representatives from settlement service and related agencies can discuss issues relating to the provision of settlement services to migrants and plan for co-ordinated service delivery.

A detailed look at major settlement programs and resources

1. Department of Immigration & Multicultural & Indigenous Affairs

Integrated Humanitarian Settlement Strategy

IHSS services are generally available for the first six months of settlement, except psychological health services, which may be available for a longer period of approximately 12 months.

Contracted service providers deliver services, on a needs basis in the following areas:

(a) Case co-ordination, information and referrals

Under this service type, the service provider co-ordinates all aspects of service provision to entrants. This involves assessment of needs (including health) information provision and referral, developing networks and collaborative relationships and monitoring and reviewing service provision.

(b) On-arrival reception and assistance

This includes airport reception, transport to accommodation, orientation to accommodation facilities and emergency assistance where required.

(c) Accommodation services (refugees and SHP entrants on a needs basis)

This includes assistance in securing accommodation for entrants, and tenancy and life skills training.

(d) Household goods assistance (available to both refugees and SHPs)

Household goods assistance provides general household goods for newly arrived refugee and SHP entrants. It is important to understand that the package of household furniture provided under the Accommodation Services category can only be provided once. There is no provision for furniture to be provided a second time in circumstances where humanitarian entrants move to another location.

(e) Short-term torture and trauma counselling services (available to refugees, SHPs, TPV/PPV/THV visa holders)

This includes psychological health assessment, development of counselling case plans and awareness raising and advocacy around refugee health issues.

(f) Advocacy and raising community awareness

This includes provision of information and training to mainstream agencies to improve their awareness of the settlement needs of humanitarian entrants.

(g) Volunteer co-ordination

This involves the development of a volunteer management framework, including a Volunteer Co-ordinator role responsible for recruiting and training volunteers to assist humanitarian entrants during the settlement process.

More information about IHSS services is available on the DIMIA website at: www.immi.gov.au/settle/booklets/ihss.htm. Alternatively, the Humanitarian Settlement section in Victoria can be contacted by calling (03) 9235 3321.

Settlement Grants Program

The Settlement Grants Program (SGP) provides funding to not-for-profit community organisations and local government bodies to deliver settlement

services to the settlement services target group. The SGP aims to fund services to:

- provide information, orientation, referral and casework services to new arrivals, helping them to settle in Australia and gain access to mainstream services
- support the settlement, establishment and participation of communities in the wider Australian community, including assisting them to develop their capacity to organise, plan and advocate for their own needs; and
- develop settlement planning and service delivery networks to encourage delivery of culturally and linguistically appropriate services by mainstream service providers, including playing an advocacy role.

More information, including a list of currently funded agencies, is available from the DIMIA website at: www.immi.gov.au/grants/sgp.htm.

The Settlement Grants Program, starting on 1 July 2006, rolls together the previous Community Settlement Services Scheme and Migrant Resource Centre/Migrant Service Agency funding. More information about DIMIA funding can be found at the above website.

Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides basic English as a Second Language (ESL) tuition to help migrants and refugees from non-English speaking backgrounds gain functional English language skills. As well as teaching English, AMEP courses also include an extensive orientation component which provides information about the Australian culture and way of life and how to access essential services. For many learners, the AMEP is their first social setting in Australia – often with life-long friendships being made. It is a vital part of the early settlement process and, because of this, enrolment is encouraged as soon as possible after arrival.

Migrants with less than functional English are entitled to access up to 510 hours of English language tuition under the AMEP. Up to 400 additional hours are also available for qualifying humanitarian program entrants in the Special Preparatory Program. This program recognizes that many humanitarian program entrants require additional support to bring them up to a level where they are ready to absorb English language

tuition.

AMEP tuition is provided by contracted service providers who are specialists in teaching English as a Second Language. Providers may include TAFE colleges, Adult Multicultural Education Services (AMES), Adult and Community Education (ACE) providers, Neighbourhood Houses or other appropriate venues. A variety of tuition styles is usually available, including classroom learning, distance learning and home tutoring, and free child care is also provided. While tuition is free for many migrants, including all humanitarian program entrants, some migrants pay a contribution as part of visa processing arrangements (the second instalment of the Visa Application Charge).

More information about the AMEP can be found on the DIMIA website at: www.immi.gov.au/amep, or directly from AMEP providers.

A full list of AMEP providers in regional Victoria can be found at Attachment A.

TIS National

TIS National is a part of DIMIA and provides a 24 hour a day, seven days a week telephone interpreting service on a single national telephone number - 131 450. TIS National has access to over 1,600 professional interpreters and translators in more than 100 languages and dialects, and the range of languages is growing.

Special nation-wide telephone conference call facilities allow a three-way conversation between the English-speaking and non-English-speaking parties and the TIS National interpreter. TIS National also provides on-site interpreters for face-to-face interviews.

Fee-free services

Some organisations may be eligible to receive fee-free telephone interpreting and limited free on-site interpreting services from TIS National. These include private medical practitioners undertaking Medicare-rebatable services, emergency services, trade unions, parliamentarians, some local government authorities and non-government, non-profit community-based health or welfare organisations providing services for settlement purposes.

A special Doctor's Priority Line has been established for eligible medical practitioners. Registered doctors can arrange free interpreting over the phone by calling 1300 131450 and quoting their Medicare provider number.

For more information on fee-free services, including an application for exemption from charges for interpreting services, go to the DIMIA website at: www.immi.gov.au/tis/feefree.htm.

User charges

TIS National provides interpreting on a fee-for-service basis to individuals, Commonwealth and state/territory government agencies, community organisations, and private sector businesses. The TIS National Schedule of Client Service Charges is available on the DIMIA website at: www.immi.gov.au/tis/tischarges1.htm.

ATIS

The Automated Telephone Interpreting Service (ATIS) allows English speaking clients to directly connect to interpreters in the top 18 community languages without the involvement of Contact Centre operators. Users of ATIS need first to apply for an account and access number. A 10 percent discount on the normal TIS National telephone charge is offered to ATIS users. Further information can be obtained by telephoning 1300 655 820, or from the DIMIA website at: www.immi.gov.au/tis/how.htm#atis.

Translating

TIS National provides eligible clients with fee-free extract translations into English of certain documents necessary for their settlement in Australia. Eligible migrants (those from non-English speaking backgrounds in their first two years of permanent residency in Australia) can lodge a request for translation through any AMEP office.

More detail on the translation policy, a list of eligible documents and addresses of AMEP centres are available from the DIMIA web site at: www.immi.gov.au/tis/feefree.htm#document.

TalkingTIS

TalkingTIS is the biannual newsletter that is produced by TIS National. To be placed on the

mailing list for this publication, please contact a Client Liaison and Promotions Officer on 1300 655 820.

A TIS National information and promotion pack is provided with this toolbox.

More information about TIS National is available on the DIMIA website at: www.immi.gov.au/tis/index.htm.

Living in Harmony

The Living in Harmony program is designed to promote community harmony, build relationships between people and address racism where it occurs in Australia. It is primarily a community-based education program aimed at enhancing our appreciation and understanding of the diverse society in which we live, and is made up of three elements:

- a community grants program designed to develop local solutions against racism at the community level
- a partnerships program through which the Australian Government works with major organisations and peak bodies to improve social cohesion, tackle racism and generate better understanding, respect and cooperation among Australians of all backgrounds; and
- a public information strategy, incorporating Harmony Day held on March 21 each year.

Applications are welcome under the Living in Harmony grants program for projects aimed at promoting harmony and addressing discrimination in the target areas of workplace, youth, media, the arts and sport. Innovative projects addressing issues around inter-faith and religious diversity, new and emerging migrant communities, school and educational communities and indigenous Australians are encouraged.

More information is available on the Living in Harmony website at: www.harmony.gov.au.

Beginning a life in Australia and Welcome to Victoria booklets

Beginning a life in Australia and *Welcome to Victoria* booklets are a comprehensive source of information about settlement services available

to migrants. They are a vital resource for all new migrants, with information on topics as diverse as English classes, Medicare and the health system, Centrelink, housing, employment, transport, schooling, Australian customs and the law. Booklets specific to each state and territory are available in 23 community languages in addition to English.

The *Welcome to Victoria* booklet is automatically sent to all humanitarian entrants arriving in Australia, and is available to all other migrants through the DIMIA website at www.immi.gov.au/settle/booklets/index.htm, or by enquiring at a Migrant Resource Centre.

A copy of the *Welcome to Victoria* booklet is included in this toolbox.

Settlement planning resources

The Settlement Planning and Information Unit (SPIU) in DIMIA Victoria can provide assistance to regional communities planning for the settlement of migrants. The type of help available is outlined below.

DiVersified

DiVersified is the name for the Department of Immigration and Multicultural and Indigenous Affairs' Victorian Multicultural and Settlement Services newsletter. It is produced quarterly by SPIU and is an important communication tool for organisations wishing to promote their settlement initiatives. Generally, contributors are prominent service providers within the migrant settlement field, including federal, state and local government organisations, funded agencies and community groups. To receive a free copy electronically or to contribute an article, contact SPIU on (03) 9235 3970 or email: settinfo.vic@immi.gov.au.

Planning data

The SPIU has a dedicated Data Officer who can provide demographic statistics on the make-up of regional communities, including the number of new migrants. Data is taken predominantly from Australian Bureau of Statistics census data and from DIMIA's Settlement Database. Finding out more about the nationality, length of residence, age, and other characteristics of migrants in your community is essential if you want to plan new services.

Settlement Database data can be obtained in three ways:

- online
- upon request; or
- as part of an annual data release.

Online: A range of settlement data can be requested via the Settlement Database reporting facility on DIMIA's web site at: www.settlement.immi.gov.au/settlement/enterSelectReport.do.

On request: Where the data you require is not available through the on-line reporting facility, or you are unsure about the on-line data, it may be possible for the SPIU Data Officer to provide you with tailored data.

Annual Release – Interactive Data Package: SPIU also produces an annual release of Settlement Database data which is available as an Interactive Data Package with the flexibility to design your own reports.

To request tailored data or the Annual Release Data Package, contact the SPIU Data Officer on (03) 9235 3248.

Victorian Settlement Planning Committee

One of the SPIU's major roles is to provide secretariat functions for the Victorian Settlement Planning Committee (VSPC), a peak settlement planning body in the state. Should regional communities have settlement issues which need to be referred to the VSPC for consideration, they should contact the SPIU by emailing: settinfo.vic@immi.gov.au, or by telephoning (03) 9235 3380.

More detail on the VSPC and settlement planning mechanisms can be found in the settlement planning section on page 34.

Rural and regional support

The SPIU has a dedicated planning officer who focuses on settlement issues in rural and regional areas. This officer can assist with provision of settlement information and resources to regional organisations and help in the establishment of Local Settlement Planning Committees (LSPCs).

In many instances, this officer will also be able to regularly attend regional LSPC meetings, providing an important link to DIMIA and the VSPC.

2. Other Government agencies

Centrelink

Centrelink provides a range of services through the Multicultural Services Community Segment (MSCS), including:

- bilingual staff speaking non-English languages, providing an understanding of the cultural diversity of customers
- free on-site and telephone interpreters to assist communication with customers in languages other than English
- free translation of customer documents required by Centrelink to verify identity, residence and income
- a Multicultural Call Centre (Ph: 13 1202) which provides bilingual information and telephone services
- translated hard copy information booklets covering all of Centrelink's payments and services
- translated fact sheets, available on the Centrelink website in over 50 community languages, which provide details on various Centrelink issues
- close liaison and networking with local and peak community organisations representing refugee and migrant communities; and
- Multicultural Service Officers (MSOs) employed around Australia to assist multicultural servicing in all Centrelink Customer Service Centres and develop effective partnerships with the community.

What Multicultural Service Officers do:

- promote Centrelink services to refugee and migrant communities
- promote multicultural services to both Centrelink staff and customers
- assist Centrelink staff in working with customers from diverse cultural and linguistic backgrounds (DCALB), including refugees and migrants by:
 - developing and providing appropriate training resources; and

- helping with the recognition of overseas qualifications and referring customers to appropriate agencies
- provide direct customer services in complex cases, including newly arrived migrants and refugees; and
- link Centrelink with communities.

Department of Employment and Workplace Relations

The Department of Employment and Workplace Relations (DEWR) provides the government with high quality advice, programmes and services to achieve three outcomes:

1. An effective labour market
2. Higher productivity, higher pay workplaces; and
3. Increased workforce participation.

DEWR has a range of programs that are accessible by new arrivals looking to engage in the workforce. Many of these resources can be accessed via the internet or via the local Centrelink office. Some of the programs delivered by DEWR include:

Job Network services

Job Network services are provided by Job Network members, a network of private and community organisations dedicated to helping clients find and keep a job.

Job Network services include Job Search Support and Intensive Support.

Job Network can also help people with special needs. That is, parents, youth, people with a disability, mature age people, Indigenous Australians and people from a non-English speaking background.

Registration for Job Network services can be carried out either with a Job Network member or at a Centrelink office.

Assessment of trade skills for migration purposes

Trades Recognition Australia provides occupational skills assessment services for international applicants and trade skill certification services for permanent Australian residents.

Australian Labour Market Update

Australian Labour Market Update is a quarterly publication which explains the labour market

for those seeking jobs in Australia, particularly migrants.

Migration Occupations in Demand List – AUSTRALIA

The Migration Occupations in Demand List (MODL) sets out occupations identified as being in shortage in the Australian labour market for migration purposes.

Professional and industrial bodies list

An annual listing prepared by DEWR for DIMIA which identifies professional and industrial bodies eligible to provide evidence in respect of the labour market test criteria applicable to employer-sponsored skilled migration applications.

Culturally and Linguistically Diverse Employment Toolbox

People from culturally and linguistically diverse backgrounds include migrants, refugees and temporary visitors to Australia and Indigenous Australians whose first language is not English or who come from a different cultural background. They often have a lot to offer to businesses and communities because they bring a range of skills and life experiences.

Unfortunately, bias in the community can hinder people from culturally and linguistically diverse backgrounds in their search for work. People from a culturally and linguistically diverse background may also experience other barriers, such as language difficulties, limited work experience in Australia, lack of familiarity with recruitment processes and difficulty gaining recognition of overseas qualifications, trade or prior learning.

In a country as culturally diverse as Australia, it is in the interests of each Job Network member and other employment service providers to develop innovative strategies to help overcome any barriers to work faced by people from culturally and linguistically diverse backgrounds. Most employment service providers will have to provide assistance to migrants and refugees looking for work.

Departmental figures from June 2004 show that culturally and linguistically diverse clients made up 15.4 per cent of the total number of JobSearch Support clients and 14.7 per cent of the total number of Intensive Support clients in Australia. In areas that are particularly multicultural, culturally and linguistically diverse clients could make up

an even higher proportion of employment service providers' caseloads.

The Culturally and Linguistically Diverse Employment Toolbox aims to be a useful and informative guide for Job Network members who work with clients from a culturally and linguistically diverse background. Here you will find facts and figures, case studies and training material to help you develop strategies to assist job seekers with a culturally and linguistically diverse background at a local level. New material will be added to the site as it becomes available. The information in the toolbox focuses on employment or work-related issues.

Department of Education, Science and Training

The Department of Education, Science and Training (DEST) provides funding for a number of programs which help migrants gain skills that better equip them to engage in the workforce. Some of these programs are outlined below.

Language, Literacy and Numeracy Program

The Language, Literacy and Numeracy program provides basic language, literacy and numeracy training for eligible job seekers whose skills are below the level considered necessary to secure sustainable employment or pursue further education and training. It is designed to help remove a major barrier to employment and improve participant's daily lives.

The program provides up to 400 hours of training to assist unemployed people make a measurable improvement in their language, literacy and numeracy skills, thereby increasing their chances of obtaining sustainable employment or undertaking further education and training and improving their daily lives.

Workplace English Language and Literacy Program

The main purpose of the Workplace English Language and Literacy Program (WELL) program is to provide workers with English language, literacy and numeracy skills. Funding is available for language and literacy training that is integrated with vocational training to enable workers to meet their current and future employment and training needs.

Australian Education International, National Office of Overseas Skills Recognition

Australian Education International (AEI), through

the National Office of Overseas Skills Recognition (NOOSR), provides official information and advice on the comparability of overseas qualifications with Australian qualifications. The aim is to help overseas qualified people work and study in Australia.

AEI-NOOSR provides information on educational systems and guidance on assessing qualifications from other countries through Country Education Profiles, Update Publications and other services. They also offer educational assessments of overseas qualifications and assess overseas teaching qualifications under the General Skilled Migration program.

Victorian Department of Education and Training

In Victorian Government schools, where almost 25 per cent of the student population is from a language background other than English, the provision of appropriate educational support, particularly English as a Second Language (ESL) programs, is vital.

English as a Second Language (ESL) tuition

Newly arrived students from language backgrounds other than English who meet eligibility requirements are able to access intensive ESL tuition for between 6 - 12 months through the New Arrivals Program. A pamphlet Information for parents of newly arrived students who need to learn English is available to assist in explaining the New Arrivals Program to parents. The pamphlet is available in a number of languages.

Multicultural education aides

Funding is also provided to eligible schools to employ Multicultural Education Aides (MEAs) to assist with communication between schools and parents from language backgrounds other than English. MEAs also provide classroom assistance to students for whom English is a second language.

English language schools

In metropolitan areas and some regional locations, ESL programs are delivered primarily through English language schools and centres. In these centres, small classes and a high number of contact hours enable qualified ESL teachers to deliver an intensive English language program tailored to the differing needs of students, helping them to adapt as quickly as possible to the Australian education system and society.

Isolated ESL Student Support Program

ESL support is available for eligible new arrival students in isolated and country areas through the Isolated ESL Student Support Program. Under this program, there are two options available:

- Direct funding is provided in order to release a qualified teacher on staff or employ a qualified ESL casual relief teacher to provide ESL support to newly arrived students; or
- Where an ESL qualified teacher is not available, funding is provided to enable a staff member to attend an English Language School or Centre for mentor support covering such things as monitoring ESL development, resource selection and appropriate teaching strategies. On return to their school, participating teachers receive additional casual relief teacher resources to support newly arrived students.

Department for Victorian Communities

The Department for Victorian Communities has primary responsibility for managing Victorian Government programs related to communities, including rural and regional communities.

Some of the programs that are administered through the Department include:

Victorian Office of Multicultural Affairs

Victorian Office of Multicultural Affairs (VOMA) provides strategic advice to the Victorian Government in the areas of immigration, settlement, community relations and multicultural affairs. The Office takes a leading role in coordinating the Government's response to issues arising from the diversity of the Victorian community. It monitors the effectiveness of government policies, programs and services to ensure they meet the needs of a culturally and linguistically diverse community.

VOMA also plays a role in improving access to Victorian Government services by managing a number of collaborative projects, including providing refugee service brokers and promoting the use and improving the supply of interpreters and translators in Victoria.

Overseas Qualifications Unit

This program provides free and confidential services to assist overseas qualified professionals, who are living in Victoria and have permission to work, to enter the Victorian workforce.

Services include:

- academic assessment of overseas qualifications
- career and vocational advice on further education, training and employment options; and
- information and referral – including to professional bodies, bridging programs, work experience and employment programs and translating services.

Skilled Migration Unit

The Skilled Migration Unit (SMU) assists overseas people – especially those with skills in demand – to migrate to Victoria. The SMU also works with Victorian employers, industries and local governments across the state to address skill shortages.

SMU services to skilled migrants:

- provide information about how to migrate to Victoria
- nominate eligible skilled migrants to settle in Victoria through various visa options
- refer eligible skilled migrants to employers who have registered a job vacancy with the SMU
- provide information about job opportunities in Victoria's regions; and
- provide information about living and working in Victoria.

SMU services to employers/industry:

- provide resumes/CV's of qualified and experienced skilled migrants who have recently arrived or will soon be arriving in Victoria, to fill skill shortages that employers have been unable to fill locally; and
- provide information about how employers can sponsor a skilled migrant to fill a job vacancy.

SMU services to local government:

- Funded under Victoria's Skilled Migration Strategy, the Regional Migration Incentive Fund (RMIF) provides \$3 million over three years to assist 11 regional communities develop and implement regional migration strategies. It aims to support sustainable industry and growth in Victoria, assist regional communities attract and retain skilled migrants and help meet identified skill

shortages by matching skilled migrants with job opportunities in rural and regional Victoria.

Victorian Multicultural Commission

Originally established via an Act of Parliament in 1982 as the Ethnic Affairs Commission, the current Victorian Multicultural Commission (VMC) operates under the Multicultural Victoria Act 2004. The Commission's objectives have been refined over time. The objectives of the Commission include:

- to promote full participation by Victoria's culturally and linguistically diverse communities in the social, cultural, economic and political life of Victoria
- to promote access by Victoria's culturally and linguistically diverse communities to services made available by governments and other bodies
- to encourage all of Victoria's culturally and linguistically diverse communities to retain and express their social identity and cultural inheritance
- to promote cooperation between bodies concerned with multicultural affairs
- to promote unity among Victoria's culturally and linguistically diverse communities; and
- to promote a better understanding within Victoria of Victoria's culturally and linguistically diverse communities.

The Victorian Multicultural Commission runs a grant program to assist ethnic and community-based organisations with programs and activities that help to meet the needs of culturally and linguistically diverse communities. Further information is available by calling 9208 3184 or at: www.multicultural.vic.gov.au.

The list above is not exhaustive. There are many other government programs that may play a part in the settlement of new arrivals. The Internet is an excellent medium for finding information. In Victoria, a good starting point is the government website: www.vic.gov.au.

3. Non-Government organisations

Non-government organisations (NGOs) are a crucial link between government and migrant

communities, through the migrant service programs they administer. These organisations use their knowledge of local communities and their formal and informal networks to assist new arrivals find information and gain access to services. Importantly, they also act as a conduit to the wider community on the needs of new arrivals and often take a strategic view of assisting to manage those needs.

New arrivals can be confident of a reliable, confidential and easy to understand service from non-government migrant service agencies that takes account of their experiences and different needs.

NGOs involved in the provision of settlement services to migrants include:

- Migrant Resource Centres
- Migrant Information Centres
- Ethnic Communities Councils
- welfare agencies, both religious and non-religious; and
- ethnic community groups.

Such organisations provide a variety of services, including:

- information provision, casework and referral
- advocacy
- service planning and coordination
- community development (assistance for emerging migrant communities to establish their own community structures, work towards self-reliance and build capacity to advocate for their needs to be met); and
- cross-cultural training (where organisations and/or individuals learn about the culture of incoming migrants, in order to improve their understanding of these migrants' way of life and respond more effectively to their needs).

DIMIA funds a range of non-government organisations to provide settlement services and develop solutions within migrant communities. A list of Migrant Resource Centres (MRCs) and other agencies funded by DIMIA is available on the DIMIA website at: www.immi.gov.au/grants/funded/csss/csss_funded.htm.

A list of MRCs is included in this toolbox

Ethnic Communities Council of Victoria

The Ethnic Communities Council of Victoria (ECCV) is the peak non-government body representing ethnic communities throughout Victoria. It was established in 1974 as a voluntary community organisation through which common concerns are discussed, consultation and liaison is carried out with and amongst ethnic communities and issues are brought to the attention of all levels of government.

The ECCV can be contacted via their website at: www.eccv.org.au.

Meeting settlement needs – further issues to consider

Interpreting and translating

An important aspect of working with new migrants is ensuring that communication is open and clear at all times. This, of course, often presents problems when language is a barrier and interpreting services are therefore an important tool. The costs (where levied) are often outweighed by the return in efficiency, goodwill and the avoidance of misunderstandings and error.

Although interpreting and translation costs can add up to a significant amount of money, there are ways to keep costs down. Delivering information to clients in group information sessions allows you to magnify the effect of interpreter usage and is one way of cutting costs. Telephone interpreting is also significantly cheaper than face-to-face interpreting. Also, it saves money if general information can be succinctly translated and provided to non-English speaking migrants in written form.

Many government departments have multilingual resources to assist in dealing with migrant customers. Some have written translations on their websites that cover general and frequently asked questions. For example, Centrelink has a We speak your language section on its website. Centrelink also has a multilingual call-centre.

To assist further in considering a budget allocation for interpreting and translating, the Victorian Settlement Planning Committee has developed a Model for Assessing Translating and Interpreting Requirements. This tool is useful not just for business planning, but to ensure a realistic budget is calculated in the event of applying for grants or other types of funding.

A copy of the model is also included in this toolbox.

When considering interpreting options, remember that it is considered unprofessional and unethical for service providers to deny access to an interpreter or to rely on clients' relatives to interpret, especially when dealing with sensitive or confidential matters such as health and legal

issues. Also, you should give preference where possible to interpreters who are accredited by the National Accreditation Authority for Translators and Interpreters (NAATI). To help ensure that interpreting is carried out in a professional manner.

There are numerous interpreting and translating services available, including:

- TIS National (www.immi.gov.au/tis/index.htm). More information is also given in the TIS National section on page 23.
- VITS Language Link (www.vits.com.au/index.htm)
- On-Call Interpreters and Translators Agency (www.oncallinterpreters.com/default.htm); and
- All Graduates Interpreting and Translating Services (www.allgraduates.com.au).

Other services can be found in the yellow pages. Fees and charges vary greatly between organisations.

NAATI maintains a list of accredited interpreters and translators, available online at www.naati.com.au along with a number of other resources aimed at helping to overcome the language and cultural barriers often present when dealing with new migrants.

Multiculturalism, diversity and the promotion of community harmony

One of Australia's great strengths as a nation is its cultural diversity and this feature continues to give us distinct social, cultural and business advantages. Australian multiculturalism recognises, accepts, respects and celebrates cultural diversity. However, while all Australians have the right to participate equally in our society and are free to maintain their cultural traditions, multiculturalism also demands an overriding commitment to the nation's basic structures and principles, including our democratic traditions and values, the rule of law, freedom of speech and religion, English as the common language, acceptance and equality.

Community harmony is an important issue which needs to be considered before the arrival of new migrants in a community. Even if a community can offer jobs, housing and other relevant services, this will matter little if new migrants are made to feel unwelcome and therefore decide not

to stay. Thought needs to be given to how the community can be prepared in order to promote understanding and limit occurrences of racism.

The following resources and programs are just some of those available to assist communities in dealing with diversity-related issues.

Refugee Week

Refugee Week is held in October each year, and serves to focus the nation's attention on issues affecting refugees. Your community might like to consider running an event during Refugee Week to promote understanding.

Many different groups get involved in Refugee Week. A good starting point for information is the Victorian Multicultural Commission. They can be contacted via their website at: www.multicultural.vic.gov.au.

Diversity Works!

Diversity Works! is an Australian Government policy aimed at promoting the benefits of diversity for business and the economy. A wide range of information and resources, including case studies, information kits and training materials, are available on the Diversity Australia website at: www.diversityaustralia.gov.au.

The training kit *Diversity - A Way of Life* is also available on the Diversity Australia website. Developed together with Harmony Day partners, Ford and Woolworths, the kit is designed to give middle level and line managers the skills and knowledge needed to manage workplace diversity. It is made up of three components:

- a leader's guide on how to run a workshop to help organisations understand and manage diversity`
- a leader's toolkit with a series of exercises, case studies and practice scenarios; and
- a participant's workbook which outlines the workshop objectives and content under each training module, providing exercises and case studies.

Other activities to promote community harmony could include a profile of the countries of origin of new arrivals in local newspapers and, subject to their approval, stories from the new arrivals themselves. Schools could also be encouraged to run projects that teach students about diversity and promote harmony.

Information strategies

Getting information to new arrivals is of the utmost importance in effectively welcoming newcomers to a town. New arrivals will settle more quickly if they are aware of the services available to them, and this in turn improves a community's chances of retaining migrants. Some information strategies which communities may consider include:

- a local 'welcome' information kit (see next page for more detail)
- regular newsletters
- translated customer bulletins
- bilingual information forums
- electronic bulletin boards and websites; and
- community radio.

The *Welcome to Victoria* booklet (see page 24) is a vital information product which provides comprehensive state-level information on settlement services for migrants and where to ask for assistance. Communities should ensure that current copies (in relevant languages) are included in any information package given to new residents.

Communities looking to attract and settle migrants often develop a local 'welcome' information kit or directory of services as a way of providing information specific to the region.

Checklist for development of a local directory of services

The following checklist may be useful in developing a local directory of services or

'welcome' information kit which can be given to migrants when they arrive. In the directory, it is useful to highlight organisations that have demonstrated a high level of accessibility to migrants.

Organisation	Check
Shops (including specific supplies and ingredients)	
Schools, TAFE, AMEP	
Hospitals, Medical Centres, Medicare Office	
Centrelink Office	
Post Office	
Childcare, Kindergarten	
Places of worship	
Parenting resources	
Libraries, Community Information Centres	
Neighbourhood Watch	
Swimming pool, parks, playgrounds	
Ethno-specific clubs, businesses, professionals	
Council services	
Banking and financial services, Legal Services	
Estate Agents, Office of Housing, emergency housing	
Welfare agencies (Salvation Army etc)	
Emergency Services (Police, Fire, Ambulance)	
Youth-specific services	
Utilities (gas, water, electricity, telephone)	
Rural Transaction Centre	
Seniors clubs, aged services	
Taxis, hire cars	
Job Network agencies	
Clubs (RSL, Rotary, Lions, APEX)	

Settlement planning

How do communities identify and plan for settlement needs?

Successful settlement and retention of migrants in a region rarely happens by chance. On the contrary, communities need to invest in settlement to maximize their chances of attracting and retaining migrants.

Identifying and meeting settlement needs should be approached systematically and proactively. To achieve this, a planning framework has been developed to guide settlement service provision at the national level. This framework is called the National Integrated Settlement Strategy (NISS).

National Integrated Settlement Strategy

At the national level, settlement services provided by government and community organisations are coordinated through the NISS. NISS is the overall settlement planning framework, which aims to:

- clarify who is responsible for providing settlement-related services
- encourage agencies to co-ordinate the delivery of these services
- target resources to avoid gaps or duplication; and
- achieve better outcomes for clients by targeting services and making them more accessible to clients.

NISS is guided by a national mission statement which clearly articulates its objectives:

‘Commonwealth, state/territory and local government agencies and community organisations will work together to provide migrants, refugees and humanitarian entrants with services essential to their settlement, and to help them access those services when they need them so that they become independent, productive members of the community as quickly as possible.’

Settlement Planning Committees

Within the NISS framework, Settlement Planning Committees play a vital role in identifying settlement needs and planning services to meet these needs. These committees are made up of representatives of local service providers and other organisations with a role in migrant settlement. Their core objectives are:

- to provide a forum for discussion of issues relating to the provision and coordination of settlement services, including gaps and duplications in service, access and equity issues and possible strategies for service improvements; and
- to encourage agencies to share information and work collaboratively in planning the local provision of settlement services.

The Victorian Settlement Planning Committee (VSPC) is a peak settlement planning body in the state. It meets quarterly and is made up of state-level representatives from the major state and commonwealth departments. There are also key representatives from community bodies and local government. The VSPC is responsible for producing an integrated state settlement plan which underpins the development of settlement services across the state. Working groups are often formed to develop strategies to address issues identified in the plan, such as refugee youth issues, language and employment services, access to housing and other access and equity issues.

At a grass-roots level, a network of Local Settlement Planning Committees (LSPCs) has also been established across Melbourne and in many parts of regional Victoria. Through discussion at the LSPC level, many settlement-related issues can be resolved locally. Where this is not possible, for example, where a higher-level policy decision is required, issues can be referred to the VSPC for consideration. The inter-relationship between NISS, the VSPC and LSPCs is summarized in the flow chart on page 35.

Attachment D is a sample proforma which can be used by LSPCs for referring matters which cannot be resolved locally to the VSPC secretariat for further action.

The following list of agencies may be useful when considering the establishment of LSPCs. You may not need to involve all of them - local circumstances will dictate which are the most appropriate for your town.

- Local council
- Centrelink
- AMEP provider
- Schools, kindergartens

- Tertiary education providers
- Local Learning and Employment Network
- Department of Education and Training
- Health services (hospitals, GPs, Community Health Services)
- Department of Human Services
- Department for Victorian Communities – Local Team Representatives
- Job Network provider(s)
- Police
- Settlement service providers (eg. MRCs, funded settlement workers, ethnic community organisations)
- Local welfare groups/charities
- Service clubs/volunteer groups
- Area Consultative Committee
- Economic Development Board
- Regional Development Victoria
- Chamber of Commerce
- Churches/mosques/other places of worship
- Youth services/groups
- CFA/local emergency services
- Citizens’ Advice Bureau
- Legal Aid provider
- Media (community news, radio station)
- Community representatives



When considering how to meet settlement needs in your region, remember that many other regions may already have gone through this process. Consider establishing links with LSPCs in other regions to learn how they have approached the issues. They may even already have a local settlement plan which you could use to guide your deliberations.

Other settlement resources

An Overview of Government Entitlements in Victoria

One of the Victorian Settlement Planning Committee's information projects for 2002 was the creation and publication of a reference table giving an outline of government services in Victoria and demonstrating which services can be accessed by people holding various visas— be they migrants, refugees, Temporary Protection Visa holders or other temporary entrants. This project was undertaken by SPIU and DIMIA.

The culmination of this project is a wall poster Overview of Government Entitlements in Victoria for Migrants, Refugees and Other Visa Holders. The document serves as a useful guide for service providers and enables them to provide accurate information to newly arrived clients to aid their settlement in Victoria.

The poster lists all the major Commonwealth and State Government services and entitlements in Victoria and shows which are available to holders of which visa subclass. It is most easily navigated as a hands-on wall poster located in those places where service providers and the public meet face-to-face, such as a counter area or interview room wall. However, it has also been published in colour on the DIMIA website to be accessible from your desktop, at: www.immi.gov.au/settle/providers/service_providers_vic.htm.

Many mainstream organisations only deal with migrants sporadically and few are experts on every kind of service that visa holders are entitled to. The poster is a useful referral tool which allows such organisations to make informed referrals to alternative services.

The information on the poster has been collated by researching widely and liaising with a range of organisations, including the Commonwealth, State and other agencies that provide the listed services. Because services listed on the poster are subject to change, users may need to check with service providers for confirmation of entitlements, and also for further detail on eligibility criteria beyond visa status.

A copy of the entitlement poster is available at: www.immi.gov.au/settle/providers/service_providers_vic.htm

New Country – New Home Initiative

The New Country - New Home initiative is a Victorian campaign which seeks to address discrimination and disadvantage in the private rental market by:

- raising community awareness of individual rights in accessing and maintaining private rental accommodation; and
- working with the real estate industry to address perceived discrimination by real estate agents and encourage attitudinal change among agents and private landlords.

Multilingual booklets for tenants and landlords/ agents explain the individual rights and responsibilities of renting a home. They remind landlords/agents to treat migrants fairly and offer a range of practical strategies for dealing with migrants, including efficient use of interpreting services.

The booklets are available online at www.consumer.vic.gov.au.

The Charter of Public Service in a Culturally Diverse Society

The Charter of Public Service in a Culturally Diverse Society is the Australian Government's strategy for ensuring that the diverse needs of all Australians are met by culturally responsive government services. It has been endorsed by all three levels of government and hence represents a nationally consistent approach to meeting access and equity obligations. The charter outlines seven key principles central to the delivery of culturally responsive services and gives examples of best practice strategies which can be used to achieve and report on such services.

The Good Practice Guide for Culturally Responsive Government Services is a practical information guide which accompanies the charter. The guide explains the seven principles of the charter, relates these to implementation strategies and good practice examples and outlines a checklist of key questions to help you make the charter a practical reality for your clients. It helps organisations better understand the barriers often faced by new migrants and ensure that mechanisms are in place to deal with these barriers.

Although the charter and guide are aimed at government service providers, non-government agencies will also find them useful in devising ways to make their organisation accessible and responsive to the needs of their migrant clientele.

Copies of the charter and the guide are included in this toolbox.

Good Practice Principles: Guide for Working with Refugee Young People

In addition to the practical directions offered in the charter, some service providers may be interested in how to work with particularly complex needs of refugee young people. *Good Practice Principles: Guide for Working with Refugee Young People* outlines core values and offers further specific advice for both government and community providers.

Copies of the guide are included in this toolbox.

Resource Gateway

Refugee young people arrive in Australia at a critical time in their development. In order to effectively support this vulnerable group of young people, the gateway contains links to the latest information on the range of settlement and education issues facing refugee young people in Victoria. The gateway can be found at: www.immi.gov.au/settle/publications/resource_gateway_2004.htm

Copies of the *Resource Gateway* are included in this toolbox.

A final word on migrant settlement



Building a migrant-friendly environment is a positive development not just for new settlers but for the host community too. Diversification of the population, the economy and local culture are all keys to future sustainability. However, the settlement structures put in place in the community must themselves be sustainable or else settlement plans are likely to have a limited lifespan.

While goodwill, volunteerism and informal service provision can all augment settlement infrastructure, care needs to be taken to build such infrastructure on a solid, professional foundation where stakeholder agencies make long-term commitments to incorporate necessary service enhancements into their day-to-day business, in line with access and equity obligations. Allocating resources to meet the needs of a diverse migrant client group should be a business decision based on migrants' entitlement to equality and access. Wholesale reliance on volunteers or informal structures to bridge the gap is unlikely to be sustainable, equitable or resilient.

With comprehensive planning and appropriate resource allocation in line with access and equity obligations, migrant settlement can be a rewarding and successful process for the host community. However, even with these in place, new settlers may not always live up to a community's initial expectations. Just as long-standing members of a community may fall on hard times, new settlers may also lose their job or fail to find work, become ill or rely on social security payments for a period of time. This may particularly be the case for humanitarian entrants, whose often profoundly disrupted backgrounds can slow their progress towards full participation in a community.

Organisations and communities in general need to remember that they must make provision for all new arrivals as their legitimate potential clientele. The 'welcome mat' cannot be conditional on new arrivals being a 'net asset' to the community.

Comprehensive planning for migrant settlement, especially where experience of migration is limited, should not be considered a simple task. Planning groups must be robust in their development of services but flexible in their application, as what works for one person or location may not work for another. It is important not to become discouraged if circumstances do not completely mirror your planning efforts. The settlement of new migrants, even migrants from a similar cultural background as the host location, will inevitably have some teething problems as the experiences and expectations of the new arrivals mesh with the experiences and expectations of the host location.

Certainly, it can take considerable time before new arrivals feel comfortable in their new surroundings – and even longer to become fully settled. Just gaining access to childcare, schooling, jobs and other necessary services – let alone feeling part of the community in general – takes time and inevitably there will be setbacks. The important thing is to continue to address settlement planning issues in a flexible way, using the settlement planning framework and resources outlined in this toolbox, and by networking with other regions.

It is hoped that, by staying alert to all the available information and resources, readers will feel more confident in developing strategies for meeting the settlement needs of newly arrived migrants, whether from a skilled, family migration or humanitarian background.

GOOD LUCK!



Case study one: migration and settlement in Shepparton

This case study provides information on how Shepparton has managed migration of a diverse range of migrants over several decades.

The Goulburn Valley has settled many different waves of migrants over many years. The 1960s saw a massive influx of post-war migrants from Italy, Greece, the Netherlands and then Yugoslavia, among other countries. In 1974, some 300 families from Turkey, the Philippines and Thailand arrived, and in 1987 Punjabi migrants started to move into the area. In 1991, approximately 150 Albanian families settled in the region as refugees, and further numbers of Albanian-born who were Australian citizens by descent (their parents having earlier moved back to Albania from Australia) were able to leave Albania and settle in Australia. From 1997, there has been concentrated Iraqi settlement in Shepparton, Cobram, Kyabram and surrounding areas. Other refugees have come from Bosnia, Croatia and Serbia.

According to the 2001 Census, Shepparton's population on Census night was just over 56,000 persons, of which 5,743 or 10.2 per cent were born overseas. Of these overseas born people, 3,996 (7.1 per cent of the total Shepparton population) were born in non-English speaking countries, and 5,344 (9.5 per cent of the total Shepparton population) spoke a language other than English at home. Of the non-English speaking overseas-born communities, Italy is the largest with 1,269 persons, followed by Turkey (372), Iraq (265), the Netherlands (248), Greece (228) and Albania (220).

Since the 2001 Census, 501 permanent settlers have arrived in the Shepparton region. Dominant among this most recent wave of migrants to Shepparton are Albanians (169), Iraqis (63), Indians (33) Turks (28) and Kuwaitis (24).

Punjabi settlers

The Punjabi community has been particularly proactive in establishing livelihoods and

developing their community in their new home in Shepparton. Currently, about 50 - 60 families, all first generation migrants who speak Punjabi in their homes, are involved in horticultural and related jobs. Most of these farmers are fruit growers, whilst a few are now diversifying into vegetable growing. The majority of farms are in East Shepparton, but the community has started buying orchards in other fruit growing areas as well.

Those in the community who are not yet in a position to invest in farms commence by working as farm hands. The latest trend is that people from cities like Melbourne and Sydney are also buying farms in Shepparton. Some families have moved from New Zealand as well.

Iraqi settlers

Starting with just two Iraqi families in 1997, local estimates now range as high as 3,500 people from Iraq and Kuwait in the area. Many of these arrivals have been highly qualified and skilled, but have found it difficult to find appropriate employment, even in Australia's larger cities. The Iraqis were said to be attracted to the quieter, more conservative lifestyle of the region (which, in landscape and climate, is similar to their homeland). Community members travelled to Australia via Jordan, Syria and Iran. A large number are from the Rafha camp in Saudi Arabia, which housed many Iraqi deserters following the Gulf War. The majority of the community had initially settled in Melbourne, Sydney, Brisbane and Perth, prior to relocating to the Shepparton and Cobram region.

In November 1999, Temporary Protection Visa (TPV) holders started to arrive in the region. Since that time, an estimated 400 TPV holders have passed through the area, 90 per cent of them single adult males. The families in the area are predominantly Shi'ite Muslim.

So how does Shepparton manage these communities together?

Shepparton is a community built on the land and

the opportunities that the land has offered for a number of generations. The Goulburn Valley area is colloquially known as the 'fruit bowl of Australia' due to the huge size of the fruit and vegetable growing industry.

The diversity of settlers attracted to Shepparton has, to a large extent, been driven by the economic development of the region and the opportunities that this has presented. The need to fill labour shortages at critical times in the harvest industry has driven employers to take on anyone who is willing to work hard – regardless of background and country of origin. Through this process, Shepparton has become used to migrants and learnt to deal with new arrivals simply as people who are looking to make something of the opportunities of the region. The successful settlement of the Italians and Albanians and more recently the Punjabis and the Iraqis highlights this general acceptance.

However, this acceptance took time to cultivate. New arrivals in any community can be viewed by some with suspicion, particularly when they are visibly different from others in the receiving community. Shepparton has been very successful in managing this and building harmonious relations between groups.

The Ethnic Council

The Ethnic Council of Shepparton and District (ECoS) has played an important role in managing community harmony in Shepparton. It is a non-profit service organisation comprised of elected representatives from the principal ethnic communities resident in Shepparton and surrounding districts, some of which are Albanian, Bosnian, Chinese, Dutch, El Salvadorean, Fijian, Ghanaian, Greek, Indonesian, Iranian, Iraqi, Italian, Kuwaiti, Macedonian, Maltese, Mexican, Pakistani, Filipino, Punjabi (Indian), Sri Lankan, Thai, Tongan, Turkish, Ugandan, Ukrainian and (former) Yugoslavian.

ECoS was established in 1978 with a mission to respond to the expressed needs of ethnic groups and to advocate for community and government service provision, development and change.

Since its inception, ECoS has contributed to the quality of life experienced by ethnic communities in Shepparton through advocacy and awareness-raising activities, fundraising and direct settlement assistance.

Settlement Planning Committee

ECoS has also played a key role in establishing a local Settlement Planning Committee (LSPC) in Shepparton to consider settlement issues and develop strategies to address identified needs. All of the major stakeholders in migrant settlement are represented on the committee, including ECoS, the local council, key state and federal government agencies and relevant community-based organisations.

The LSPC has developed a local settlement plan which is now in place and aims to:

- Achieve a more coordinated approach to the settlement service provision
- Recognise the needs of new settlers and identify strategies to meet these needs
- Provide a management tool to measure progress against clearly stated goals; and
- Influence local, state and federal government policy and resource allocation.

Successful strategies

In order to meet the settlement needs of migrants, some innovative strategies have been put in place in Shepparton to deal with issues that European Australians take for granted. These include:

- the election of the local Police Inspector as President of ECoS
- the development of a women's driving program to assist newly arrived women obtain a licence, thus enabling mobility and freedom and combating isolation
- tailored education programs – such as volunteer mentoring through the local TAFE – that enhance English language learning with Australian work-place related education; and
- using sport to overcome cultural barriers. For example, during Ramadan, the local police arranged for soccer competitions to be played late at night after fasting had ceased for the day. This has helped to break down barriers of misunderstanding between the police and the settling communities (who have often been mistreated by local authority figures in their homeland).

Much of Shepparton's success has been about finding innovative local solutions – not always looking for answers from outside.

More information on the Shepparton experience can be found in the Centrelink publication *Building Links Report - Exploring Multicultural Settlement in the Goulburn Valley*.

Case study two: Warrnambool drives for growth

The Warrnambool experience is particularly interesting in recent migration history in Victoria.

Warrnambool is an attractive seaside town in the far west of the State. Its history has long been of an agricultural nature and also as a significant general shipping port between Melbourne and Adelaide. In recent decades, it has moved towards being a centre of education provision for the western district and a significant tourist location. Dairy farming, sheep farming and ancillary services such as meat processing are Warrnambool's main industries today.

Like many places in regional Australia, Warrnambool was losing people to the big cities due to lack of local opportunities. The local population was ageing significantly and suffered from a lack of diversity. Warrnambool Council recognised that the city's survival required a renewed focus on growth and they could see that their predicament might be solved by tapping into groups interested in a regional lifestyle. Discussions gave rise to the idea of encouraging newly arrived migrants from Melbourne and elsewhere to settle in Warrnambool.

Since 2002, Warrnambool Council has worked closely with the Sudanese community to encourage them to move to Warrnambool. The Supporting Relocation to the South West Project quickly developed into a sizable migration program. Council developed a comprehensive plan and put strategies in place to meet identified needs. Resourcing was an issue and they were fortunate to obtain funding from a philanthropic organisation to assist in implementing the project, including the employment of a Migrant Liaison Officer.

Warrnambool was also fortunate in that it could offer jobs to a large percentage of the new arrivals to fill labour shortages in the meat processing industry.

Key factors for success

In planning for the project, Warrnambool Council identified several keys to success. They adopted a

whole-of-community approach with an emphasis of providing:

- a welcoming community
- employment opportunities
- access to services; and
- the ability for the settling group to reconnect with their own community in other locations.

Each of these elements was viewed as integral to the success of the project.

The council also established a Resettlement Advisory Group as a key tool for overseeing the project. This group was made up of representatives of local and state government, health, education and English language providers, police, refugee support groups, employers and the general community. Its main roles were to provide a mechanism for discussion and management of migrant resettlement issues, provide advice and support to the Migrant Liaison Officer and seek external funding to support settlement.

Through the project, the council has managed the arrival of almost 100 Sudanese, ensuring that they have access to jobs, accommodation, education, health and other necessary services. Because of this, the Sudanese have begun to feel comfortable in their new home and word of mouth has spread about the benefits of moving to Warrnambool to live.

Many of the issues addressed in this toolbox, such as appropriate planning tools, communication strategies, helping the new arrivals to access services and engaging with the community, were met head-on by the council. Nevertheless, even with all the planning undertaken, Warrnambool Council went through a steep learning curve as it met with the many issues associated with a new community re-locating.

In October 2005, Warrnambool released a report on its own experiences, *A Warrnambool Welcome: Learning from the Warrnambool Regional Migrant Relocation Program* that would be beneficial reading for any community looking to develop successful strategies for building population and economic growth through diversity.

Further reading



The following DIMIA publications provide useful information about issues relevant to migrant settlement. All these publications are available at the DIMIA website: www.immi.gov.au

Community Input Guide

This guide provides guidance to community organisations and workers on how to contribute to the design of settlement programs and services. It assists communities and individuals to bring issues regarding settlement to the notice of the appropriate organisation to be addressed. It provides information on the National Integrated Settlement Strategy and its place in the national settlement planning framework.

The Settlement Services Guide

This guide describes the range of settlement services provided or funded by DIMIA. It is a valuable resource for those involved in settlement planning or the provision of services to migrants.

Review of Settlement Services for Migrants and Humanitarian Entrants

In 2003, DIMIA released a review of settlement services in Australia. The review contains 61 recommendations, endorsed by the government, outlining improvements to settlement services and to other Australian Government services for migrants. It also outlines an increased emphasis on mechanisms to facilitate rural and regional settlement, and provides an interesting history of settlement services in Australia.

Attachments



Attachment A – Regional AMEP service providers

Adult Multicultural Education Services

(Central, Southern, Eastern and Western Melbourne and rural Victoria)

Phone: 1300 304 685

Bacchus Marsh ACE

229 Main St

BACCHUS MARSH VIC 3340

Phone: 5367 1067

Bendigo Regional Institute of TAFE (BRIT)

23 Mundy St

BENDIGO VIC 3550

Phone: 1300 554 248

Cobram Community House

43 Punt Rd

COBRAM VIC 3644

Phone: 5872 2796

Daylesford Neighbourhood House and Learning Centre

13 Camp St

DAYLESFORD VIC 3460

Phone: 5348 3569

Horsham Outreach Campus of Ballarat University

Baillie St

HORSHAM VIC 3400

Phone: 5362 2600

South Gippsland ACE

26 Jeffrey St

LEONGATHA VIC 3953

Phone: 5662 6700

Sunraysia Institute of TAFE

71a Orange Ave

MILDURA VIC 3502

Phone: 5022 0633

Central Institute of TAFE, Mid Valley Campus

Cnr Princess Dve & Monash Way

MORWELL VIC 3841

Phone: 5120 4564

Sunraysia Institute of TAFE, Robinvale Campus

Latje Rd

ROBINVALE VIC 3549

Phone: 5051 8148

Goulburn Ovens Institute of TAFE

Fryers St

SHEPPARTON VIC 3630

Phone: 5833 2555

Murray ACE Swan Hill

353-357 Campbell St

SWAN HILL VIC 3585

Phone: 5032 3719

Traralgon Neighbourhood House

61 Breed St

TRARALGON VIC 3844

Phone: 5120 4564

South West Institute of TAFE

Timor St

WARRNAMBOOL VIC 3280

Phone: 5564 8986

Continuing Education Centre

63 High St

WODONGA VIC 3690

Phone: 6043 8200

Yarrowonga Adult and Community Education

Old Shire Hall, Belmore St
YARRAWONGA VIC 3730
Phone: 5744 1878

Ararat Outreach Campus of Ballarat University

Laby St
ARARAT VIC 3377
Phone: 5332 2662

Bairnsdale Adult Community Education Inc

Dalmahoy St
BAIRNSDALE VIC 3875
Phone: 5152 2899

Colac Adult and Community Education

6 Murray St
COLAC VIC 3250
Phone: 5231 9500

AMES Geelong

Geelong North High School
Separation St
GEELONG VIC 3215
Phone: 5272 1128

Lakes Entrance Neighbourhood House

PO Box 790
LAKES ENTRANCE VIC 3909
Phone: 5155 2277

Maryborough BRIT Outreach

PO Box 195
MARYBOROUGH VIC 3465
Phone: 5460 4899

Moe Library

Kirk St
MOE VIC 3825
Phone: 5120 4564

SA TAFE Portland

154 Hurd St
PORTLAND VIC 3305
Phone: 5521 0456

Sale Adult Community Education

55 Raymond St
SALE VIC 3850
Phone: 5144 1666

Stawell Outreach Campus of Ballarat University

Sloane St
STAWELL VIC 3380
Phone: 5358 7245

Sunraysia Institute of TAFE

25 Chisholm St
SWAN HILL VIC 3585
Phone: 5033 1657

Education Centre Gippsland

Cnr Smith & Albert Sts
WARRAGUL VIC 3820
Phone: 5623 6075

Wangaratta Centre for Continuing Education

Chisholm St
WANGARATTA VIC 3676
Phone: 5721 0200

Wonthaggi Bass Coast Adult Education Centre

239 White Rd
WONTHAGGI VIC 3995
Phone 5672 3115

Attachment B – Migrant Resource Centres in Victoria

Migrant Information Centre (Eastern Melbourne)

333 Mitcham Rd
Mitcham VIC 3132

Phone: 9873 1666
Fax: 9873 2911

Email: sherbst@miceastmelb.com.au
Web: www.miceastmelb.com.au

Chairperson: Mr Robert Colla
Deputy Chairperson: Mr Peter McPhee
Exec. Director: Ms Sue Herbst
Community Project Officer: Ms Judy McDougall

Gippsland Migrant Resource Centre

100-102 Buckley St
Morwell VIC 3840

Phone: 5133 7072
Toll-free: 1300 304 552
Fax: 5134 1031

Email: gmmc@gippsland.net.au
Web: www.gmmc.com.au

Chairperson: Mr Egon Luetjens
Director: Ms Lisa Sinha

Northern Migrant Resource Centre

251 High St
Preston VIC 3072

Phone: 9484 7944
Fax: 9484 7942

Email: mrcne@mrcne.org.au
Web: www.mrcne.org.au

NMRC Moreland Outreach Service

13 Munro Street
Coburg 3058

Phone: 9383 6233
Fax: 9383 6299

NMRC Thomastown Outreach Service

187 – 189 High Street
Thomastown

Phone: 9466 4933

Chairperson: Mr Gaetano Greco
Executive Officer: Ms Stephanie Lagos
Community Project Officer: Ms Naomi Paine

Migrant Resource Centre North West Region

45 Main Road West
St Albans VIC 3021

Phone: 9367 6044
Fax: 9367 4344

Email: mrcnw@mrcnorthwest.org.au
Web: www.mrcnorthwest.org.au

MRC NWR Hume Outreach Service

Cnr Blair & Belfast Sts
Broadmeadows VIC 3048

Phone: 9351 1278
Fax: 9351 1210

Chairperson: Mr Hakki Suleyman
Executive Officer: Ms Margaret Rutherford
Community Project Officer: Ms Susan Johnston
CPO (Hume): Mr David Lukudu
CPO (Maribyrnong & M'Valley): Mr Godefa G'her (St Albans)

South Eastern Region Migrant Resource Centre

Phone: 9706 8933
Fax: 9706 8830

Email: sermrc@sermrc.net.au
Web: www.sermrc.dandenong.net

SER MRC Casey Outreach Service

60 Webb St
Narre Warren VIC 3805

Phone: 9705 6966
Fax: 9705 6977

Email: billc@sermrc.org.au
Web: www.sermrc.dandenong.net

Chairperson: Very Rev. Fr. M. Protopopov
Director: Ms Jenny Semple
Community Project Officer: Mr Bill Collopy

South Central Region Migrant Resource Centre

18 Chester St
Oakleigh VIC 3166

Phone: 9563 4130
Fax: 9563 4131

Email: mrcoak@vicnet.net.au
Web: www.nhf.org.au

SCR MRC Prahran Branch

40 Grattan St
Prahran VIC 3181

Phone: 9510 5877
Fax: 9510 8971

Email: mrcprah@vicnet.net.au

Chairperson: Councillor Chris Gahan
Director: Mr Ross Buscemi
Community Project Officer: Ms Michelle Rowland

Migrant Resource Centre Westgate Region

78-82 Second Ave
Altona North VIC 3025

Phone: 9391 3355
Fax: 9399 1796

Email: info@wmrc.org.au
Web: www.wmrc.org.au

President: Mr Paul Cassar
Executive Officer: Mr George Papadopoulos
Community Project Officer: Ms Irene Rahman-Graham

MRC Westgate Werribee Outreach Service

Suite 13 2/14 Station Place
Werribee VIC 3030

Phone: 9742 3900
Fax: 9742 7588

Email: mrcwerribee@bigpond.com

Geelong Migrant Resource Centre

153 Pakington St
Geelong West VIC 3218

Phone: 5221 6044
Fax: 5223 2848

Email: michael.martinez@diversitat.org.au
Web: www.diversitat.org.au

President: Dr Linda Sydor Petkovic
Chief Executive Officer: Mr Jordan Mavros

Geelong MRC Colac Outreach Service

2/2 Forbes St
Colac VIC 3250

Phone: 5232 5401
Fax: 5232 5190

Settlement Officer: Mr John Quelch

Attachment C – Local Settlement Planning Committees in rural Victoria

Colac Settlement Planning Committee

C/- Colac Otway Shire

PO Box 283

Colac VIC 3250

Ph: (03) 5432 9400

Geelong MRC Settlement Planning Committee

153 Pakington St

GEELONG VIC 3218

Ph: (03) 5221 6044

Goulburn Valley Integrated Settlement Planning Committee

Ethnic Council of Shepparton and District Inc.

P O Box 585

Shepparton VIC 3632

Phone: 5820 5856

Multicultural Network of Swan Hill

Swan Hill Rural City Council

PO Box 488

Swan Hill VIC 3585

Phone: 5032 3033

Warrnambool Integrated Settlement Services Network

Warrnambool City Council

PO Box 198

Warrnambool VIC 3280

Phone: 5564 8600

Attachment D – Correspondence proforma: Victorian Settlement Planning Committee

TO:

The Secretariat
Victorian Settlement Planning Committee
Department of Immigration and Multicultural and Indigenous Affairs
GPO Box 241
MELBOURNE VIC 3001



RE: (Issue to be outlined)

Dear:

Short explanation of problem. Please include any action taken locally and reason for referral to VSPC, as well as key contacts and contact details.

Yours sincerely,

Name of Chair
Name of Local Settlement Planning Committee
Contact address
Contact phone number
E-mail