

Appendix

Appendix: Settlement Information

Refugees and humanitarian entrants need to familiarise themselves with the Australian environment. The Department of Immigration and Citizenship produces a variety of products to provide them with the information they need.

Beginning a Life in Australia booklets

These booklets provide useful information for newly arrived refugees and migrants that can assist them with their settlement needs. They include a list of state and territory-specific contact details for government and non-government agencies, as well as information on what new arrivals should do as soon as possible after arrival such as registering for Medicare, opening a bank account, applying for a tax file number and enrolling children in school. The booklets for each state and territory are available in English and 37 community languages:

Table 3: Available Community Languages

Albanian	French	Korean	Swahili
Amharic	German	Macedonian	Tagalog
Arabic	Greek	Nepali	Tamil
Bosnian	Hindi	Persian/Farsi	Thai
Burmese/Myanmarese	Indonesian	Portuguese	Tigrinya
Chinese (Simplified)	Italian	Russian	Turkish
Chinese (Traditional)	Japanese	Serbian	Vietnamese
Croatian	Karen	Sinhalese	
Dari	Khmer	Somali	
Dinka	Kirundi	Spanish	

To download a booklet go to: www.immi.gov.au/living-in-australia/settle-in-australia.

Living in Australia website

This website is aimed at several client groups including:

- prospective migrants
- newly-arrived migrants and refugees
- sponsors of migrants and proposers of refugees
- service providers
- community organisations
- Australian citizens and residents seeking citizenship

Using the website clients can:

- find out how they can access language services
- determine what organisations are funded to help new migrants in a particular area
- apply for funding under the Settlement Grants Program
- access a diverse range of statistics from the Department's Settlement Database through an easy-to-use online reporting facility
- view a range of useful publications.

Go to: www.immi.gov.au/living-in-australia, or go to the department's website, www.immi.gov.au and choose 'Living in Australia'.

Community profiles

The Department of Immigration and Citizenship provides information to assist service providers and the broader community to understand the experiences and needs of various groups of humanitarian entrants. Community profiles are available for the following groups:

- Congolese
- Eritrean
- Ethiopian
- Liberian
- Burmese/Myanmarese
- Uzbek
- Sudanese
- Togolese
- Sierra Leonean
- Bhutanese.

Further community profiles will be developed as required.

Community profiles are available on the department's website. Go to: www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning.

African Settlement DVD, Australia – a new home

The Department of Immigration and Citizenship has developed an onshore orientation DVD for newly arrived refugees and humanitarian entrants from Africa. African entrants were identified as having special needs due to their difficult pre-migration experiences.

Australia – a new home gives new African arrivals the opportunity to review important settlement information in their own home, as often as required, in their first few difficult weeks in Australia. It will also assist settlement service providers to deliver orientation information and advice.

The DVD features interviews and role plays with recently arrived refugees who offer advice on some of the opportunities and challenges people may encounter when settling in Australia. The DVD is voiced in six African languages (Amharic, Dinka, Kurundi, Swahili, Sudanese Arabic and Tigrinya) with English subtitles, to help address communication challenges faced by this group, such as low levels of literacy and English language proficiency.

The DVD is broken into nine chapters:

- Introduction
- Accommodation
- Health Services and Emergencies
- Education and Learning
- Money and Budgeting
- Working in Australia
- Family and Parenting
- Australian Law
- Sport, Recreation and Community

For copies of the DVD, contact your nearest state or territory office of the Department of Immigration and Citizenship.

Settlement statistics

Service providers and governments need to have access to demographic data which assists to plan services for new arrivals. This data is collected through the Settlement Database.

The Settlement Database contains approximately 1.7 million records on permanent settler arrivals and onshore permanent residence grants. This includes data on humanitarian stream arrivals and permanent onshore protection grants, as well as permanent skilled and family stream migrants.

The data captured includes a variety of variables such as country of birth, English proficiency, age, household size and settlement location.

Comprehensive demographic data and reports for each state and territory are available at: www.immi.gov.au/living-in-australia/delivering-assistance.