

Settlement Services

The Commonwealth Government funds a range of services that targets migrants, refugees and Special Humanitarian Program entrants designed to facilitate access to mainstream services and participation in the economic, social and cultural life of the Australian community.

DIMIA funded services are the Integrated Humanitarian Settlement Strategy, Migrant Resource Centres and Migrant Service Agencies, the Community Settlement Services Scheme, the Translating and Interpreting Service and the Adult Migrant English Program.

Integrated Humanitarian Settlement Strategy (IHSS)

IHSS services that are provided in all states and territories are as follows:

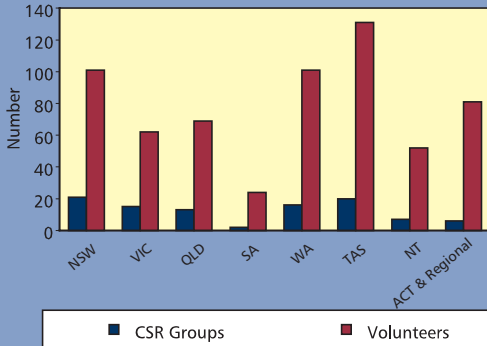
- Initial Information and Orientation Assistance
- Accommodation Support
- Household Formation Support
- Early Health Assessment and Intervention
- Community Support for Refugees
- Proposer Support
- Service Support Provider

In 2001–02, there were a total of 38 contracted service providers under the IHSS providing services to all states and territories.

In 2001–02 IHSS assisted 3,154 refugees, 2,684 Special Humanitarian Program entrants and 2,047 Temporary Protection visa holders.

In 2001–02, there were 100 registered Community Support for Refugees (CSR) groups comprising 621 volunteers.

**Fig. 1-25: CSR Groups and Volunteers
by State/Territory
2001-02**



Source Data: IHSS

Migrant Resource Centres (MRCs) and Community Settlement Services Scheme (CSSS)

Migrant Resource Centres (MRCs), Migrant Service Agencies (MSAs), and community organisations funded under the Community Settlement Services Scheme (CSSS) provide migrants and refugees with a range of settlement services which include:

- information about and referral to mainstream agencies;
- support to refugees and humanitarian entrants exiting IHSS services;
- encouragement to develop community capacity for self help and to develop community infrastructure; and
- work with mainstream agencies and other DIMIA funded services to respond effectively to their culturally and linguistically diverse clientele.

These organisations are guided by Service Principles aimed at facilitating access and equity for clients in service delivery and assisting them to become self reliant. MRCs, MSAs and CSSS organisations are required to comply with an outcome based reporting and accountability framework and to deliver high quality settlement services in accordance with professional, technical and ethical standards and relevant best practice.

In 2001–02 core funding was awarded to 30 Migrant Resource Centres and 4 Migrant Service Agencies. In the 2001 CSSS funding year the Department managed 318 grants.

Adult Migrant English Program (AMEP)

The Adult Migrant English Program is a Commonwealth funded program which provides English language tuition to recent arrivals to Australia who do not have functional English. An ability to communicate effectively in English is recognised as a key factor in enabling new arrivals to settle into the Australian community and achieve their economic, social and personal goals.

Since its establishment in 1948, the AMEP has helped more than 1.6 million new arrivals learn English and successfully settle into their adopted country. Approximately 75 per cent of adult settlers who arrived in 2001 who were in need of English tuition had registered with the AMEP by 30 June 2002.

In 2001 32,486 clients drawn from 100 language backgrounds were assisted by the AMEP at a cost of \$96m.

3,696 refugee and humanitarian entrants with special needs as a result of their experience of torture and trauma participated in the Special Preparatory Program in 2001.

3,649 clients participated in the Home Tutor Scheme (HTS) in 2001. The HTS Enhancement Program assisted with training volunteers for approximately 400 agencies nationwide engaged in providing community English language classes.

Clients enrolled in AMEP tuition in 2001 came from some 180 different countries and from almost 100 different language backgrounds. Major source countries of AMEP clients were PRC (21.8 per cent), Viet Nam (9.2 per cent), Lebanon (4.6 per cent) and Iraq (4.0 per cent).

63.6 per cent of AMEP clients in 2001-2002 were aged between 26 and 45 years old, with 16.2 per cent being 25 or younger, and 20.2 per cent aged over 46. 64 per cent of participants in the same period were female, and 36 per cent male.

Translating and Interpreting Service (TIS)

The Translating and Interpreting Service (TIS) provides a national twenty four hour a day, seven days a week telephone interpreting service. TIS provides interpreting on a fee-for-service basis to individuals, Commonwealth and State/Territory government agencies, community organisations and private sector businesses and organisations. TIS offers fee-free services to approved individuals and community organisations providing services to migrants who do not speak English.

TIS aims to answer 90 per cent of calls within 30 seconds, provide a confirmed appointment for on-site interpreter requests within three working days and process 90 per cent of fee-free extract translation requests within 20 working days of request.

To ensure high quality services are provided, TIS uses National Accreditation Authority for Translators and Interpreters (NAATI) Accredited/Recognised interpreters and translators wherever possible. In 2001–02, over 86 per cent of all interpreting jobs and over 95 per cent of all translating jobs were completed by a NAATI Accredited/Recognised interpreters and translators.

The highest demand languages were Vietnamese, Mandarin, Arabic, Cantonese, Spanish, Serbian, Turkish, Korean, Russian and Greek.

Telephone Interpreting

In 2001–02, TIS received 491,242 incoming calls via a national telephone number - 131 450 - which resulted in the delivery of 289,149 telephone interpreting assignments in more than 100 languages and dialects. Some 67,000 of these were provided fee-free.

On-site Interpreting

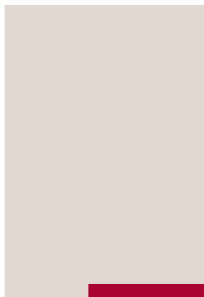
In 2001–02, 74,620 on-site interpreting assignments were provided nationally. Some 26,000 of these were provided fee free.

Fee-free Translations

TIS provides fee-free extract translations of settlement-related personal documents for eligible migrants from non-English backgrounds during the first two years of permanent residency in Australia. In 2001–02, 5,246 translations tasks were completed.

Doctors Priority Line (1300 131 450)

The fee-free telephone interpreting service has been strongly promoted to medical practitioners since the introduction of the Doctors Priority Line in November 2000. This contributed to a 20.2 per cent increase in telephone use by doctors during 2001-02. During 2001-02 a total of 6,422 interpreting services as provided through the Doctors Priority Line. However, there was also a 16.3 per cent increase in on-site interpreting usage by this client group due to the greater number of doctors using TIS fee-free interpreting service.



Australian citizenship is an enduring symbol and a strong, unifying force in our diverse society. Those choosing to become Australian citizens make a pledge to be loyal to Australia and its people, share in the belief of the democratic process, respect the rights and liberties of other Australians, and uphold and obey Australia's laws.

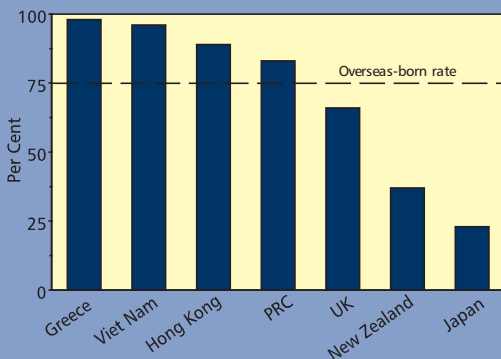
In 2001-02 there were 86,289 persons granted Australian citizenship. This was an increase of 19.7 per cent from 2000-01 when 72,070 persons became citizens. Of the 86,289 persons granted citizenship in 2001-02, 17,334 were citizens of New Zealand, 16,411 of the United Kingdom and 6,416 of China.

In recent years the Government has been promoting the profile and significance of Australian citizenship in the community and encouraging eligible permanent residents to become Australian citizens. Of the more than 900,000 permanent residents currently residentially eligible to acquire Australian citizenship, more than half are from just two countries - 350,000 from the United Kingdom and over 200,000 from New Zealand.

The take-up of Australian citizenship varies by country of birth. The five countries of origin with the highest take up rates of Australian citizenship are Greece (97.9 per cent), Hungary (97.1 per cent), Lebanon (97.0 per cent), Egypt (96.3 per cent), and Viet Nam (96.0 per cent).

The highest number of non-citizens who are residentially eligible to apply for the grant of Australian Citizenship are from the United Kingdom (350,000), New Zealand (202,700), Italy (44,600), Malaysia (28,000) and PRC (20,900).

Fig. 1.26: Estimated Citizenship Rate for Selected Birthplaces



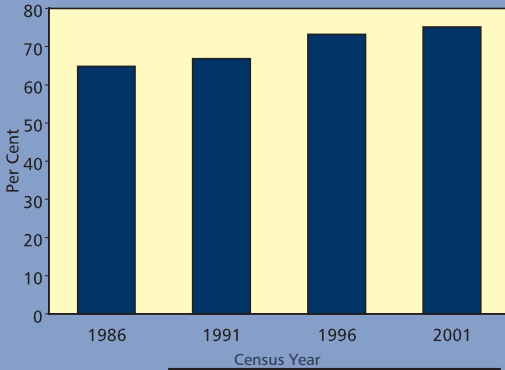
Source Data: DIMIA Estimates based on the 2001 Census.

Significant amendments to Australian citizenship law were enacted in 2002. These include repeal of section 17 of the *Australian Citizenship Act 1948* with effect from 4 April 2002, so that Australian citizens who acquire another citizenship from 4 April 2002 no longer lose their Australian citizenship. Repeal of section 17 enables Australian citizens to acquire more than one citizenship, and brings Australia into line with the citizenship practices of many countries including the UK, Canada, NZ, USA, France and Italy.

The take up rate of Australian citizenship has risen steadily over the past 15 years. Of those people living in Australia who were born overseas, about 75 per cent of those residentially eligible have acquired citizenship.

Since the 50th Anniversary of Australian citizenship in 1999, the Government has encouraged affirmation ceremonies for Australian citizens. An affirmation ceremony is a short ceremony at which all Australians are given the opportunity to publicly affirm their loyalty and commitment to Australia and its people. The affirmation is based on the Citizenship Pledge made by new citizens. Since then many Australians have taken the opportunity to participate in affirmation ceremonies at citizenship ceremonies, at community gatherings or other social or special events.

Fig. 1-27: Estimated Take Up Rate of Citizenship



Source Data: DIMIA Estimates based on the 2001 Census.