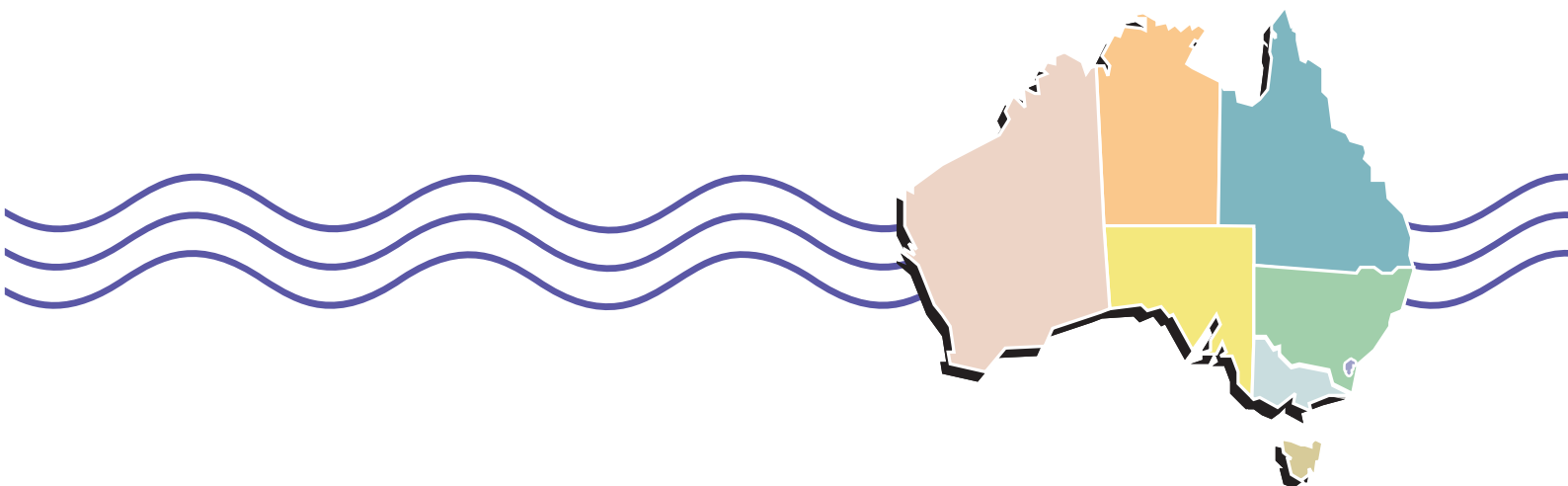


## Chapter 7

# Citizenship, Multicultural Affairs and Settlement Services

- Since the Australian Citizenship Act was introduced in 1948, over 3.5 million people have become Australian citizens.
- Over 93,000 people became Australian citizens in 2004-05.
- More than half of the permanent residents currently eligible to acquire Australian citizenship are from just two countries - the United Kingdom and New Zealand.
- In 2004, 34,147 clients drawn from some 100 language backgrounds were assisted by the Adult Migrant English Program.
- The Translating and Interpreting Service received over 658,100 calls in 2004-05.
- The Integrated Humanitarian Settlement Strategy (IHSS) provides intensive, initial settlement services to Humanitarian Program entrants. In 2004-05 13,347 humanitarian entrants were assisted under the IHSS, an increase of 22 per cent compared to 2003-04.





# Citizenship, Multicultural Affairs and Settlement Services

Australia has always been linguistically and culturally diverse. According to the 2001 Census, 23 per cent of the population were born overseas, and a further 20 per cent born in Australia have a parent born overseas. With current and future migration, diversity will continue to be a feature of the Australian population.

Citizenship, multicultural policy and settlement services share the common purpose of strengthening our society by inclusion and equal participation of all Australians, with a balance of entitlements and responsibilities.

## Multicultural Australia

### Multicultural Policy

In May 2003, the Government released its multicultural policy statement, *Multicultural Australia: United in Diversity*, which updates the multicultural policy framework of the 1999 *New Agenda for Multicultural Australia*. Strategic directions for 2003-2006 are:

- promoting community harmony;
- increasing the responsiveness of public administration to the needs of a culturally diverse population; and
- optimising the social and economic benefits of cultural diversity.

Australian multicultural policy recognises and celebrates Australia's cultural diversity. It embraces Australian-grown customs and the heritage of Indigenous Australians, early European settlers, and the diverse range of more recent migrants to Australia. It accepts and respects the right of all Australians to express and share their individual cultural heritage, while maintaining an overriding commitment to Australia. All Australians are expected to respect the basic structures and principles underwriting our democracy. These are the Constitution, parliamentary democracy, freedom of speech and religion, English as the national language, the rule of law, acceptance and equality.

The following four principles underpin multicultural policy:

- Responsibilities of all – all Australians have a civic duty to support those basic structures and principles of Australian society, which guarantee us our freedom and equality and enable diversity in our society to flourish;
- Respect for each person – subject to the law, all Australians have the right to express their own culture and beliefs and have a reciprocal obligation to respect the right of others to do the same;
- Fairness for each person – all Australians are entitled to equality of treatment and opportunity. Social equity allows us all to contribute to the social, political and economic life of Australia, free from discrimination, including on the grounds of race, culture, religion, language, location, gender or place of birth ; and

- Benefits for all – all Australians benefit from productive diversity, that is, the significant cultural, social and economic dividends arising from the diversity of our population. Diversity works for all Australians.

As part of normal budgetary processes, multicultural policy and programs are under review and a new policy document is due to be released in mid 2006.

### Community Harmony

Recent international events and incidents, including the September 2001 terrorist attacks in the United States of America, the October 2002 bombing in Bali, the outbreak of war in Iraq in 2003, the 2004 Asian Tsunami and the 2005 bombings in London, have put significant pressure on social cohesion in Australia and globally. Multicultural policy and programs provide tools for containing and addressing stresses arising from international and domestic events.

DIMIA liaises extensively with community organisations and individuals, particularly through its State and Territory offices, to strengthen linkages between government and communities. Ministerial engagement with community leaders and organisations promotes community harmony and helps to reduce inter-community tensions through two-way communication.

For example, following the Asian Tsunami in December 2004, the Minister for Citizenship and Multicultural Affairs wrote to community leaders from Tsunami-affected countries, conveying the Government's deep concern and informing them of the Government's practical support. Government actions and messages following the outbreak of war in Iraq in 2003 and the London bombings in July 2005 strengthened the resilience of affected communities and demonstrated ongoing support.

In late August 2005 the Prime Minister held a Summit with Muslim community leaders, to exchange ideas in promoting harmony and understanding and challenging violence and tolerance. The Minister for Citizenship and Multicultural Affairs has been asked to progress issues arising from the Summit. In this context, a National Action Plan, to be developed by Australian

federal, state and territory governments, will be provided to the Council of Australian Governments (COAG) in 2006. The National Action Plan articulates a coordinated, strategic response from Australian governments, reinforcing social cohesion, and opposing intolerance and extremism.

DIMIA also assisted communities to come together to share common understandings and learn from each other, thereby minimising community relations tensions. During 2004-05, the Arab, Muslim and Jewish communities continued to express a high degree of anxiety about elevated levels of racial and religious vilification and property damage. The Australian National Dialogue of Christians, Muslims and Jews, launched in March 2003, supports and encourages Australians to respect the rights of religious communities. The Australian Partnership of Ethnic and Religious Organisations, launched in June 2003, is another example of how inter-faith dialogue is succeeding in building bridges between Australians. DIMIA has provided practical support for these initiatives.

## Living in Harmony

In May 2002, the government extended the Living in Harmony initiative with the provision of \$3.5 million per year until 2005-06, to promote community harmony and address issues of racism in Australia. The initiative consists of a community grants program, national partnerships, and a public information strategy, incorporating Harmony Day. The aim of the initiative is to enhance community harmony and confront racism across the whole Australian community and to engage Australians of all backgrounds.

The grants program has funded 265 community projects and the 2005 round supported 39 new projects. The grants projects have utilised strategies such as cultural exposure, relationship development, networking, education, support mechanisms, stereotype challenging and development of 'harmony' skills to address local issues and tackle racism. An external assessment in 2004 concluded that there had been potential for almost 6.5 million Australians to have seen, heard or read media reports relating to the projects, that the number of people reached through community activities exceeds 835,000 and that at least 28,000 people had been directly involved in the projects.

The partnerships program continues to have a national focus, to play a catalyst role promoting harmony and to address racism in a variety of sectors. The program involves significant collaboration with a broad range of institutional and community stakeholders. The partnerships also develop models that can be used to enable change by other organisations.

Harmony Day 2005 was the most successful yet, with a 259 per cent increase in the number of registered community-based events from 797 in 2004 to 2,754 in 2005. Harmony Day provides an opportunity for all Australians to reflect on and celebrate our success as a culturally diverse and harmonious community. Harmony Day 2005 received extensive positive media coverage

and support from a wide range of high profile organisations including the 17 Harmony Day corporate and other partners.

## Access and Equity

The Access and Equity Strategy aims to ensure that government services are delivered in a way that is sensitive to the language and cultural needs of all Australians. The Charter of Public Service in a Culturally Diverse Society (the Charter) is the main mechanism for progressing the implementation of the strategy. The Charter is underpinned by seven principles: access, equity, communication, responsiveness, effectiveness, efficiency, and accountability. The Charter's Performance Management Framework is used for monitoring and reporting the progress of departments and agencies in implementing the Charter. All agencies report against the relevant four key government roles: Policy Advisor, Regulator, Purchaser and Provider. Each role has a number of Performance Indicators associated with it.

The number of agencies reporting has increased, from 46 in 2002 to 64 in 2004.

## "Diversity Works!"

The "Diversity Works!" program (formerly Productive Diversity) promotes the economic and business benefits of the language and cultural diversity of Australia's workforce and population.

A "Diversity Works!" information kit was launched by the Minister for Citizenship and Multicultural Affairs in March 2005 at a business luncheon under the theme 'Engaging the New Europe', hosted by the European Australian Business Council (EABC) and the department. The kit includes a range of fact sheets, a "Guide for Business" and ten case studies. The Diversity Australia website has been upgraded; it contains useful statistics, toolkits, case studies and research on diversity management, and links to related websites.

In 2005-06, the focus of the program will be on two key areas. The first is engaging small to medium sized enterprises (SMEs) through:

- bilateral engagement with Commonwealth agencies providing programs and policies for SMEs;
- developing and disseminating a national database on Ethnic Chambers of Commerce and Bilateral Associations; and
- awareness raising through the ongoing development and dissemination of products.

The program's second key focus is in education, and will primarily involve launching the Resource Guides for teachers and trainers in the three education sectors: schools; vocational education and training institutes; and universities. The Guides will be widely promoted and distributed in the three sectors nationwide.

## Australian Citizenship

As a cornerstone of Australia's inclusive and culturally diverse society, Australian citizenship acts as a strong unifying force in the Australian community, as it encompasses those shared civic values which unite all Australians. These shared civic values include loyalty to Australia and its people, a belief in the democratic process, respect for the rights and liberties of other Australians and a commitment to uphold and obey Australia's laws. It is the commitment to these values that is one of the great strengths of the Australian community, and Australian citizenship is the common bond which unites us all.

Acquiring Australian citizenship is an important way of showing pride in being part of Australia's dynamic and diverse society. Australian citizenship extends the same responsibilities and privileges to all Australians, allowing full participation in the Australian community. Australia's approach to citizenship is inclusive and non-discriminatory.

### Applying for Australian Citizenship

People born in Australia of Australian citizen or permanent resident parents become Australian citizens by birth; migrants to Australia may apply for grant of Australian citizenship provided they meet certain eligibility criteria.

Generally, people can apply for Australian citizenship when they have been present in Australia as a permanent resident for a total of two years in the previous five years, including twelve months in the two years immediately before application. The Government recently introduced legislation to increase the residence requirement to three years in the previous five, including twelve months in the two years immediately before application. While there may be some exceptions, a person seeking Australian citizenship must:

- be a permanent resident and at least 18 years old;
- understand the nature of the application;
- be of good character;
- have a basic knowledge of the English language;
- have an adequate knowledge of the responsibilities and privileges of Australian citizenship; and
- intend to reside in Australia, or maintain a close and continuing association with Australia.

Children under 16 years of age living in Australia may be included in a responsible parent's citizenship application. Children aged 16 or 17 years may apply for Australian citizenship in their own right, with the consent of a responsible parent.

### Responsibilities and Privileges of Australian Citizenship

The responsibilities and privileges of Australian citizenship include the right to:

- vote and elect Australia's governments;
- stand for public office or nominate for election to Parliament (subject to section 44(i) of the Constitution);
- apply for an Australian passport and re-enter the country without a resident return visa;
- seek assistance from Australia's diplomatic representatives while overseas;
- apply to enlist in the armed forces and apply for government jobs;
- register children born overseas to an Australian citizen parent as Australian citizens by descent; and
- serve on a jury if called to do so.

Those choosing to become Australian citizens make a pledge to be loyal to Australia and its people, share in the belief in the democratic process, respect the rights and liberties of other Australians, and uphold and obey Australia's laws.

### Australian Citizenship Affirmation

The Australian citizenship affirmation is a statement all Australian citizens can make to affirm their loyalty and commitment to Australia and its people, and is based on the Australian Citizenship Pledge made by new citizens.

The affirmation was developed in response to an increasing number of Australian-born citizens expressing a desire to declare their commitment to Australia. Affirmation ceremonies are often held after citizenship ceremonies or at other appropriate occasions such as at civic or community events.

Since their introduction, affirmation ceremonies have been growing in popularity. On Australian Citizenship Day, September 17, 2005 many thousands of people affirmed their citizenship at special citizenship ceremonies and other events around Australia. The affirmation is increasingly being used on other significant days such as Australia Day and Harmony Day.

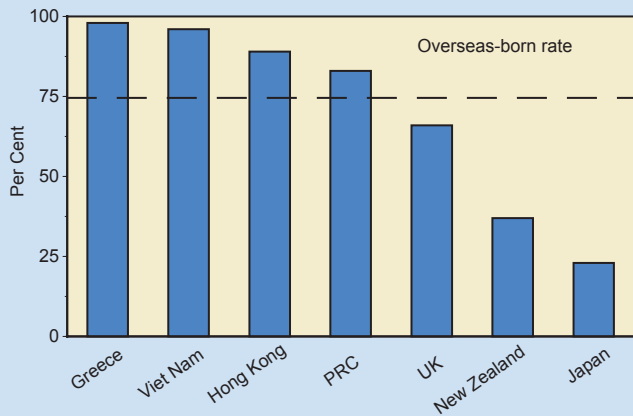
### Take-up of Australian Citizenship by Overseas-born

The take-up of Australian citizenship by migrants is measured by their citizenship rates. The rates measure the percentage of eligible migrants becoming Australian citizens from different countries.

Information from the 2001 Census indicates that the take-up of Australian citizenship by migrants varies significantly. The five countries with the highest take-up rates are Greece (98.0 per cent), Hungary (97.1 per cent), Lebanon (97.0 per cent), Egypt (96.3 per cent) and Viet Nam (96 per cent).

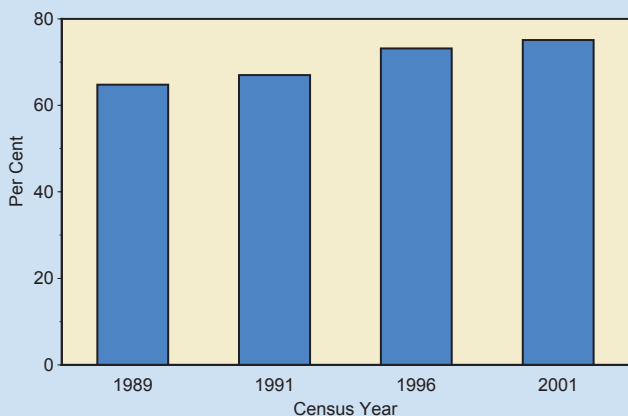
The numbers of residentially eligible non-citizens from countries with the lowest take-up rates of Australian citizenship are the United Kingdom (346,200 eligible non-citizens), New Zealand (204,900), Malaysia (27,900), Ireland (16,000), Indonesia (14,500), USA (14,200) and Japan (12,300).

**Fig. 7-1: Estimated Citizenship Rate for Selected Birthplaces**



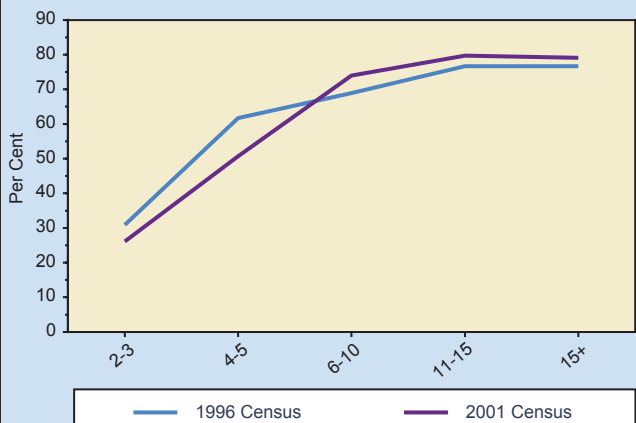
Source: DIMIA estimate based on the 2001 Census

**Fig. 7-2: Estimated Take-up Rate of Citizenship**



Source: DIMIA estimate based on the 2001 Census

**Fig. 7-3: Citizenship Rate of Overseas-born by Period of Residence in Australia**



Source: DIMIA estimate based on the 2001 Census

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

According to the 2001 census the highest number of non-citizens who were residentially eligible to apply for Australian citizenship were from the United Kingdom (346,200), New Zealand (204,900), Italy (44,200), Malaysia (27,900), Germany (23,400) and PRC (20,700).

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

## New Policy Developments

### Amendments to Australian Citizenship Law

In July 2004, the Government announced some proposed changes to the Australian Citizenship Act 1948 (the Act). Draft legislation to give effect to these changes was introduced in the Parliament in November 2005.

The proposed changes include the streamlining of provisions for the resumption of citizenship by former citizens; removing the age limit for registration of citizenship by descent; and strengthening the integrity and improving the consistency of the discretions to waive the residence requirements in certain circumstances.

Further information on the proposed amendments is available from the Department's citizenship website at [www.citizenship.gov.au](http://www.citizenship.gov.au).

### Policy Changes

#### Adoption

In May 2005, the Government announced a policy change for the grant of citizenship to children adopted privately overseas. This means that Australian citizens adopting children privately overseas now have to meet the same visa requirements as those adopting through State and Territory programs.

Children adopted overseas who hold an adoption visa, or any other permanent visa, are eligible to apply for the grant of citizenship if at least one of the adoptive parents is an Australian citizen.

#### Character

Since September 2004, citizenship applicants who have resided overseas for more than 12 months since the grant of permanent residence, or who are seeking an exemption to the residence requirements on the basis that they have been engaged overseas in activities beneficial to the interests of Australia, have been required to provide updated overseas police records checks. This requirement does not apply to periods spent overseas before the age of 16 years.

## Promotion of Australian Citizenship

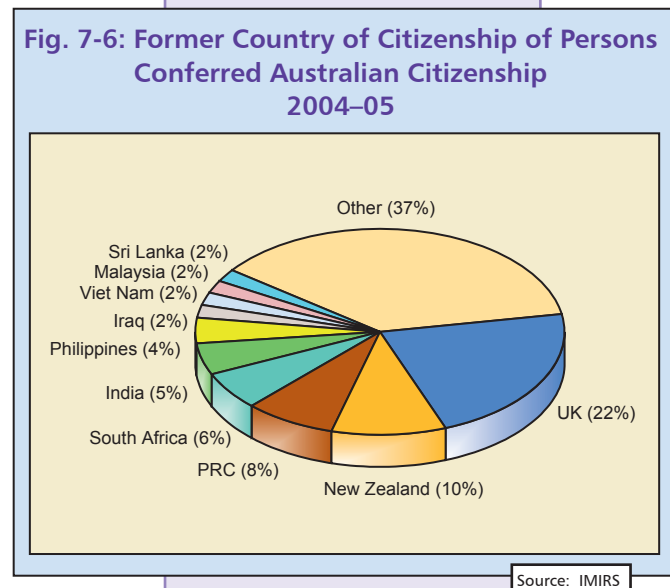
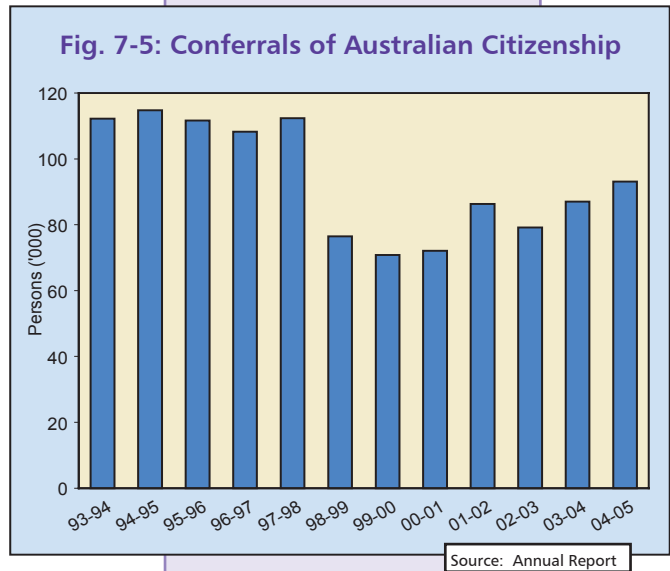
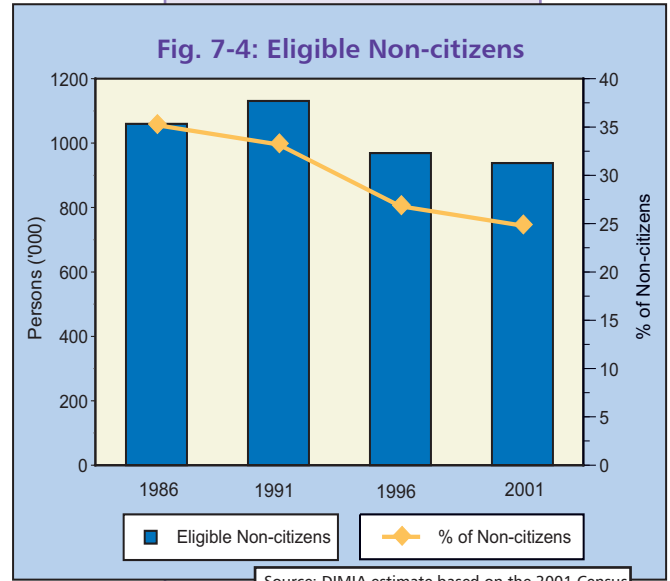
The Australian Government continued to promote Australian citizenship in 2004-05.

The objectives of the Australian Citizenship Promotion campaign are to promote the acquisition of Australian citizenship among residentially eligible non-citizens and to enhance the profile and significance of Australian citizenship in the community. The campaign has been very successful in maintaining application levels for Australian citizenship above pre-campaign levels. The campaign has also successfully engaged the wider community in the campaign, raising the profile and significance of Australian citizenship in the community.

There were 93,095 citizenships conferred in 2004-05, a 4% increase over the 2003-04 result.

Many significant citizenship ceremonies were held in 2004-05. For the first time the Governor-General presided at a citizenship ceremony, at Government House on Australian Citizenship Day 17 September 2004. More than 8000 people became Australian citizens at over 180 special ceremonies on and around Australian Citizenship Day and many thousands of people affirmed their Australian citizenship at these ceremonies. Adelaide hosted a Citizenship Ceremony with a record 320 conferrals for the state, and some 600 people were conferred at a citizenship ceremony in Brisbane.

On Australia Day 2005 in Canberra, the Prime Minister, the Hon John Howard MP, presided at his first citizenship ceremony, and conferred citizenship on 82 candidates.



## Adult Migrant English Program (AMEP)

The ability of all Australians to speak our national language is a key unifier – it is central to the successful management of our multicultural society. Recognising this, the Australian Government invests more than \$115 million annually in the Adult Migrant English Program to provide up to 510 hours of English language tuition to eligible new arrivals. For most clients, this tuition is provided free of charge.

Since its inception more than 55 years ago, more than 1.6 million people have been assisted by the AMEP. For them, the program has been the central, most critical factor in their successful settlement in their new country – not just for learning English, but for gaining some of the core skills and knowledge they need to take charge of their future and achieve their personal, social and economic goals.

AMEP tuition is delivered by service providers who are specialists in teaching English as a second language. Tuition is provided through over 250 venues across Australia. A range of different learning options is available to clients to ensure that wherever AMEP clients are and whatever their circumstance and learning preferences, they will be able to access tuition which is most appropriate to their needs. These options include classroom or community based tuition, distance learning, or ‘one on one’ tuition with the help of a volunteer home tutor.

Clients living in rural and regional Australia have equivalent access to AMEP tuition to clients in metropolitan areas through any combination of classroom tuition, distance learning and home tutor scheme support. Rural and regional intensive tuition is available where classroom tuition is not and where the client has low literacy skills or other issues so that distance learning is assessed as not being appropriate. Intensive tuition may be provided to clients in groups of one to three people by a qualified teacher in a client’s home or other suitable venue.

The AMEP also supports community agencies offering language assistance to people not eligible for the AMEP through the Home

Tutor Enhancement Scheme Program. This support includes training tutors and help with curriculum advice and teaching materials.

## Special Preparatory Program (SPP)

The SPP is an English language tuition program specifically tailored to suit eligible humanitarian entrants who may have difficulty adapting to the more formal environment offered by the AMEP as a result of their pre-migration experiences, eg torture and trauma. SPP tuition is given by qualified teachers experienced in dealing with the special needs of humanitarian entrants.

Eligible humanitarian entrants are offered up to 100 hours of English tuition in the SPP prior to entering mainstream AMEP classes. Since 1 July 2004 humanitarian clients aged between 16-24 years with low levels of schooling (0-7 years) have access to up to 400 hours tuition under the SPP. The hours of tuition available each week for SPP participants was increased from 15 to 20 hours for 16-24 year old clients assessed as having the capacity for more intense delivery.

## AMEP outcomes

In 2004-05, the AMEP provided over 6.5 million hours of tuition to 36,208 clients. In addition:

- 6,805 humanitarian entrants participated in the Special Preparatory Program; and
- 4,498 clients participated in the home tutor scheme.

In 2005-06, AMEP clients are expected to total around 38,800.

The AMEP client profile is very diverse, reflecting the diversity of the broad Australia community; last year, clients were drawn from 185 countries of birth and 207 language backgrounds. Major source countries were the People’s Republic of China, Sudan, Vietnam, Iraq, Lebanon, Afghanistan, Thailand, the Republic of South Korea, Turkey and Indonesia.

In 2004-05, the migration category of AMEP participants was as follows:

Humanitarian Entrants	26 per cent
Family	61 per cent
Skilled	12 per cent
Other	1 per cent.

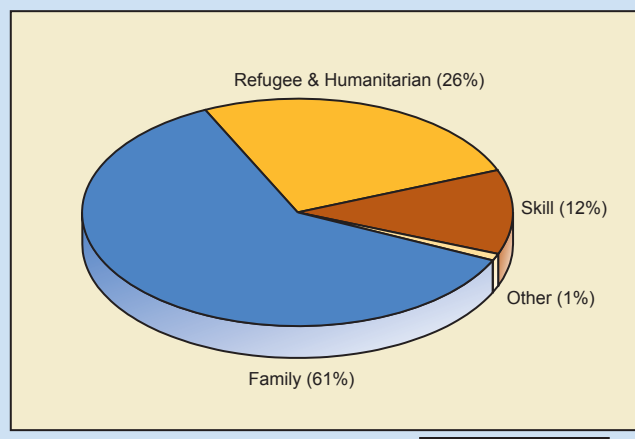
The key outcome areas for the AMEP are:

- “Reach”: the extent to which eligible migrants and refugees take up their 510 hour AMEP entitlement;
- “Retention”: the extent to which clients who enter the program use their AMEP entitlement; and
- “Results”: the English language and settlement outcomes achieved by AMEP clients.

## Reach

The registration rate in 2004-05 by each key migration category for those who arrived in 2004-05 and who had self assessed as

**Fig. 7-7: Migration Category of AMEP Clients 2004-05**



Source: AMEP Statistics

being in need of English tuition was:

Humanitarian Entrants	83 per cent
Family	66 per cent
Skill	62 per cent.

## Retention

In 2004-05, AMEP clients who exited the program completed on average the following hours:

Humanitarian Entrants	423 hours
Family	361 hours
Skill	377 hours.

## Results

AMEP clients' language outcomes are reported against the Certificates in Spoken and Written English (CSWE), a competency based curriculum accredited under the Australian Qualifications Framework.

The CSWE consists of three levels – Level I (beginners), Level II (post beginners) and Level III (intermediate) and recognises three stages of learning based on the client's previous learning experience.

On completion of a level, clients receive the appropriate certificate (if they have achieved a sufficient number of the stated competencies) or a statement of attainment (if they have completed an entire module within a certificate) or a record of achievement setting out which competencies they have achieved.

In 2004-05 Certificates/Statement of attainment were awarded to exiting AMEP clients as follows:

Level I	36.5 per cent
Level II	24.4 per cent
Level III	19.1 per cent
Record of achievement	20.0 per cent

## AMEP Research Centre

The AMEP Research Centre provides a range of research, teaching and professional development, curriculum development and publication activities to meet the needs of the AMEP. A number of research projects were undertaken in 2004-05 to maximise language and learning outcomes for AMEP clients. Key focus areas included meeting the needs of youth and of humanitarian entrants from Africa and the Middle East with low levels of literacy and interrupted education.

## Operational Issues

The AMEP is administered through 18 major contracts between the Commonwealth and service providers Australia-wide for AMEP tuition delivery.

The contracted services comprise the provision of tuition of English as a Second Language through a range of learning options, programs and support services. These include: classroom, community-based, distance learning or home-based tuition;

delivery of the AMEP Australian Citizenship course; provision of the Special Preparatory and Home Tutor Enhancement Scheme Programs; facilitation of fee-free translation requests; counselling and referral services; and childcare support.

Collectively the 18 tuition contracts are worth in excess of \$500 million dollars over the period 2003-04 to 2007-08, and are intended to provide English language tuition to about 500,000 new arrivals across Australia.

Program management is supported through a number of additional contracts, principally to provide research, professional development and publications, program data management and reporting and accreditation of service providers.

## Translating and Interpreting Service

The Department of Immigration and Multicultural and Indigenous Affairs' Translating and Interpreting Service (TIS) provides a national 24 hour, seven days per week telephone and on-site interpreting service. TIS provide interpreting on a fee-for-service basis to individuals, Commonwealth and State/Territory government agencies, community organisations and the private sector.

Interpreting services are provided by a contractor panel of approximately 1600 interpreters covering more than 100 languages and dialects. TIS engage National Accreditation Authority for Translators and Interpreters (NAATI) accredited/recognised interpreters wherever possible to facilitate the high quality service provision. During 2004-05, 92% of all interpreting services and 100% of all translating services were undertaken by NAATI accredited/recognised interpreters and translators.

In 2004-05 the ten highest demand languages were Arabic, Vietnamese, Mandarin, Cantonese, Serbian, Korean, Turkish, Persian, Spanish and Russian.

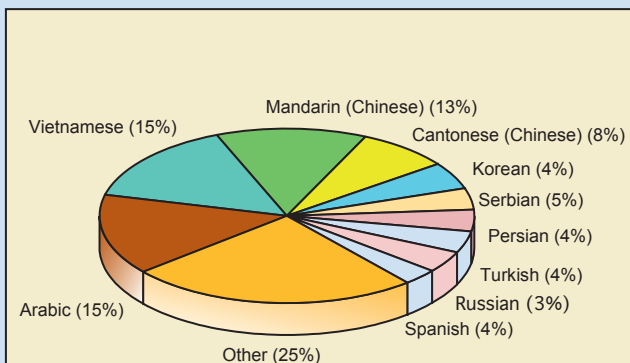
TIS continued its focus on recruiting interpreters in new and emerging languages in 2004-05. In all 48 new interpreters were recruited to meet needs for languages where interpreters are in short supply. These new interpreters provide additional capacity for the TIS contractor panel in 105 languages and dialects.

## Telephone Interpreting

TIS provides facilities that allow for a three-way conversation between English-speaking and non-English-speaking parties and a TIS interpreter through the use of a national telephone number – 131 450. TIS also provides priority lines for emergency services and medical practitioners.

A total of 658,100 telephone enquiries were received in the TIS National Contact Centre. From this call volume, 441,950 telephone interpreting assignments were delivered. Since the consolidation of TIS state offices into a single site in Melbourne in early 2002, overall call volumes to the National Contact Centre have increased by 53%.

**Fig. 7-8: Main Languages Used by Interpreters  
(On Site and Phone) 2004-05**



Source: TIS Statistics

This growth in call volume and the continuing reduction in on-site services, indicate that TIS clients are increasingly utilising the more cost-effective telephone interpreting service.

During 2004-05, TIS answered calls to its 131 450 number within 30 seconds on 90% of occasions and 93% of calls were connected to an interpreter in a major community language within three minutes.

### On-site Interpreting

TIS arranges for an interpreter to attend at a specified location and time where a face-to-face service is requested. In 2004-05, 92% of requests for an on-site interpreter resulted in a confirmed appointment within three working days.

On-site interpreting requests continued to decrease this year. A total of 46,600 on-site interpreting assignments were completed in 2004-05 compared with 49,200 assignments in 2003-04. Factors behind the decline included:

- the continuing low demand for on-site interpreters associated with the processing of applications for protection by asylum seekers;
- competitors capturing market share by offering lower prices;
- clients moving towards telephone interpreting as a more cost effective service.

### Fee-free Translating and Interpreting Services

TIS activity includes providing fee-free translating and interpreting services to assist certain individuals and organisations to communicate with non-English speaking migrants and humanitarian entrants for settlement-related purposes. The current budget for the fee-free translating and interpreting services is \$6.612 million per year.

### Interpreting Services

The objective of fee-free interpreting services is to facilitate participation of migrants from non-English speaking backgrounds in Australia's social and economic life.

The total number of fee-free interpreting services provided in 2004-05 to eligible individuals and organisations amounted to 113,592. A breakdown of the fee-free interpreting services provided is as follows:

- Telephone interpreting services: 94,908
- On-site interpreting services: 18,684

The Doctors Priority Line provides prompt fee-free telephone interpreting services for medical practitioners in private practice to help them communicate with their permanent resident and Australian citizen patients who have difficulty with the English language.

## Fee-free Translations

Fee-free extract translations of settlement-related personal documents are provided to eligible migrants from non-English speaking backgrounds during the first two years of permanent residence in Australia. The number of settlement-related document translation tasks completed in 2004-05 amounted to 8,101.

The ten highest demand languages for fee-free translating and interpreting (a subset of the composite TIS activity) in 2004-05 were: Arabic, Chinese, Russian, Persian, Spanish, Croatian, Serbian, Vietnamese, Ukrainian, and French.

## Settlement Policy, Planning and Services

### Grants for Migrant Community Services in 2004-05

In 2004-05, the Australian Government provided funding for grants to organisations under the Community Settlement Services Scheme (CSSS) and core funding to the national network of Migrant Resource Centres (MRCs) and Migrant Service Agencies (MSAs).

These services were intended principally for:

- permanent residents who had arrived in the previous five years as humanitarian entrants and family stream migrants with low English proficiency; and
- communities receiving significant numbers of new arrivals that required assistance to develop their capacity to organise, plan and advocate for services to meet their own needs.

Grants were provided to 364 organisations under the CSSS program and core funding was provided to 28 MRCs/MSAs.

Of the \$27.43 million provided for settlement services in 2004-05, \$19.42 million funded CSSS projects and \$8.01 million was allocated for core funding to MRC/MSAs. There was also an allocation of \$0.15m for training of funded organisations.

In the 2004-05 Budget \$4.9 million was allocated over 4 years to provide additional funding for CSSS grants to assist humanitarian entrants to settle in rural and regional Australia. Of this \$688,525 was allocated to 12 projects in the 2004-05 funding year.

### CSSS Program

In 2004-05 the CSSS provided settlement services funding to community organisations to:

- deliver settlement information and referral services to individuals and groups;
- build community capacity by helping communities to be self-reliant in planning, organising and working together to advocate for their needs to be met; and
- promote/represent individual client needs to service providers and network/build strong relationships with local settlement and mainstream agencies.

A total of 188 new CSSS grants commenced on 1 July 2004, and 41 on 1 October 2004. These, combined with 135 existing grants, added to a total of 364 CSSS grants managed in the 2004 funding period.

In the 2004-05 Budget, \$0.52 million was provided to maintain CSSS funding to 18 established community organisations for six months until 31 December 2004. From January until June 2005, these organisations were funded by the Department of Health and Ageing under funding made available in the 2004 Budget to establish a new program to increase access to aged care for culturally and linguistically diverse communities.

### MRCs/MSAs

Core funding to the MRC/MSA network provided for the administrative and operational costs of the organisation and supported a range of services to clients. The 28 MRCs/MSAs vary in terms of their client base, their position in the broader community and the breadth of their service delivery activities. They generally provide similar services to CSSS-funded organisations such as direct client services, community capacity building and general planning and development. As established organisations, MRCs/MSAs may also mentor and assist smaller organisations to manage CSSS grants.

In 2004-05, MRCs/MSAs also managed 93 out of 364 CSSS grants, accounting for 29% of funds provided under the CSSS program. Most MRCs/MSAs have a diverse funding base, managing grants from other Australian government agencies, state and territory governments and local governments.

### Review of Settlement Services

In May 2003, the Australian Government released the Report of the Review of Settlement Services for Migrants and Humanitarian Entrants. The Review found that Australia has one of the most comprehensive settlement programs in the world. However, the extent of disadvantage in the current humanitarian intake and the increasing diversity of the population (characterised by lower concentrations of migrants from a wider range of source countries than in the past), pose challenges for service delivery.

The Australian Government continues to make ongoing improvements to settlement services by implementing the remaining recommendations from the Review.

Recent developments include the following:

- In the 2005-06 Budget, the Australian Government announced \$1m over four years to establish a national skills web portal to help new arrivals and potential skilled migrants have their overseas skills and qualifications recognised in Australia.
- A new model for Integrated Humanitarian Settlement Strategy service delivery will commence on 1 October 2005. This model provides improvements in case coordination, accommodation support, assistance for Special Humanitarian Program entrants to access essential services, and volunteer arrangements.
- Commissioning of research into the settlement experiences of newly-arrived humanitarian entrants in order to better target settlement services.

The Department of Family and Community Services and the

Department of Employment and Workplace Relations have established a partnership to provide Newly Arrived Youth Support Services (NAYSS). NAYSS provides Job Placement, Employment and Training, and Reconnect services from one multi-function outlet. The program aims to connect homeless migrant and humanitarian entrant youth or those at risk of homelessness, with family, work, education, training and the community.

The Family Relationship Services for Humanitarian Entrants (FRSHE), delivered through the Department of Family and Community Services, also provides early intervention services to assist youth and families at risk of not settling successfully, due to the stress their refugee experiences have placed on the family.

The Community Partners Program commenced on 1 January 2005. The program is delivered through the Department of Health and Ageing, and assists culturally and linguistically diverse communities with significant aged care needs to access aged care support services.

### Settlement Grants Program

As recommended by the Review, a new Settlement Grants Program has been developed that will provide funding for projects to assist newly arrived migrants and humanitarian entrants to establish themselves in Australia during the early settlement period.

The new program, commencing on 1 July 2006, will provide grants to eligible organisations to deliver settlement services and replaces funding previously provided under the Community Settlement Services Scheme and core funding to Migrant Resource Centres and Migrant Service Agencies.

### Settlement Planning

As recommended by the Review, the Department has developed a new needs-based regionally-focussed settlement planning framework to replace the planning framework provided since 1991 under the National Integrated Settlement Strategy (NISS). NISS was intended to foster coordination and cooperation across levels of government in meeting migrant service needs. The Review found that whilst the role envisaged for the NISS remained valid, it had lost much of its early focus.

The new planning process aims to improve the services available to settlement clients by identifying their priority needs on an annual basis with input from key stakeholders. The information gathered will:

- inform the advertising and allocation of settlement grants funding, thus enabling the more effective targeting of DIMIA-funded settlement services;
- improve coordination between other DIMIA-funded settlement services; and
- assist mainstream agencies to better meet the needs of new arrivals.

### Settlement Database (SDB)

The Settlement Database (SDB) provides statistical data for departmental officers, other government agencies and community organisations involved in the planning and provision of migrant settlement services. It is an important tool for the planning, targeting and evaluation of settlement services and thus facilitates better service delivery for migrants.

The SDB contains over 1,400,000 records of settler arrivals and permanent residence grants since 1 January 1991, including data on country of birth, age, sex, migration stream, main language, English proficiency, location of residence in Australia, and many other variables. Base records are incorporated daily from DIMIA processing systems and supplementary information is added from other sources. The Settlement Reporting Facility can be accessed via the Internet at: [www.settlement.immi.gov.au/settlement/enterSelectReport.do](http://www.settlement.immi.gov.au/settlement/enterSelectReport.do)

### Settlement Information

Information to assist new arrivals settle in Australia is provided through DIMIA's Life in Australia web pages [www.immi.gov.au/settle](http://www.immi.gov.au/settle). The information is aimed at prospective and newly-arrived migrants, their sponsors and service providers. The topics include: life in regional Australia, help with English, work and business, health, housing, education, transport and youth related information. New material added in 2005 included information on regional settlement locations to encourage prospective migrants to consider settling outside the major metropolitan centres.

In addition, the web pages have downloadable information booklets called Beginning a life in Australia which contain information on the types of services available to new and prospective migrants and advice on where to go for assistance. The booklets contain specific information for each Australian State and Territory and are translated into 23 community languages. The booklets are updated every six months.

### Specialised Settlement Support for Humanitarian Entrants

The Integrated Humanitarian Settlement Strategy (IHSS) provides intensive, on arrival settlement support to Refugees and Special Humanitarian Program (SHP) entrants. The IHSS aims to help these humanitarian entrants achieve self-sufficiency as soon as possible by providing them with specialised services on a needs basis.

Under the IHSS during 2004-05, contracted service providers delivered the following services across all States and Territories:

- **Initial Information and Orientation Assistance** which provides information and service coordination and links entrants to the services they need in the initial stages of settlement.
- **Accommodation Support** which offers entrants accommodation on arrival and assists them to locate long-term accommodation as soon as possible.

- **Household Formation Support** which provides entrants with a basic package of material goods to start establishing a household in Australia.
- **Early Health Assessment and Intervention** which helps entrants to overcome physical and psychological health problems and encourages health care providers to be sensitive to the needs of humanitarian entrants.
- **Proposer Support** which helps proposers to fulfil their role of assisting SHP entrants to settle, including access to a post-arrival “help” service through which further information and guidance are available.

In addition, volunteer groups assisted service providers and offered entrants friendship and social support.

The intensive assistance provided under the IHSS is intended for the initial settlement period, which, in most cases, is about six months. Once humanitarian entrants exit the IHSS, they are referred to general settlement services provided through Migrant Resource Centres, Migrant Service Agencies and organisations funded under the Community Settlement Services Scheme.

In 2004-05 13,347 people were assisted under the IHSS compared to 10,401 in 2003-04. This represents an increase of 28% in the number of people assisted through the IHSS, mainly due to an increase in the size and composition of the Humanitarian Program in 2004-05.

Of those assisted under the IHSS in 2004-05, 5,318 were Refugee entrants, 7,838 were Special Humanitarian Program (SHP) entrants and 191 were Temporary Protection Visa (TPV), Temporary Humanitarian Visa (THV) or Permanent Protection Visa (PPV) holders.

The IHSS caseload during 2004-05 was primarily from Africa. The proportion of the caseload from this region increased from 63% in 2003-4 to 74% in 2004-05. Other source regions included the Middle East and South West Asia (21%), Asia (3%) and Europe (1%).

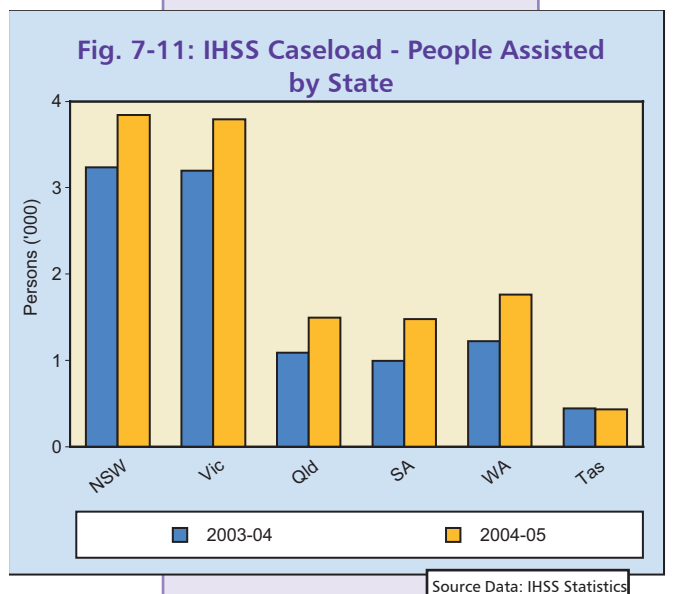
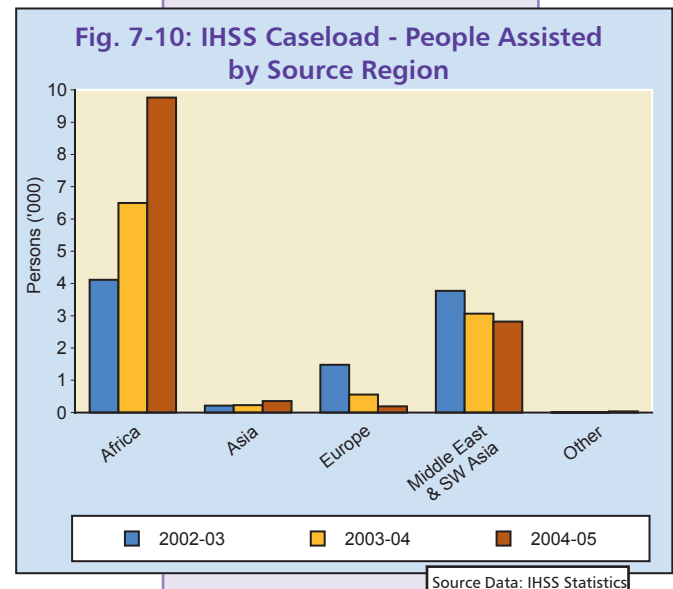
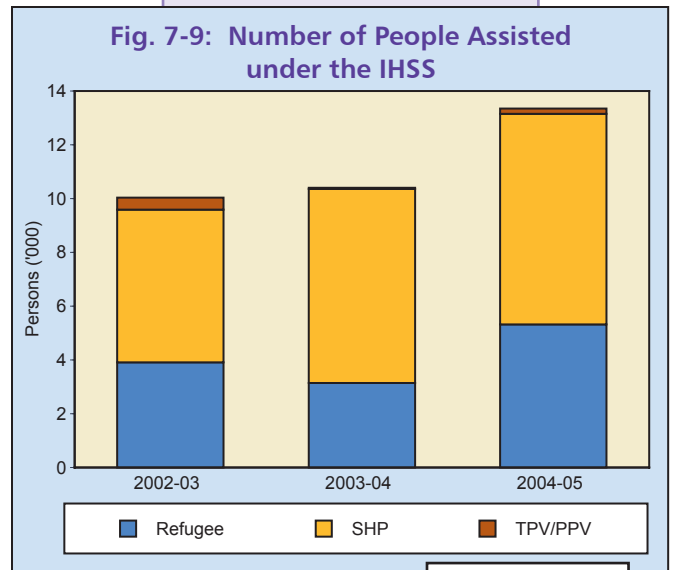
Within the African component, the largest caseload was from Sudan (48%), followed by Liberia (8%), Sierra Leone (5%), Ethiopia (4%), Burundi (3%), The Congo (2%) and Somalia (1%).

As a result of the continued focus on the African region, the profile of IHSS clients assisted in 2004-05 continued to be characterised by high poverty levels, lower levels of education and English language proficiency and greater comparative disadvantage.

Of all Refugee and SHP entrants in 2004-05, 84% indicated they required English language interpreting, up from 75% in 2003-04.

Of all Refugee and SHP entrants in 2004-05, 80% had lived in refugee camps. Most of these people were from Africa and more than 32% had been in a refugee camp for ten or more years.

In 2004-05, 70% of all Refugee and SHP entrants assisted had links (family or friends) already in Australia and were therefore settled in the same State or Territory. This was a reduction from 84% in 2003-04 when a greater proportion of SHP entrants (who



are all linked) arrived. Almost 4,000 Refugee entrants in 2004-05 had no links in Australia prior to their arrival.

There were four group arrival exercises during 2004-05 and this resulted in 304 Ethiopian, 751 Liberian (2 groups) and 336 Burundian refugees brought to Australia. These people were settled as shown in figure 7-12.

### Unaccompanied Humanitarian Minors

The Australian Government provides specialised support for Unaccompanied Humanitarian Minors. An Unaccompanied Humanitarian Minor (UHM) is a person who has been granted a visa under the Humanitarian Program, is under the age of 18 years and does not have a parent or other relative to care for them in Australia.

There were 745 UHMs in Australia as at 30 June 2005. Of these, 592 are in the UHM program, under which State welfare authorities provide welfare supervision and support through cost sharing agreements between the Commonwealth and the States.

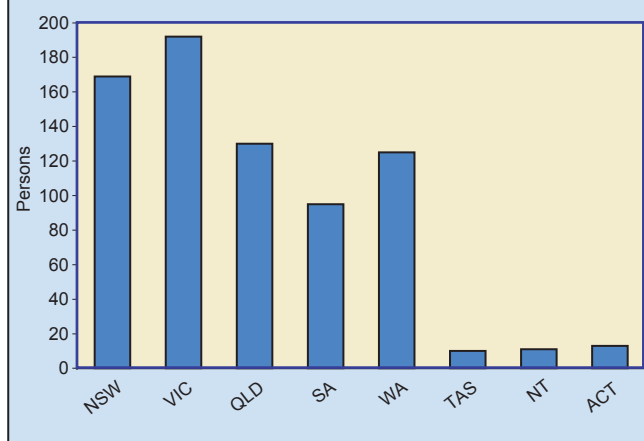
### The Australian Cultural Orientation Program

Pre-embarkation cultural orientation programs continued throughout 2004-05 to prepare humanitarian entrants to settle in Australia. The Australian Cultural Orientation Program aims to provide entrants with knowledge to enhance their settlement prospects, to develop realistic expectations for their life in Australia and to help entrants acquire information concerning Australian culture and society prior to arrival.

The program pilot was evaluated in June 2004. The evaluation concluded that the program was having a significant and positive impact on entrants' early settlement experience and should be an integral part of Australia's settlement program. A number of recommendations of the evaluation have been implemented in 2004-05 to enhance the program's effectiveness.

During 2004-05, the course was expanded to new locations in Kenya, Egypt, Uganda, Tanzania, Guinea, Ghana, Sierra Leone, Jordan, Lebanon, Syria, Turkey, Pakistan, Iran and Thailand. Since the course's inception in 2003, almost 400 courses have been held, assisting more than 7,500 entrants.

**Fig. 7-13: Unaccompanied Humanitarian Minors in Australia at 30 June 2005**



**Fig. 7-12: State of Settlement of Group Arrivals of Refugees**

Group	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Total
Ethiopians from Abu Rakham camp in Sudan		100	52		77	75			304
Liberians from N'zerekore camp in E. Guinea (No.1)	100	97	61	38	80				376
Burundians from several camps in W. Tanzania	74	54	56	64	52	27	9		336
Liberians from N'zerekore camp in E. Guinea (No.2)	102	91	49	58	75				375