



Australian Government
**Department of Immigration
and Citizenship**

A Significant Contribution:

**The Economic, Social and Civic Contributions of
First and Second Generation Humanitarian Entrants**

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The Economic, Social and Civic Contributions of
First and Second Generation Humanitarian Entrants

Summary of Findings

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Contents

Foreword	4
Professor Graeme Hugo	5
Researching the economic, social and civic contributions of humanitarian entrants	8
Population	14
Workforce participation	22
Economic contribution beyond labour force participation	38
Social and community contributions	46
Appendix A: Australia's Humanitarian Program	58
Appendix B: Helping humanitarian entrants once they arrive in Australia	64
Appendix C: More information	69
Acronyms and glossary	70
Sources	72
Acknowledgements	75

Foreword

As a nation built on immigration, Australia prides itself on its willingness to welcome new settlers into the community. Each year our Humanitarian Program provides opportunities for people in desperate need from around the world to begin their lives afresh in Australia.

Being able to offer the chance of a new beginning to people less fortunate than ourselves is truly heartening to many Australians. It is our collective sense of compassion and willingness to assist that has the ability to transform the lives of people fleeing persecution and suffering and which gives them the hope of a safer, better future.

However, the significant contribution of these people to Australia has not always been understood.

Professor Graeme Hugo from the University of Adelaide, on behalf of the Department of Immigration and Citizenship, has examined the variety of ways in which humanitarian entrants contribute to Australia. Professor Hugo's report goes a long way to telling the story of what happens in the lives of many humanitarian entrants and their children after they arrive in Australia. Their endeavours and contributions at both the group and individual levels are, at times, truly remarkable.

The marked increase in capacity over time of humanitarian entrants and their subsequent generations to contribute positively to Australian society is a very significant message from this research. I was also extremely impressed by the individual stories of journeys through adversity to great success, especially those who have built up businesses from very little and now employ large numbers of workers.

Given the often extreme hardship from which humanitarian entrants have come, it is all the more impressive that they are able to achieve so much in such an unfamiliar environment. It is these characteristics—resourcefulness, hard work and determination to improve their lives and the lives of their children—that come through so clearly in this research. And it is these attributes that Australians will recognise as those that will continue to make this country great, long into the future.

It is with pride and a great sense of optimism for the future that I commend to you this Summary of Findings into the economic, social and civic contributions of humanitarian entrants, and encourage you to read the full version of this report for a deeper understanding of the achievements and contributions of some of our most resilient community members.

Chris Bowen MP
Minister for Immigration and Citizenship

Professor Graeme Hugo

Professor Graeme Hugo is an Australian Research Council (ARC) Australian Professorial Fellow, Professor of the Discipline of Geography, Environment and Population and Director of the National Centre for Social Applications of Geographical Information Systems at the University of Adelaide. He has a PhD in demography from the Australian National University and is the author of over three hundred books, articles in scholarly journals and chapters in books, as well as a large number of co-papers and reports.



Professor Hugo has held visiting positions at the Australian National University as well as at universities in Indonesia, Singapore, Hawaii and the United States of America. He has also worked with a number of international organisations, as well as many Australian government departments and agencies.

Professor Hugo held an Australian Research Council (ARC) Federation Fellowship between 2002 and 2007 and was previously a Fellow of the Academy of Social Sciences in Australia. He has also held the positions of President of the Australian Population Association and member of the National Population Council. He was a member of the International Union for the Scientific Study of Population (IUSSP) Committee on South-North Migration and is currently on the IUSSP Committee on Urbanization. Professor Hugo was also Chair of the ARC's Expert Advisory Committee on the Social, Behavioural and Economic Sciences.¹



Fred

Fred—architect

Fred is a renowned architect who specialises in producing high quality, low-cost, housing.

Fred is from Czechoslovakia. He arrived in Australia with his family in 1968 when he was six years old. His family (parents, two sisters and one brother) had been on a camping holiday in Italy at the time that Czechoslovakia was invaded by Russia. Hearing of the tanks and the violence, Fred's parents made the very difficult decision not to return to their home. They arrived in Australia with only their tent and the clothes on their backs. He is now an architect in Canberra.

'I remembered the stress of my first day at school—I was six and a half and couldn't speak English.

No one could really pronounce my real name. When I told him my real name, my tennis coach said "I'm not calling you that! I'm going to call you Fred" and that's how I got my name, Fred. The interesting thing was that I then had so many more friends because people felt comfortable being able to pronounce my name.

Australia has given me everything. I absolutely love this country. My father, who came out here at 44, loved this country and he knew more about this country's history than anyone. It's given me my wife, children, father and mother-in-law who I love dearly. It's given me a lifestyle I could never have dreamt about anywhere else, and the freedom to be who I am. It's not overstating it to say that it has given me everything I have.

What I am giving back to the community through architecture is affordable housing which would be about 50 - 60 per cent of the work that I do—it offers good design and construction and a place where people can actually enjoy their life.

Refugees are an important part of our community because they add to the Australian culture.

Like a good recipe, immigration adds spice and variety of ingredients. It also adds skills to the community and different foods from around the world. Immigration has brought arts into the Australian culture and flavours it beautifully.'

Researching the economic, social and civic contributions of humanitarian entrants

The Department of Immigration and Citizenship (DIAC) commissions research and evaluation projects through its Policy Innovation, Research and Evaluation Unit. The research program aims to support decision-making about departmental policies, program design and service delivery, by strengthening DIAC's evidence-base in these areas.

People who arrive under Australia's Humanitarian Program have considerable personal courage, often having overcome extraordinary hardship and traumatic situations. More information about Australia's Humanitarian Program can be found at Appendix A. Information about how humanitarian entrants are helped once they arrive in Australia is at Appendix B.

While it is acknowledged that there are considerable costs involved in resettling refugees, these need to be considered in the context of the benefits that humanitarian entrants bring to Australia. A recent review of literature on the topic identified a need for research on the economic and social progress of humanitarian entrants in their new lives in Australia.

DIAC commissioned Professor Graeme Hugo, from the University of Adelaide, to research the economic, social and civic contributions of first and second generation humanitarian entrants in Australia. His research looked at the contributions of all humanitarian migrants, from those who came to Australia immediately after World War II to more recent arrivals from Africa and the Middle East.

Findings from the research will be used to inform government decision-making in a variety of areas related to humanitarian entrants.

This booklet summarises the results of Professor Hugo's research, and these are presented in sections on population, workforce participation, economic contribution beyond labour force participation, and social and community participation.

The findings presented in this booklet reflect the overall trends found by Professor Hugo. Further information about the data relating to particular groups of humanitarian entrants, as well as greater discussion about the context and findings, can be found in the full report. This can be accessed at www.immi.gov.au/media/publications/research/

Research aims and objectives

DIAC commissioned Professor Graeme Hugo to research the economic, social and civic contributions of humanitarian entrants.

More specifically, Professor Hugo set out to assess the extent to which humanitarian entrants:

- are involved in the labour force, whether their skills are fully used, the barriers they face and their workforce mobility over time
- have developed their own businesses and opened up export linkages with their home markets and other markets
- participate in Australian society at local, regional and national levels, and whether they volunteer within their communities
- are connected to their local communities and to Australia more generally, and their satisfaction with their life in Australia and whether they intend to remain in Australia.

Research methodology

Several different research methods were used by Professor Hugo, including analysing data from the ABS Census and DIAC's Settlement Database. Professor Hugo looked at earlier Australian research on the second generation of particular migrant groups. Interviews were held with 649 humanitarian families, along with in-depth discussions with 70 key people and organisations who provide services, employment and education to humanitarian entrants.

Importantly, his research examined not only the first generation of humanitarian entrants to Australia, but also the second and subsequent generations. Professor Hugo examined the contributions of recent arrivals, such as humanitarian entrants from Africa and the Middle East, and also the contributions from earlier waves of humanitarian entrants, such as those from Eastern Europe after World War II. This allowed a longer-term perspective to be taken regarding the contribution of humanitarian entrants and also an analysis of how the patterns change over time.

Professor Hugo identifies what he describes as 'refugee-humanitarian birthplace groups', where migrants born in that country mainly came to Australia as humanitarian entrants. These groups are separated into four categories, depending on when humanitarian entrants from those countries migrated to Australia. Throughout the report these categories are generally referred to as 'waves' of humanitarian entrants. The waves are depicted in Table 1, on page 10.

Professor Hugo refers to the Australian Government's Third Intergenerational Report, released in 2010, which notes that there are three areas that will be crucial to Australia's future prosperity: population, participation and productivity. Professor Hugo notes that it is important that any assessment of the contribution of refugee-humanitarian settlers to the Australian economy takes account of these factors.

The research findings, and hence the contributions made by Humanitarian Program entrants, can be divided into four categories and the full report and this summary brochure are structured by category accordingly:

- impact on Australia's population profile
- labour force engagement and participation
- economic contribution beyond labour force participation
- social and civic contributions.

Table 1: Refugee-humanitarian birthplace groups by arrival date[^]

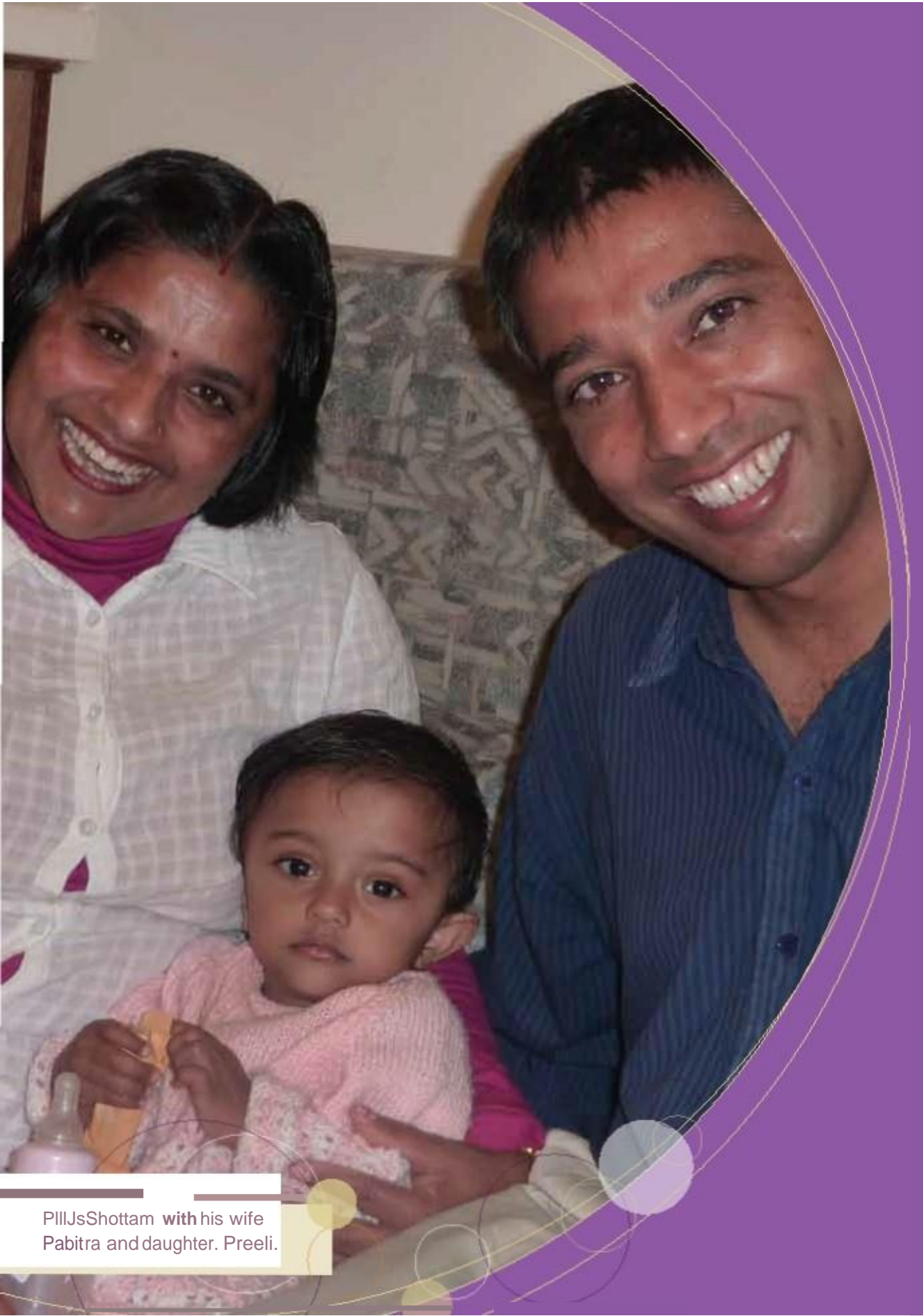
Groups Arriving 1946-1960	Groups Arriving 1960s and 1970s	Groups Arriving 1980s and 1990s	Recent Arrivals
Bulgaria	Chile	Bosnia and Herzegovina	Afghanistan
Croatia	Czech Republic	Cambodia	Iraq
Estonia		El Salvador	Burma*
Hungary		Lebanon	Liberia
Latvia		East Timor	Burundi
Lithuania		Laos	Sierra Leone
Romania		Vietnam	Congo
Russian Federation			Somalia
Slovakia			Eritrea
Ukraine			Sri Lanka
			Ethiopia
			Sudan
			Iran

[^] The list of countries above reflects the current Standard Australian Classification of Countries (SACC), the Australian statistical standard for statistics that are classified by country.² This standard lists countries as they currently exist, such as Estonia and Latvia, which were part of the Union of Soviet Socialist Republics at the time Estonian and Latvian humanitarian settlers arrived in Australia.

* In 1989, the Burmese Government changed the country's name to Myanmar. Professor Hugo's research report refers to Burma and Myanmar. This booklet follows the Australian Government's practice of referring to the country as Burma.³



East Timorese refugee school boys imitate the photographer.



PillJshottam with his wife Pabitra and daughter. Preeli.

Purusshottam—apiarist in regional Australia

Purusshottam is from Bhutan and arrived in Australia in 2009. He lives in Murray Bridge with his wife, two small children and his mother. They have just bought their first house in Murray Bridge.

'I left Bhutan after a crackdown on Southern Bhutanese, going to India then to Nepal. I spent ten years in the Timai camp. It was crowded in the camp, with about 40 square metres for shelter, which we built ourselves. We received UNHCR rations each fortnight of 5kg of rice, oil, salt, some vegetables. Water was also rationed.

When I arrived in Australia, I felt good and very peaceful. However, my mother initially felt isolated and depressed in Murray Bridge. I had some difficulties with the food when I arrived. But now, I like vegemite!

My son Prabesh found it difficult in his first two or three months here as he did not know English. Now he's very happy and is making friends with children from different backgrounds.

I am an apiarist, or bee-keeper. I learnt about Australia through bee-keeping journals, history classes and geography. I found it hard to get a bee-keeping job here, as the climate is not optimal for bee-keeping.

I'm working as a part-time bee-keeper at the moment. I've also learnt to drive and completed a one-year auto mechanic course at TAFE. I'm doing a welding course at the moment.

I would like to study for as long as possible, including doing a small business management course and getting forklift and truck licences. I would like to start a bee-farm and work in the field of animal husbandry.

Australia is a very wonderful country, with a good government and very helpful people. We are very grateful and thankful to Australia for accepting us.'

Population

'In the context of the Third Intergenerational Report...humanitarian settlers are making a significant contribution to the population dimension of the three 'Ps' which are critical to continuation of economic growth in Australia...It is apparent that humanitarian settlers in Australia are delivering a demographic dividend...'⁴

Context

A growing population assists in alleviating the pressures of an ageing population and provides the skills to support economic growth. Research has drawn attention to the demographic dividend that can be delivered by a favourable age structure—such as one where the workforce grows faster than the overall population.

In this context, the three-quarters of a million humanitarian entrants that have settled in Australia since World War II represent one tenth of the overall immigration intake and around one twentieth of our national population growth. Hence, from a purely demographic perspective, the significance of refugee migration is considerable. Professor Hugo found that as well as adding to the workforce, there are other unique characteristics that amplify the contribution made by humanitarian entrants.

Youngest age structure of all migrant groups

People coming to Australia through the Humanitarian Program are substantially younger than the national Australian population and arrivals under other migration categories. Not only are people granted visas under the Humanitarian Program young when compared with the national resident population, they are very young when compared with the age profile of total immigration arrivals, as shown in the table below.

Table 2: Visa category by mean age, 2003–04 to 2008–09

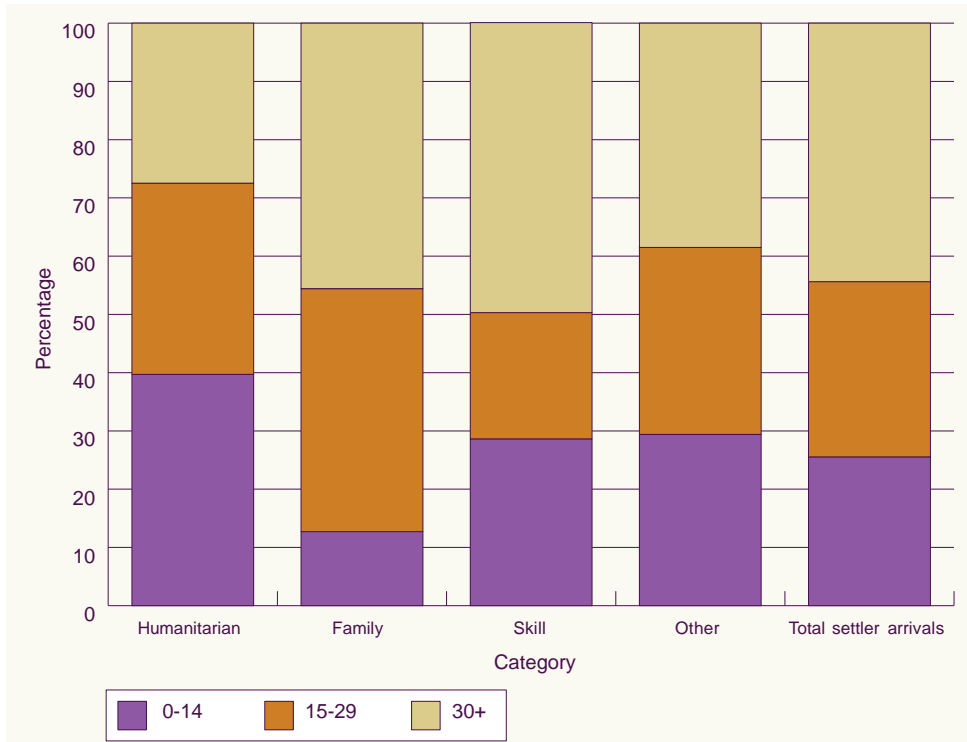
Category	Mean
Total Settler Arrivals	27.3
Humanitarian	21.8
Family	31.4
Skilled	26.4
Other	26.1
Australia 2006 Census	36.7

Note: The mean age is calculated from five-year interval data.

Largest proportion of dependent-age children

Young children make up a large proportion of humanitarian entrants to Australia. The proportion of humanitarian arrivals who are dependent children (0–14 years) is considerably higher than that for the other categories as shown in Figure 1.

Figure 1: Settler arrivals by migration category, 2003–04 to 2008–09



A higher proportion of humanitarian arrivals than other groups is made up of children who receive their education in Australia. This also means that, for the bulk of refugee entrants, virtually their entire working lives will be spent in Australia, maximising their potential economic contribution compared with other visa category entrants who may arrive mid-career.

While the flows (or waves) of refugee and humanitarian entrants are very young, the numbers of these entrants residing in Australia will differ considerably in age profile due to the variation in timing of their settlement in Australia, the corresponding length of residence, and the resultant age of the second generation. By way of example, in the ABS 2006 Census the median age of the early European refugees is in the sixties, whereas the median age of humanitarian entrants from Africa is under thirty.

As the number of settlers in Australia grows, the extent to which they have children contributes to population growth. Along with the large proportion of young children in the Humanitarian Program, several nationalities have more children than the Australian average. For example, women born in Lebanon, Cambodia, Laos, Vietnam, Eritrea, Ethiopia, Somalia and Sudan all have substantially higher levels of childbearing than Australia-born women. In a number of nationalities, the children are born to younger mothers, which has implications for the settlement and participation in the workforce of these women.

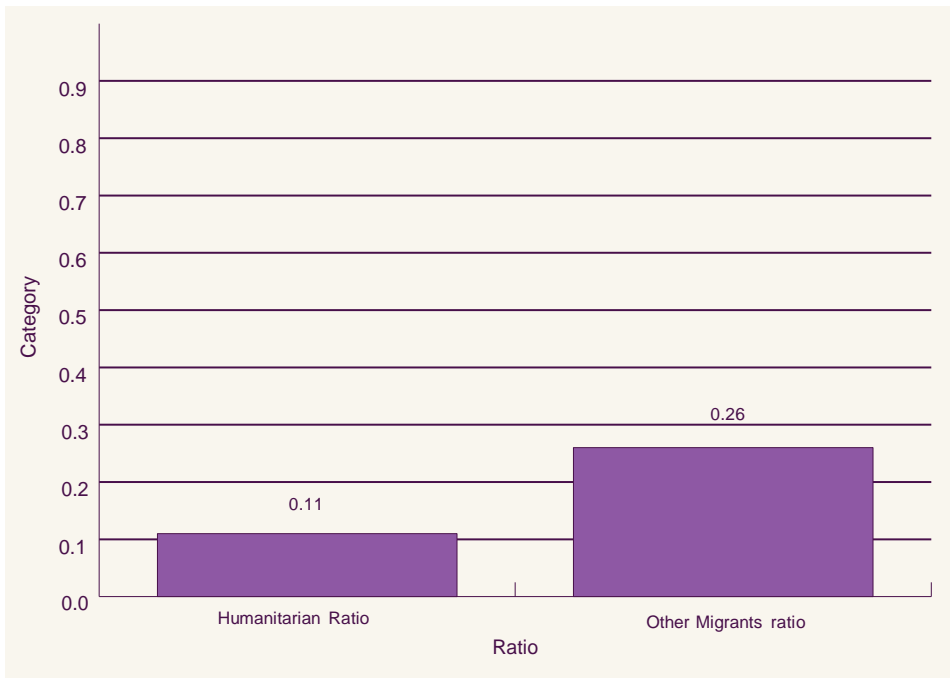
More likely to spend their entire life and raise their families in Australia than other groups

In examining the economic, social and demographic contribution of migrant groups, it is important to take into account settler loss—the extent to which these arrivals subsequently leave Australia permanently. One aspect of the economic contribution to Australia made by humanitarian entrants is that they tend to spend their entire lives and raise their families in Australia, to a greater extent than other migrant visa category groups.

Professor Hugo found that humanitarian entrants have the lowest rate of settler loss, at almost half that of other visa categories. This characteristic is not surprising, especially in the early years of settlement, because of the very reason for them leaving their homeland—the fact that they were forced out by the threat of persecution and fear returning. Consistent with this rationale, the rates of loss are lowest for the more recent arrivals. Comparatively, humanitarian entrants thus demonstrate a greater commitment to life in Australia.

Figure 2 shows that the rates of permanent departures of humanitarian entrants varies significantly from that of other migrant groups.

Figure 2: Humanitarian arrivals by humanitarian wave and permanent departures, 1991–92 to 2008–09



Note: A higher ratio indicates a higher proportion of arrivals leaving permanently.

Humanitarian entrants are increasingly settling in regional Australia

Where migrants settle is significant, especially for humanitarian entrants, because the location can influence the extent to which they can draw on community or local services as well as their access to work and their ability to interact with the local community. The location will also influence the extent to which they can contribute to that community.

While humanitarian entrants have tended to settle in the larger states, more recently greater dispersion patterns have been observed. One example is the increased settlement of humanitarian entrants in South Australia, which has contributed to the revival of the economy in that state.

Migrants, including humanitarian entrants, have tended to settle in cities and major urban areas where greater support is available, but this pattern is also changing. The increasing evidence of labour shortages in non-metropolitan areas, particularly in jobs that are unskilled or low skilled, is attracting humanitarian entrants because they can compete for these jobs more readily. Recognising the potential contribution these entrants could make to non-metropolitan areas, the Australian Government provided funding in the 2004 Federal Budget to support humanitarian entrant settlement in regional Australia.

Between 1996 and 2009 the proportion of humanitarian arrivals who indicated on their incoming passenger card that they intended to settle outside of Australia's capital cities increased from 4.8 to 12.1 per cent. Table 3 identifies a number of regional communities where humanitarian entrants have settled. Professor Hugo notes the difficulties that have been experienced by humanitarian settlers in these locations, but also highlights that these settlers are 'meeting some important and significant labour shortages in Australia's regional areas...'¹⁵

Table 3: Regional resettlement locations

Location	Group
Bendigo	Iraqis
Bordertown	Sudanese
Cobram Barooga	Iraqis, Afghans
Colac	Sudanese
Gippsland	Bosnians, Nepalese, Sudanese
Mildura	Iraqis, Iranians, Afghans

Location	Group
Mount Gambier	Burmese
Murray Bridge	Afghans, Uzbeks, Sudanese
Shepparton	Iraqis, Congolese
Swan Hill	Sudanese
Warrnambool	Sudanese
Young	Afghans

Conclusion about contribution to the population

Professor Hugo concluded that humanitarian entrants have yielded a unique demographic dividend to the population dimension of the three 'Ps' through the addition of three-quarters of a million people to Australia's population—a contribution which has been amplified by:

- an intake that is younger than all other migrant streams, resulting in a greater span-of-life contribution
- several birthplace groups with a higher rate of childbearing than the Australian average
- the lowest settler loss rates of all migrant categories
- a recent trend for greater numbers to settle in non-metropolitan areas, helping to address regional labour force shortages.

There is a further flow-on demographic effect as humanitarian entrants encourage and assist family members and friends to also migrate to Australia.



Zarah

Zarah—author

Zarah came to Australia from Iran seven years ago. Zarah has worked as a tour guide in Iran and learnt English at a young age. She graduated with a degree in languages (including Spanish) and in Australia, has commenced studies in journalism. She is the author of 'My Life as a Traitor'. She was nominated for the 2008 Prime Minister's Literary Award (non-fiction).

'I left my family and friends, and everything I knew about life in Iran... having English was a bonus and I believe I would have had great difficulties had I not been able to communicate fluently in English. I believe my life would have been very different.

It is very heartbreaking for me to see newly arrived refugees in Australia struggling with language. Many of these people come from countries that operate differently, and this adds to the challenges. It's then not only language barriers, but difficulties in understanding systems and the way things work in a new land. We all have ups and downs in life but they seem to be even more difficult in unfamiliar surroundings. Sometimes I still wake up and think 'where am I?'

I have met amazing people who have helped me get to where I am now, but I have also faced many obstacles such as racism at work and sometimes even in the supermarket. However, such experiences have motivated me to write and express my views more strongly, to introduce my birth country and culture in a positive light. The fact is we're not all the same.

I have always been interested in learning new things and Australia is the land of opportunity – you can go crazy here! Australia is amazing. If we look deep inside we can do anything.

There is no problem in embracing new cultures and in doing so you don't need to throw yours out. Don't miss out on what's in front of you. We live in a country that offers amazing things—accept it and you'll thrive.

I am an extremely positive person and life is too short, we must get on with it. We can be happy or choose to be miserable.

It is sad I don't get to see my family, but they know I am safe and I feel gratitude towards life.

I inspire myself!'

Workforce Participation

'It is apparent...that a quite negative picture of humanitarian settler labour force engagement is obtained if one examines only the initial years of settlement. However, if a longer term perspective is applied it is apparent that humanitarian settlers converge toward the total population in their involvement in the labour force. Moreover, there is also strong evidence of upward mobility between generations in terms of labour participation.'⁶

Context

The economic contribution of migrants remains one of the strongest justifications for Australia's migration program. However, when looking at the contribution humanitarian entrants make to the Australian economy, it is important to recognise that this is not a key reason for the Humanitarian Program. That said, it needs to be recognised that this group of migrants does make significant economic contributions. Professor Hugo set out to examine the particular barriers humanitarian entrants face, the level of workforce participation they attain, the extent to which their skills are used and their mobility within the labour force over time. The study also sought to consider the difference between the initial settlers and the second generation of humanitarian entrants.

Barriers faced by humanitarian entrants

The ability of migrants to engage in the workforce is an important determinant of their ability to earn an income, purchase services and engage in other dimensions of society. Key questions regarding humanitarian entrants is whether they fare as well as other categories of migrants and, due to the disruptive nature of their relocation and settlement, the length of time required for their labour market outcomes to be effectively established.

Professor Hugo's interviews identified a number of barriers to employment for humanitarian entrants.

Table 4: Barriers to employment for refugees as identified by interviewees

Pre-Migration	Australia
<ul style="list-style-type: none"> • Exposure to violence, instability and persecution 	<ul style="list-style-type: none"> • Mental health issues due to pre- and post-migration experiences • Physical disability / health problems
<ul style="list-style-type: none"> • Lack of / limited education • Disrupted education due to long periods in camps / exposure to violence and instability 	<ul style="list-style-type: none"> • Illiteracy / low levels of literacy • Low English proficiency / communication and language barriers • Limited qualifications / skills (particularly amongst older age groups)
<ul style="list-style-type: none"> • Lack of knowledge about the Australian labour market 	<ul style="list-style-type: none"> • Lack of opportunities / finances to have skills recognised • Lack of knowledge / awareness about skills recognition processes • Lack of driver's licence / difficulty accessing transport
<ul style="list-style-type: none"> • No opportunity to scope / research the Australian labour market 	<ul style="list-style-type: none"> • Lack of established networks • Limited capacity / capability of job network providers • Lack of work experience in Australia • Experiences of racism and discrimination
<ul style="list-style-type: none"> • Lack of documentation prior to migration 	<ul style="list-style-type: none"> • Lack of / limited knowledge about Australian workplace culture • Lack of documentation on arrival
<ul style="list-style-type: none"> • Misinformation about employment opportunities 	<ul style="list-style-type: none"> • Difficulty accessing / sustaining employment and training opportunities • Unrealistic expectations around employment opportunities

Professor Hugo's report also highlighted the importance of English language training in helping humanitarian entrants in the labour market. A higher proportion of humanitarian entrants have limited English, with the 2006 Census showing that some 36.5 per cent rate themselves as speaking English not well or not at all, compared with an average of 25 per cent for all migrants. The Census data also shows that the unemployment rate decreases and the labour participation rate increases with greater proficiency in spoken English.

The report also found that second generation humanitarian entrants who have better English have lower levels of unemployment and higher levels of workforce participation, as shown in Table 5.

Table 5: First generation humanitarian entrants: proficiency in spoken English by labour force status, 2006

Proficiency in English	Total	Percent unemployed	Participation rate
Very well	195 477	7.7	70.2
Well	181 384	10.8	57.0
Not well	121 520	20.0	36.3
Not at all	26 229	31.5	12.1
Total	524 610	11.0	54.9
Australia-born	10 416 233	4.9	67.1

Levels of labour force participation

Given the range of barriers to participation, it is not surprising that humanitarian entrants experience greater unemployment and lower labour force participation than those arriving under other migration categories. It needs to be remembered that all migrants tend to experience lower levels of workforce participation in the first few years of settlement, and humanitarian entrants are also proportionately younger when they arrive.

Table 6 shows that, as an overall trend, humanitarian entrants have a higher level of unemployment, a lower level of employment in full-time work, and a larger proportion who are not in the labour force (that is, they are not actively seeking work).

Table 6: Visa type of arrivals 2001-06 by labour force status: proportion (per cent) of all migrants aged over 15 years, 2006

Labour force status	Humanitarian	Family	Skilled	Other	Total (a)
Employed, worked full-time	16.6	35.4	48.6	52.9	40.4
Employed, worked part-time	10.5	16.3	18.4	16.3	16.8
Employed, away from work	3.1	3.8	3.3	0.0	3.5
Unemployed, looking for full-time work	5.3	4.0	3.1	0.0	3.6
Unemployed, looking for part-time work	3.5	2.5	2.6	0.0	2.6
Not in the labour force	57.7	36.2	23.2	30.8	31.5
Not stated	3.3	1.9	0.9	0.0	1.5
Total	100.0	100.0	100.0	100.0	100.0
% Employed	77.5	89.6	92.5	100.0	90.7
% Unemployed	22.5	10.4	7.5	0.0	9.3

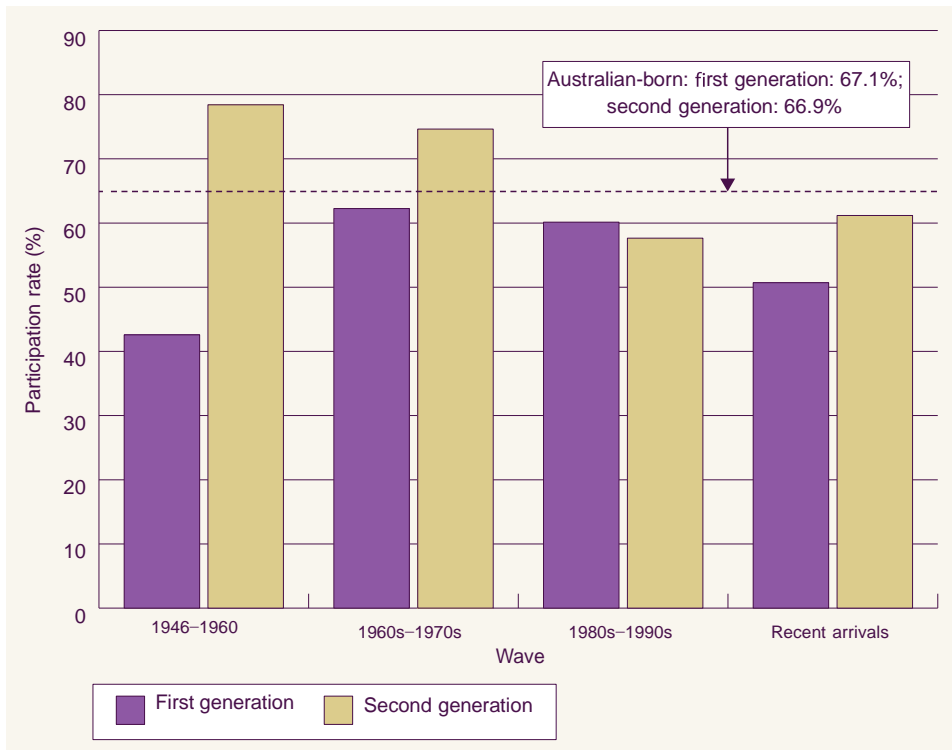
(a) Total migrants does not include temporary migrants.

However, Professor Hugo's research also shows that as time passes the workforce participation level of humanitarian entrants converges towards the Australian average, and in the second generation there is an increase in the labour force participation rate and a decrease in the unemployment rate. The findings also show that for the second generation of these groups, a clear majority have a higher level of participation than those who were born in Australia. The first generation arrivals that completed their education in Australia also tend to have a higher level of workforce participation, often higher than the Australia-born.

The study also found that the participation rate varied significantly among the country of origin groups, and subsequently by wave, as is shown in Figure 3. By way of example, the participation rate of first generation humanitarian entrants ranged from 19.1 per cent for the Estonians to 70.9 per cent for Sri Lankans. The second generation participation rates ranged from 36.2 per cent for the recently-arrived Eritreans to 100 per cent for Liberians (note that for several recently arrived groups, the numbers in the second generation are very small).

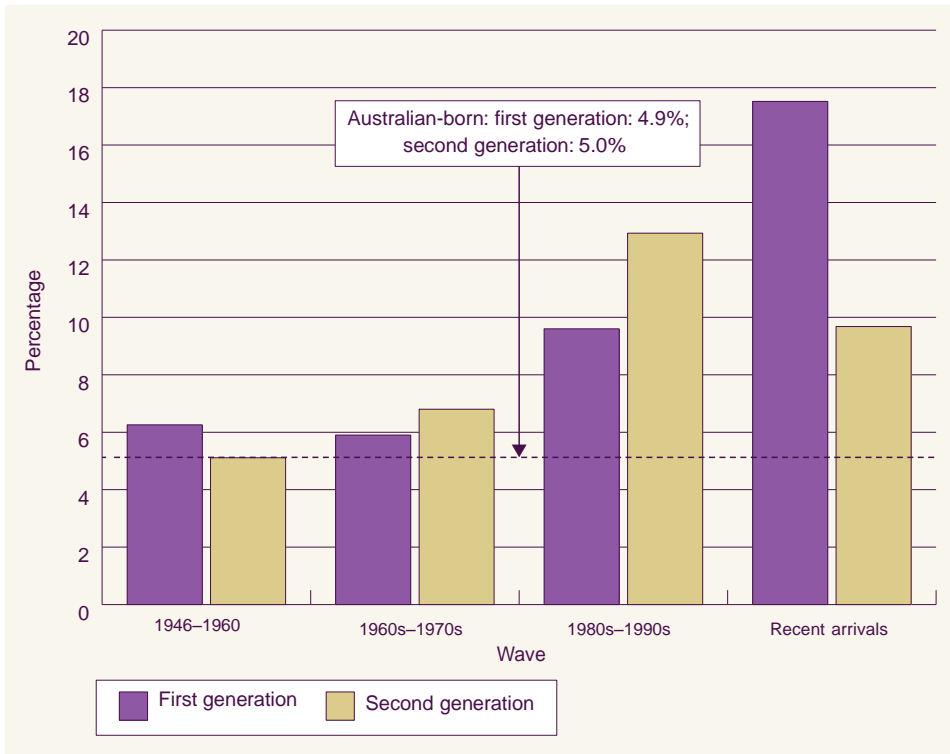
Clearly, a number of factors influence the outcomes, such as the age profile at the time of arrival, length of residence, age at the time of the census and whether they were still in the workforce, skills and experience and the extent to which they encountered barriers to participation. A number of other studies have noted that for this group entering the labour market in a totally new context where the person has little or no knowledge of the market represents a major challenge.

Figure 3: Labour force participation rates for first and second generation humanitarian entrants, 2006



It is also of value to consider the unemployment rate—the situation of those seeking work but who are unable to secure employment. As expected, the unemployment rate is much higher for recent arrivals, but there is a clear trend towards the Australian average and lower levels of unemployment as time elapses from the waves of arrivals. This is depicted in Figure 4.

Figure 4: Unemployment rates for first and second generation humanitarian entrants, 2006



Influence of gender on workforce participation

The ABS 2006 Census data shows the general trend of a higher male workforce participation rate at 73.7 per cent compared with a female participation rate of 60.9 per cent. However, it needs to be noted that the unemployment rates are similar at 5.0 and 4.8 per cent respectively.

Professor Hugo found that this trend was also apparent in humanitarian entrant groups, but that the difference between male and female participation levels tended to be even greater than that of the national population. In particular, the first generation group of humanitarian entrant women are experiencing greater difficulty than males in entering the labour market.

In contrast, both males and females among the second generation have higher participation rates and the data shows greater convergence. While the female workforce participation rates remain lower than that for males, the unemployment rates (within the country of origin groups) do not vary markedly. This suggests that the intergenerational improvement in labour force participation benefits females more than males.

Influence of education level on workforce participation

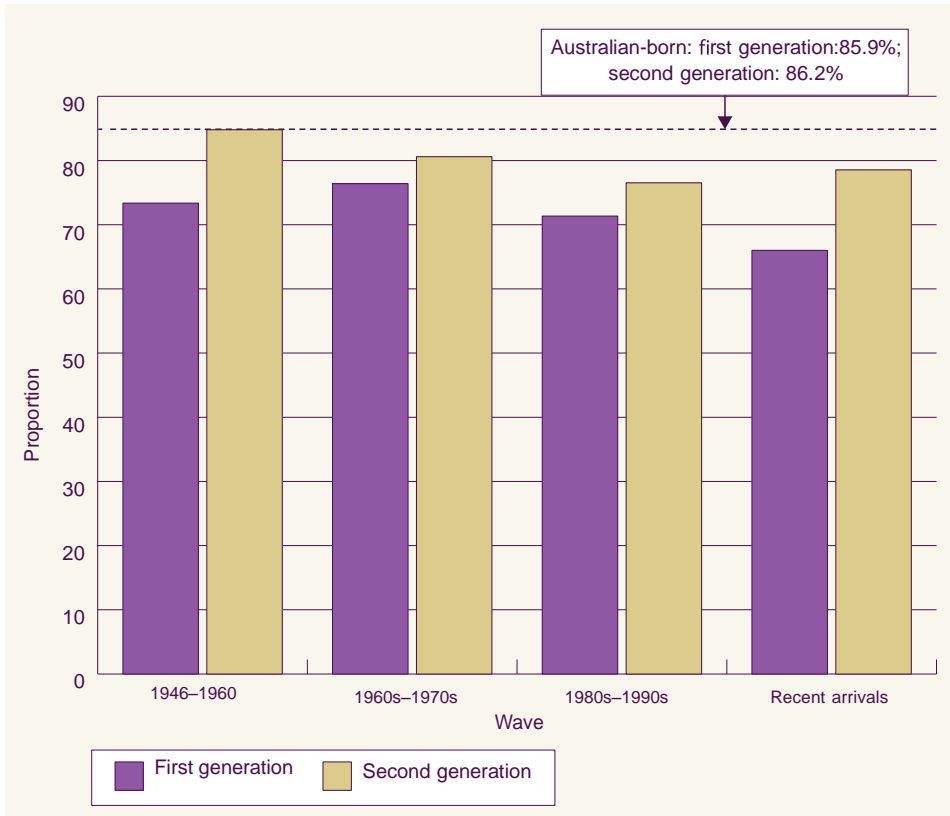
Another barrier to workforce participation relates to education and training—the relationship between education and success is generally a strong one. An ABS/DIAC data linkage project found that humanitarian entrants tended to have fewer post-school qualifications than other migrant categories. The findings show that the second generation overcomes this barrier through a focus on attaining education and English language proficiency. Analysis of the ABS 2006 Census data by birthplace shows that just under 60 per cent of second generation humanitarian entrants attain post-school qualifications, which is 10 per cent higher than the figure for those born in Australia.

Humanitarian entrants' skills are not being fully utilised

The workforce participation rates reflect the proportion of humanitarian entrants who achieve engagement in work—another important question is whether this work is commensurate with their pre-arrival skills and expertise. Professor Hugo found that approximately a third do have post-school qualifications and a significant proportion of workers among humanitarian settlers also have skills. This is in contrast to the perceived stereotype of this group as being overwhelmingly a low skill population.

However, the findings revealed that humanitarian entrant skills are not being fully utilised in the labour market, with a significant mis-match shown between skills and occupation.

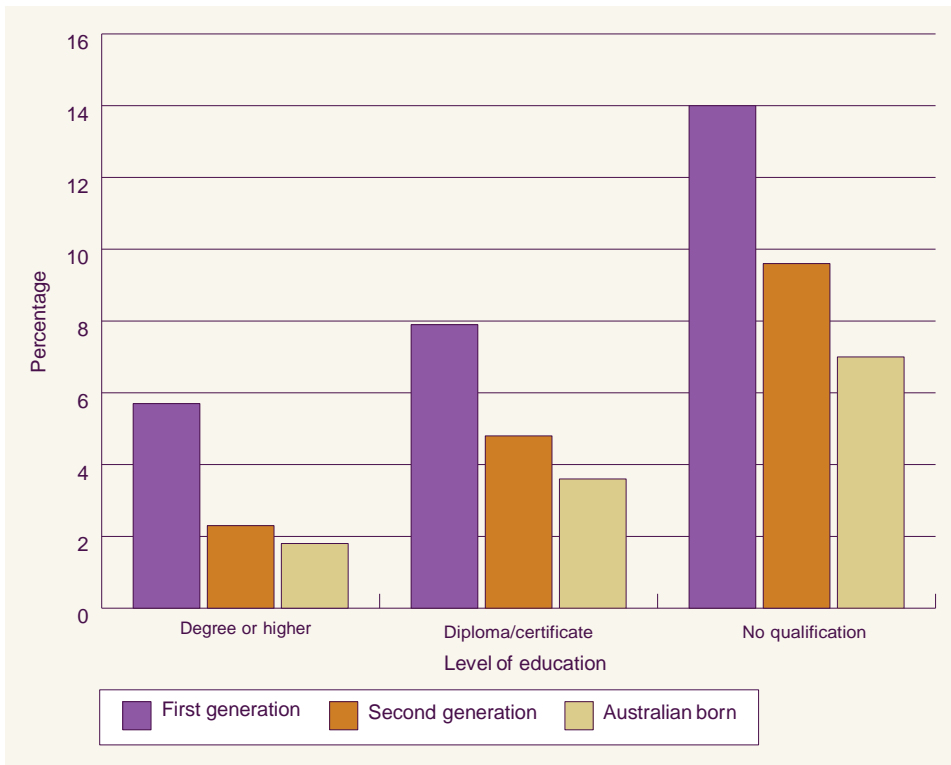
Figure 5: First and second generation humanitarian entrants: workers with bachelor or higher qualifications in managerial or professional occupations, 2006 (per cent)



Professor Hugo found that humanitarian entrants with higher levels of education still experienced higher unemployment rates than those with the same level of qualification who were born in Australia. The unemployment rates for second generation humanitarian migrants with post-school qualifications tend to converge towards the levels for Australia-born people.

Additionally, the evidence showed that first generation humanitarian entrants with degrees were about 12 per cent less likely to be employed in professional and managerial positions than their Australia-born counterparts. The gap was smaller for second generation entrants but was still evident, particularly for more recent arrivals.

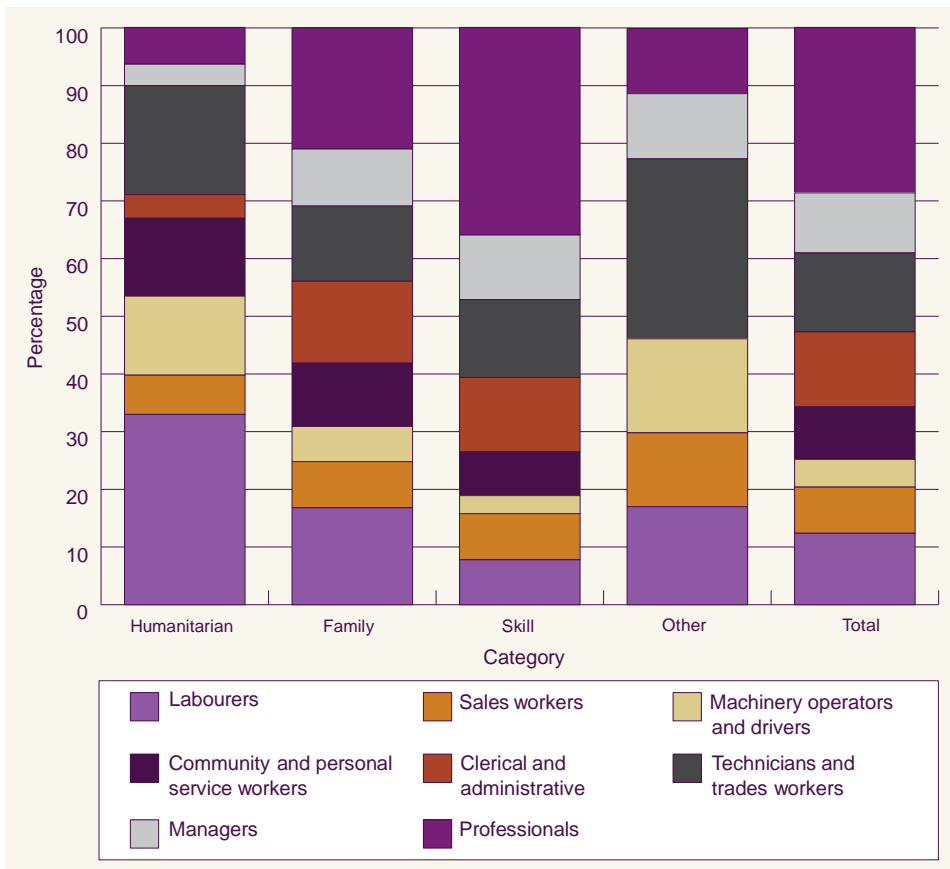
Figure 6: First and second generation humanitarian entrants and Australia-born unemployment rate by level of education, 2006



Professor Hugo also found that recently-arrived humanitarian settlers are concentrated in different types of occupations than other immigrants. The 2006 Census showed that one third of recent humanitarian settlers who were employed worked as labourers—three times the rate for other recently-arrived settlers. There was also a higher concentration in manufacturing positions.

Figure 7 shows that for humanitarian entrants there is an overwhelming concentration in manual occupations, and very low proportions who were managers and professionals, compared with all migrants.

Figure 7: Visa type of settler arrivals, 2001–06 by occupation: proportion of all migrants aged over 15 Years, ABS/DIAC linkage project

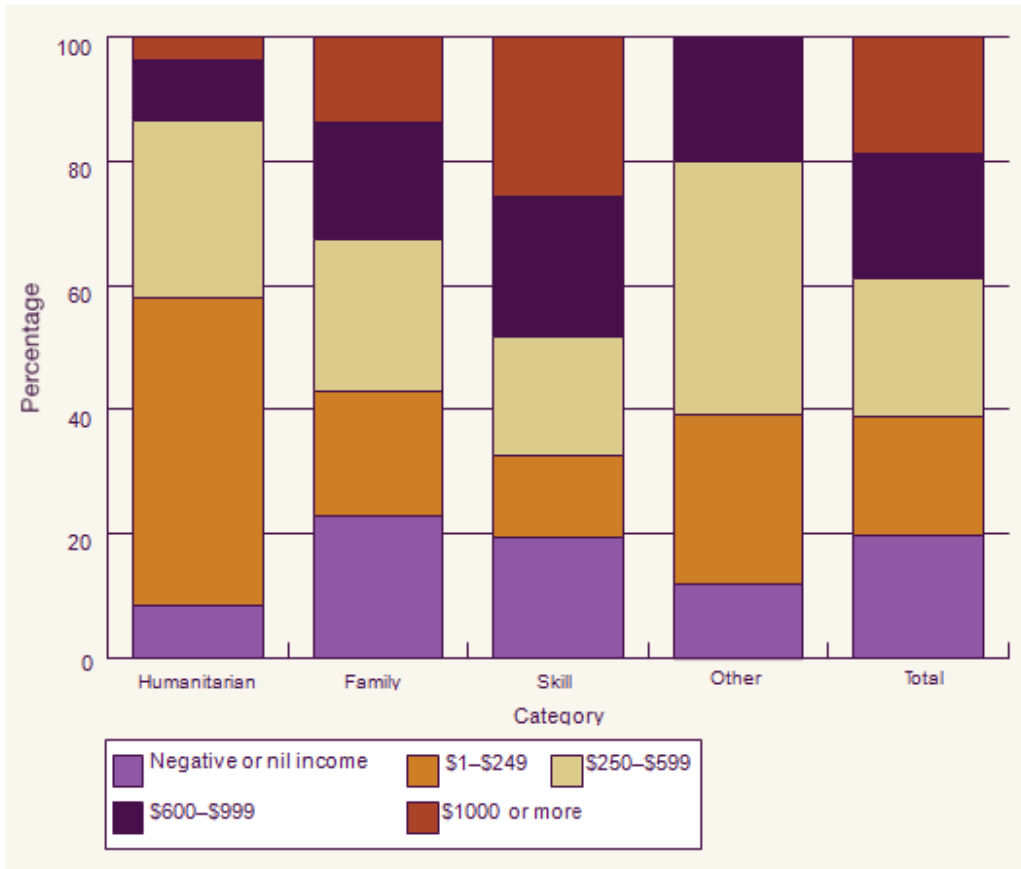


Note: Total migrants does not include temporary migrants.

A flow-on effect of this is that humanitarian entrants have the lowest incomes of migrant groups, with over half having weekly incomes under \$250, compared with just under 30 per cent for the other migration categories. Figure 8 shows that humanitarian entrants have the lowest proportion of nil or negative incomes, which Professor Hugo identified as partly the result of humanitarian entrants having immediate access to unemployment benefits.

The lower levels of income have other consequences, such as a lesser ability to buy a house. The research showed that the more recent waves of humanitarian entrants were slower to enter the housing market and were more likely to be renting. The older waves and the second generation were, however, more likely to be on a par with those born in Australia with respect to owning a home.

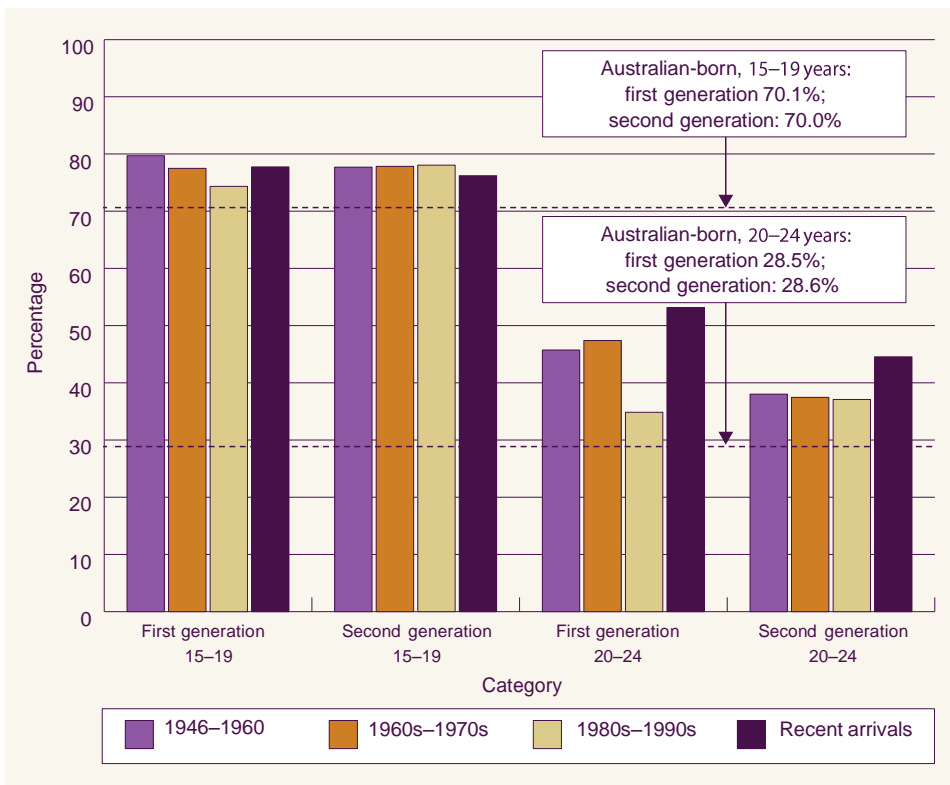
Figure 8: Visa type of settler arrivals, 2001–06 by individual income (weekly): proportion (per cent) of all migrants aged over 15 Years, 2006



Humanitarian entrants and education

Humanitarian settlers generally value education for their children highly. The proportion of recent refugee arrivals aged between 15 and 24 attending an educational institution is higher than that for other migrants and the Australia-born population.

Figure 9: Humanitarian entrants still attending education by age, 2006



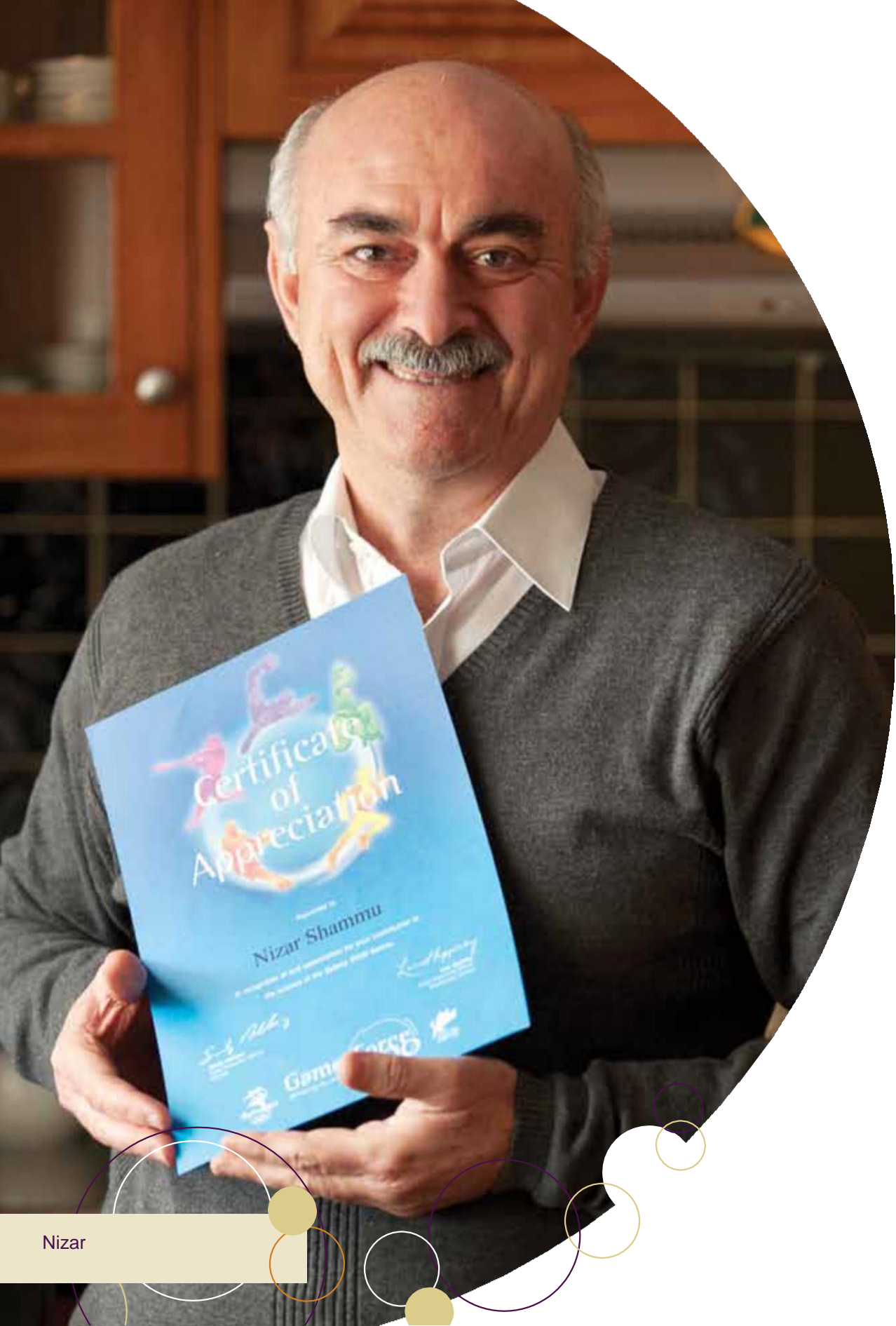
Conclusion about workforce participation

Engaging with the labour market is pivotal to successful settlement and is one of the most visible and important contributions that refugees and humanitarian entrants make to Australia. While these entrants pursue employment as a means of acquiring economic security for their families, they also actively view this as a way of giving something back to the country that has given them a new chance. Employment also supports engagement with the host society and learning about the new community. Professor Hugo's report found that:

- There are a number of barriers to humanitarian arrivals in entering the labour market, with English language skills of vital importance.
- First generation humanitarian entrants experience greater unemployment and lower labour force participation than those arriving through other migration categories, and the Australia-born population.
- For the second generation of humanitarian arrivals, at least half of the nationality groups have a higher level of participation than those who were born in Australia, with ten of the nationality groups having a lower level of unemployment than for Australia-born.
- Humanitarian arrivals have the lowest incomes of migrant groups, with almost half having weekly incomes under \$250, compared with just under one-fifth for the other migration categories.
- Humanitarian arrivals value the education of their children highly, with a higher proportion of humanitarian arrivals aged 15–24 attending education than other migrant categories and the Australia-born population.
- The problems experienced by the first generation of entrants dissipate for the second generation, which demonstrates convergence towards the Australia-born population across a broad range of participation factors. This is consistent with the sacrifice (or investment) of the first generation and the efforts extended to attain higher levels of education and English proficiency, thereby reducing the barriers over time.



Refugees at Sydney firm, Victa Ltd., 1979



Nizar

Nizar—interpreter

Nizar is a Chaldean from Iraq and arrived in Australia in August 1999 with his wife and four sons. He has a PhD in mathematics from University of North Wales, Bangor (UK). The family were in the UK during the Iraq invasion of Kuwait in 1990. They were forced to return to Iraq in January 1991. Nizar stayed to finish his study, which he did in April 1992. He went back to Iraq in May 1992 where he held the post of lecturer at the University of Baghdad until 1997.

‘These were terrible years for the family—five years of torture—mental and physical. Following a series of threats I knew we must go and with the help of friends travelled to Turkey. We applied to the Australian embassy and with the sponsorship of my sister were able to travel to Australia in August 1999.

These were very difficult years and the decision to leave Iraq was not easy—but I wanted to keep the family safe and provide a future.

My youngest is now 17 and doing the HSC. The second youngest is doing engineering and commerce. The second oldest is working as a marketing communications coordinator and the eldest is working as an IT engineer.

When I arrived here I had left my academic career and my research behind me in Iraq. At first I worked as a teacher in Catholic and other private schools.

But I wanted to engage more closely with the community and to allow my boys to settle in.

I trained as an interpreter and I can now link my community with the broader Australian community. I have also been volunteering with the St Vincent de Paul—I really appreciate what they do to help others who are poor.

I also volunteered at the Sydney Olympics in 2000—directing people around (I hope they found their way with my directions). It was a fantastic opportunity to get to know people, to talk about where they came from and to tell them a little of my story. It was fantastic!

This is a beautiful country—without the opportunity to come here we would not have this beautiful life.’

Economic contribution beyond labour force participation

'Migration is selective of risk takers, people who question the status quo, recognise and take up opportunities...humanitarian migrants have made, and continue to make, a distinct contribution through their role as entrepreneurs...'¹⁷

Context

Participation in the labour force is only one way that humanitarian entrants can contribute to Australian society and the economy. Professor Hugo sought to determine the extent to which humanitarian entrants:

- set up new businesses
- fill particular niches in the labour market
- develop economic linkages with their countries of origin.

Humanitarian entrants as entrepreneurs

Professor Hugo's report found that humanitarian entrants display greater entrepreneurial qualities compared with other migrant groups, with a higher than average proportion engaging in small and medium business enterprises. This has been a consistent finding in a range of studies.

The 2006 Census data showed that 18 of the 32 humanitarian nationalities had a higher percentage of owner/managers than the Australia-born average of 15.9 per cent. The percentage of owner/managers was higher for the longer established groups, such as Lebanese and Hungarians, and lower for newly-arrived groups, such as the Sudanese and Sri Lankans. Professor Hugo noted the Somalis, a more recent group of arrivals, were an exception to this with some 25.5 per cent of Somalis in the workforce being owner/managers. This suggests that some ethnic groups have cultures that are particularly encouraging of entrepreneurialism. While many of these humanitarian entrants started out as employees, especially as many were unable to bring any capital with them, some 20 per cent overall gravitated to owning their own business.

Notably, five of the eight billionaires in Australia in the year 2000 were of humanitarian settler background.

Professor Hugo noted that many case studies have demonstrated that migrants often work at a number of waged jobs in their initial settlement years in order to be able to finance their own business and that this certainly applied to humanitarian entrants. By way of example, the 1990 Australian Bureau of Statistics' Labour Force Survey found that only 11 per cent of Vietnamese workers were self-employed or employers but by 2006 that figure had risen to 18.4 per cent.

The report suggests that there are three drivers that influence humanitarian entrants to start up their own businesses:

- Cultural factors—setting up a business is normal because it is what earlier generations have done. There are cultural norms, attitudes and institutions which have developed to support and approve of entrepreneurialism.
- Structural factors—the structural situation which operates at particular times to create economic opportunities. For example, where a group can be ‘in the right place at the right time’ to take advantage of those opportunities.
- Situational factors—the relationship between cultural and social characteristics of groups and the circumstances of their arrival and settlement.

Interestingly, the percentage of second generation humanitarian entrants who run their own business is consistent with the average for those born in Australia. Professor Hugo’s research also found that slightly more humanitarian entrant women tended to be entrepreneurs than Australia-born women. These women tended to target niche markets and also tended to mentor other newcomers.

The research further suggests that many of these entrants were entrepreneurs before they were forced to relocate and hence brought business skills with them to Australia. The contribution family members make to the businesses is also important. These businesses also seem to play an important role in providing employment for other newcomers from their country.

Humanitarian entrants working in niche labour market areas

Professor Hugo noted that humanitarian settlers are currently meeting many of the labour shortages in low skill, low status and low paid occupations. While there are issues of lack of recognition of skills forcing some humanitarian settlers into working in these low skill areas, these settlers are currently filling important labour shortages in the Australian economy.

This success has been in terms of not only the filling of labour shortages and a much appreciated demographic impact through humanitarian families helping to meet the threshold population needs, but also in the successful adjustment of the settlers through having attained employment.

A key message amongst the people interviewed by Professor Hugo across Australia was that regional centres offered refugees—both newly arrived and more established communities—key opportunities and benefits that were more difficult to find in large urban centres. These included affordable housing; employment opportunities (albeit in low skilled and unpopular jobs); smaller community settings and a farming context which remains appealing for many who have come from rural areas prior to migration.

There are clearly major challenges in providing support to humanitarian settlers in regional areas which lack not only formal specific services but also the informal support of large existing humanitarian communities. Similarly, housing shortages in regional Australia presents a difficulty, especially for some of the large African families. Language problems and lack of interpreter services are important barriers. However, gaining the support of local communities is especially crucial and there have been many instances where there has been a very positive experience.

In recognition of the mutual advantages that settlement outside of the major cities offers, a number of policies have been directed at encouraging and supporting new entrants to consider settling in rural and remote areas. Regional development is a salient and important issue in Australia, to which humanitarian entrants are now making a tangible contribution.

Economic links to countries of origin

As well as contributing to Australian society, humanitarian entrants develop and maintain economic links with their origin countries and play other roles in their home countries—which have a positive developmental impact.

One of the major ways in which humanitarian entrants deliver a development dividend is through sending money (remittances) from Australia to their home communities. These remittances are especially important because they flow directly to families and hence have an immediate impact at the grass roots level. Professor Hugo notes that the official outflow of remittances from Australia in 2008 was US\$3.05 billion, or 0.03 per cent of gross domestic product. Remittances have grown substantially over recent years. As well as money, the entrants also transfer technology and other skills and knowledge.

In respect of the interviews conducted with humanitarian entrants, Professor Hugo found that 69.7 per cent of those surveyed had at some time sent money to their homeland, finding that even households with low incomes send substantial sums home. Key interviews indicated that among recent African migrants it was not unusual to send 10 to 20 per cent of their weekly income to their families in the homeland or in a refugee camp.

Table 7: Australian humanitarian settler survey: frequency and amount of remittances sent

How often send money	\$600 and more	\$100 – \$599	\$1– \$99	No set amount	Don't know	Total	Per cent
Other	1	1	1	0	1	4	1.4
Fortnightly	2	11	3	1	2	19	6.6
Monthly	6	55	2	11	2	76	26.2
Approx 3-6 months	10	52	12	9	1	84	29
Annually	3	10	2	4	0	19	6.6
Irregularly	8	40	4	31	5	88	30.3
Total	30	169	24	56	11	290	100
Percent	10.3	58.3	8.3	19.3	3.8	100	

Professor Hugo noted that humanitarian entrants establish economic and other links, including: assisting development in their home countries; developing trade with their home countries, and returning to their home country, taking with them the resources, skills and ways of doing things they have acquired from their time in Australia.

While a number of studies have shown that migrants tend to have a positive impact on bilateral trade between Australia and their countries of origin, little research has been undertaken specifically looking at humanitarian entrants. Professor Hugo's research and some of the case studies suggest that bilateral development holds true for these entrants.

Conclusion on broader economic contribution

Professor Hugo concluded that humanitarian settlers:

- set up their own businesses to a greater extent than other migrant groups
- engage disproportionately in the labour force in some regional areas, and in lower skilled jobs
- have important developmental impacts in their countries of origin
- facilitate the development of trade between Australia and their countries of origin.

The study also concluded that humanitarian settlers' economic contributions could be built on through:

- developing programs and training to assist humanitarian entrants to develop their own businesses
- identifying humanitarian settlers who have lived previously in regional or rural areas who may have a preference for living in non-metropolitan areas
- developing new models of regional settlement of humanitarian settlers as part of the new initiative for regional development in Australia
- identifying non-metropolitan communities where there is potential for successful settlement of humanitarian entrants
- developing effective mechanisms to support humanitarian settlement in regional areas
- as part of development assistance policy, facilitating the flow of remittances from humanitarian groups to their homelands
- helping humanitarian entrants to develop trade with their home country.

Professor Hugo comments that the new thinking on international migration and development suggests that it is possible to develop policies and scenarios which have win-win outcomes not only for the host country but also the migrants themselves and the origin communities.



A young girl from Luuq, southern Somalia. Although war is traumatising for refugee children, many are quite resilient.



Than

Than—lawyer

Than is from Vietnam. In 1983, at the age of 15 he came to Australia, leaving his mother and two siblings behind.

'I fled Vietnam with my cousins in a small boat with no shelter or space to lie down. We floated for four to five days with no food or water. We eventually got to the Thai/Malaysian border. We were taken to a refugee camp where we remained for 12 months. We were identified as refugees by UNHCR.

In Australia I continued my studies. My English teacher encouraged me and always said 'believe in yourself and there is nothing to lose'. I figured, I started with nothing, so I really do have nothing to lose.

I did an Arts/Law degree at the University of NSW. I was studying and working at the same time. A few years into my degree, my family came to Australia. I had to borrow money to purchase their tickets, it was a very difficult time.

I began work shortly after graduating. I later began a Master of Law degree.

In 1996 I was invited by the community to work with local Vietnamese in the Cabramatta area. I was voted vice president of the Vietnamese Community of NSW and later served as president. Our role was (and remains) to promote multiculturalism, community concerns and meet with police, local business and government representatives at all levels.

I learnt that you never let set-backs or prejudices stop you from moving forward or reaching for your dreams.

It is important to step back and look at things calmly, with compassion. People don't risk their lives unless they are at worse risk where they are. We shouldn't be too quick to judge. The richness of experiences we all bring is what makes Australia unique. We need to focus on the good things in life and people in authority need to exercise responsible leadership. The media has a very important role to play in this regard.

We all need to deal with the black spots in our hearts and see with compassion.'

Social and community contributions

‘...the overwhelming picture when one takes the longer term perspective of changes over the working lifetime of settlers and also considering their children is one of considerable achievement and contribution.’¹⁸

Context

Professor Hugo’s study examined the social capital and connections that humanitarian entrants bring to the community and in particular:

- the extent to which they participate in wider Australian society at local, regional and national levels, including as volunteers
- their connectedness to their local communities and Australia more generally, and their level of satisfaction with their life in Australia.

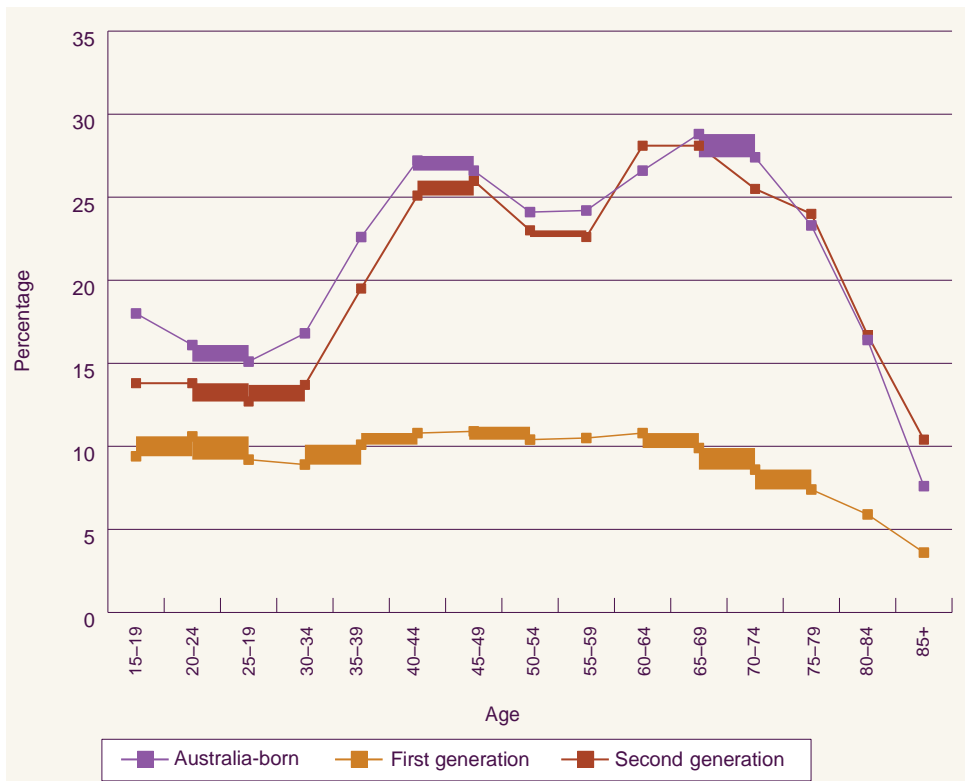
Volunteering

Various studies have shown that volunteering is a diverse activity that delivers significant social and economic benefits. Estimates of the contribution volunteering makes by way of unpaid labour range from \$31 to \$42 billion per annum. Many refugees volunteer as a pathway to gaining employment, but many volunteer as a way of participating in the broader community. A number of those interviewed by Professor Hugo also said that it was a means of gaining confidence and learning more about their new communities.

Few volunteering agencies collect refugee-specific data, making it difficult to assess the quantitative contribution of these entrants. Professor Hugo’s research noted that many refugees and humanitarian entrants may be unaware that their activities are considered to be volunteering so that they understate their involvement as volunteers when surveyed.

Often humanitarian migrants see the work that they are doing for their community as a community obligation. This may be because many humanitarian migrants come from communal societies rather than individual societies, and accordingly the idea of volunteering has little resonance. This tendency is shown in the statistics for volunteering from the 2006 Census, in Figure 10.

Figure 10: Australia-born and humanitarian entrants, first and second generation: per cent who are volunteers, 2006



In spite of language and cultural barriers and the devotion of energy required for settling in and finding housing and employment, the study found that volunteers from culturally and linguistically diverse backgrounds make an enormous contribution to the Australian community and to the development of their own communities. However, their contribution tends to go largely unnoticed and unquantified due to the informal nature of much of this volunteering, which is more often directed within their families, networks and communities than through more formally recognised volunteering associations. Many help other new settlers by way of providing transport, housing, child care, interpreting and other practical assistance.

In the survey of humanitarian entrants conducted for his report, Professor Hugo found a higher level of volunteering than the census data shows. Table 8 shows that a majority of the respondents indicated that they had volunteered at some time since they arrived in Australia. Professor Hugo concluded that existing entrants are critical in providing support networks and a source of knowledge about how things work for new arrivals—they provide enabling pathways for others as a form of social capital contribution. The second generation evidence volunteering patterns closely aligned to those of Australia-born people.

Table 8: Australian humanitarian settler survey: volunteering

Whether ever volunteered	Number	Per cent
Yes	332	58.7
No	244	41.3
Total	576	100.0

Connections to the local community

Humanitarian settlers reported that they felt well-connected to their local community—to a greater extent than other categories of migrants. This indicates they have a strong attachment to the immediate communities in which they live.

New and emerging refugee communities have a strong desire to promote the development of their own communities. Extensive volunteer work is conducted by formal community organisations such as the Karen Welfare Association in Western Australia, the Afghan Association of Victoria Inc., African Think Tank Inc. in Victoria, Italian/Timorese Community Support Service in the Northern Territory and the African Communities Council of South Australia.

Professor Hugo noted that individual community leaders are also important bridges between humanitarian communities and the broader community, including mainstream services. At the same time, the community leaders he interviewed spoke about the extensive time commitment and heavy personal toll this role has placed upon them. Some provided a caution about the care needed to not overuse those with good English and knowledge so that they did not burn out.

The strength of networks among the humanitarian community was evident in the survey undertaken by Professor Hugo. Table 9 indicates that half of the respondents had strong networks of friends within their ethnic community and points to the major significance of those networks in the adjustment of humanitarian settlers.

Table 9: Australian humanitarian settler survey: description of networks within their ethnic community

Description	Number	Per cent
Strong network of friends in ethnic community	299	49.5
Know people from ethnic background	234	38.7
Don't mix with people from ethnic community	71	11.8
Total	604	100.0

Table 10 shows that only 10 per cent of survey respondents indicated that they did not provide at least one of the forms of assistance specified in the question. Almost a quarter of the people surveyed loaned money to other people in their community, while half provided transport. Only 3.7 per cent of entrants reported that they had not participated in local community activities, such as meetings, festivals or religious services. Clearly, the support given by the community is critical in the adjustment process of humanitarian settlers.

Table 10: Australian humanitarian settler survey: assistance given to others in the ethnic community

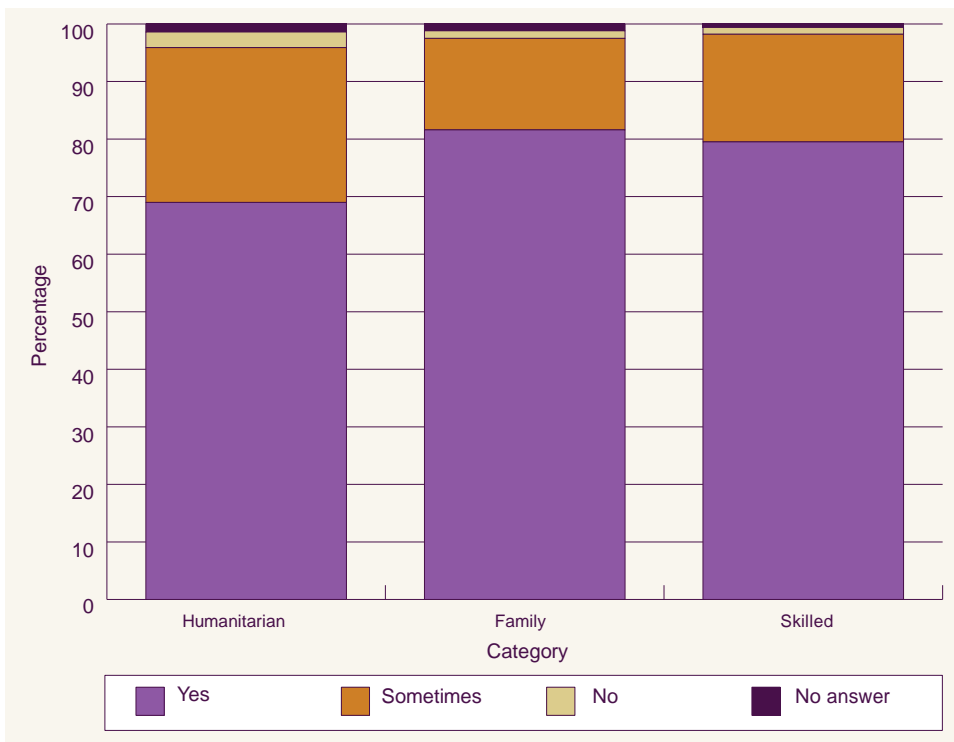
Type of assistance	Number	Per cent
Loaned household equipment	204	31.4
Provided transport	318	49.0
Assisted with shopping	263	40.5
Cared for house while away	63	9.7
Loaned money	141	21.7
Provided childcare	90	13.9
Cared for when sick	132	20.3
Provided food/meals	158	24.3
No assistance	60	9.2
Respondents	649	

Connections to broader community

Empowerment and engagement of refugee communities with the broader community is critical to fostering refugees' civic, economic and social contribution. Professor Hugo observed that different groups take varying lengths of time to engage with the broader community and that this is influenced by cultural norms as well as other factors, such as the amount of time spent in refugee camps and the availability of leadership within the community.

In addition to its own survey, the report also examined the Settlement Outcomes of New Arrivals (SONA) Study, commissioned by DIAC, which indicated that humanitarian entrants felt as well-connected to their community as other categories of migrants, with only 6.7 per cent reporting that they did not feel connected. Humanitarian entrants also reported that they had been treated well by the local community since coming to Australia, with only 2.7 per cent reporting that they had not. Despite this, Professor Hugo found that humanitarian entrants face considerable difficulties in adjustment, especially in the labour market.

Figure 11: Recent arrivals to Australia by migration stream: Have you been treated well since coming to Australia?



The results of the survey conducted by Professor Hugo indicated that while a majority of humanitarian settlers were comfortable with their local community, there were significant numbers who still did not feel completely at home. Nevertheless, the overall level of integration into local neighbourhoods remains quite high.

Table 11 shows that the proportion of respondents disagreeing with the statement that they feel part of mainstream Australian life is smaller than was the case for the question regarding feeling a part of the local neighbourhood. Nevertheless, Table 11 also shows that only a tenth of respondents did not feel they are part of mainstream social and cultural life. While the situation of this group is of concern, it indicates that the majority of those interviewed felt that they belonged.

Table 11: Australian humanitarian settler survey: Do you feel a part of your local neighbourhood and the mainstream of Australian social and cultural life?

	Local Neighbourhood		Mainstream	
	Number	Per cent	Number	Per cent
Strongly agree	122	19.6	108	17.7
Agree	258	41.5	262	42.9
Neutral	146	23.5	153	25.0
Disagree	50	8.0	54	8.8
Strongly disagree	16	2.6	10	1.6
Don't know	30	4.8	24	3.9
Total	622	100.0	611	100.0

Professor Hugo found that around 20 per cent of humanitarian entrants also provided assistance to their neighbours by way of lending money or goods, looking after houses when away, helping when ill, doing the shopping or looking after the children. Between a third and half routinely reported that they participated in neighbourhood events such as playgroup, school events, religious services, using the local library or local park, and meeting friends. Only 4.5 per cent reported engaging in none of these things. Generally, the extent of involvement was higher for humanitarian entrants than for other migrants. Refugee entrants have added cultural diversity to their communities.

Other social contributions

Despite greater difficulties in adjusting to life in Australia than other migrant groups, humanitarian entrants make major contributions across a spectrum of Australian life—the arts, sport, science, research, business and community.

Much of the early engagement of humanitarian settlers is in the role of being an advocate for the rights of their group and taking leadership roles within their own communities, especially during the difficult years of initial settlement. However, over time their engagement becomes wider. They have been more active in local government than in state or federal government, perhaps reflecting their heavy engagement in community affairs involving their groups. Some communities, such as the City of Greater Dandenong in Victoria and Fairfield in NSW, have recently had mayors who were former refugees, Table 12 shows the roles undertaken by respondents to the Australian Humanitarian Settler Survey.

Table 12: Australian humanitarian settler survey: involvement in specific community roles

Role	Number	Per cent
Politician	10	1.5
Local councillor	6	0.9
Community leader	110	16.9
Cultural mentor	45	6.9
School support worker	54	8.3
Youth counsellor	39	6.0
Cultural awareness trainee	58	8.9
Settlement worker	143	22.0
Participant in community roundtable	70	10.8
Religious leader	39	6.0
Media commentator	8	1.2
Mediator	90	13.9
Translator	171	26.3
Union official	3	0.5
Respondents	649	

Both socially and economically, second generation migrants have several advantages compared with their parents: they are more likely to be proficient at English, and they have been socialised in the Australian education system and are therefore familiar with local culture and lifestyle.

Many key people interviewed by Professor Hugo discussed the huge sense of sacrifice that first generation refugees make in order to enable their children to pursue higher education within Australia. This sacrifice is borne out in various ways including taking on menial and labour intensive jobs which may not be matched to their skills and qualifications. Many of the barriers to participation in the workforce, such as lack of English, lack of skills recognition, housing instability, uncertainty and a lack of knowledge about how things work, are also barriers to full social participation. While first generation migrant communities struggle, it is often the second generation who achieve social mobility.

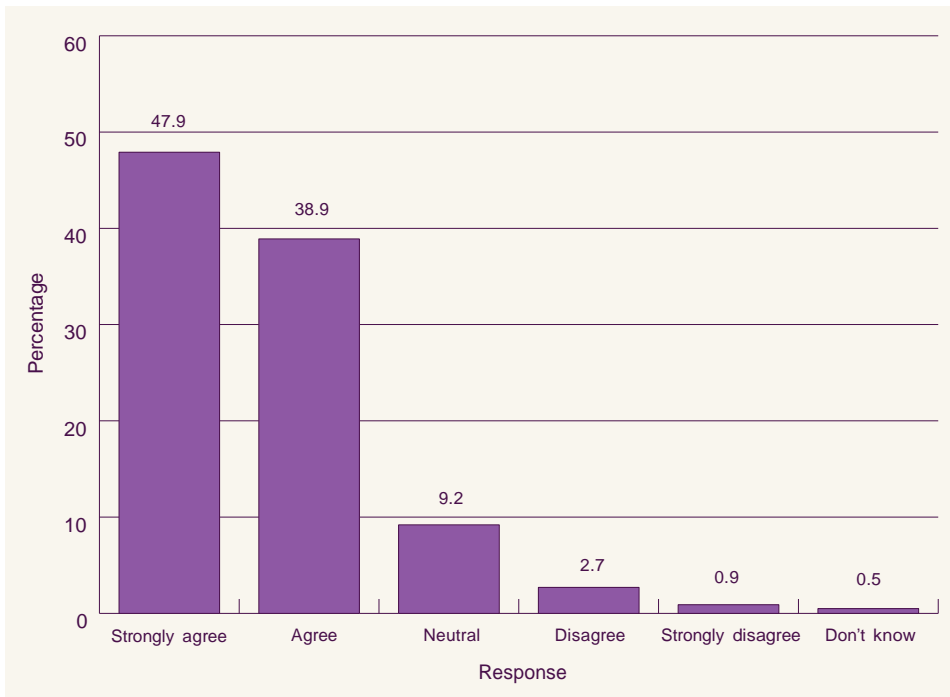
Satisfaction with life in Australia

Key informants acknowledged that Australia has one of the best resettlement programs in the world but noted that Australia should be doing more to recognise the skills and qualifications refugees have acquired prior to migrating.

Time is important in enabling the contribution of refugees to be recognised. It is often within the second generation that a community's achievements and successes can be fully recognised. First generation refugees are often more focused on educating their children so that professionals are more likely to be found amongst second generation refugees.

A significant majority of humanitarian entrants surveyed are happy with their lives in Australia. Figure 12 shows that 87 per cent agree or strongly agree with the question 'I am happy with my life in Australia'.

Figure 12: Australian humanitarian settler survey: answers to question 'I am happy with my life in Australia'



At the same time, more than half of humanitarian entrants surveyed in the SONA Study were comfortable most of the time with their life in Australia. The SONA Study showed that over two thirds of humanitarian settlers felt confident or very confident they can make choices about their future in Australia. However, the proportion indicating that they are not confident or a little confident doing so is much higher among the humanitarian group than other migrant groups, shown in Table 13 below.

Table 13: SONA Study: level of confidence about the future by visa category (per cent)

	Visa category		
	Humanitarian	Skilled	Family
Very confident	33.5	47.4	45.1
Confident	38.3	39.6	39.1
A little confident	21.0	11.8	12.7
Not confident at all	5.0	1.1	1.5
No answer	2.2	0.2	1.6

Those surveyed as part of this study were asked about characteristics of living in Australia that they particularly valued. The aspects most listed were: their cultural or ethnic practices were respected; transport systems; local services; open spaces, low crime rates and sense of security and proximity to friends.

Conclusion regarding social and civic contribution

The overwhelming impression arising from Professor Hugo's research is of a relatively high level of social and community engagement among humanitarian entrants—and one which increases over time. Early on in resettlement, there is a pattern of engagement with settlers' communities. With longer time in Australia, interaction with the broader community increases. Professor Hugo found that, despite the fact that they experience greater difficulty in adjusting to life in Australia than other migrant groups, the social contributions of humanitarian entrants are substantial.



Ernest

Ernest—volunteer

Ernest is from Burundi and arrived in Australia in 2008. He recently moved to Perth from Wagga Wagga to pursue employment in the mining industry.

'My experiences in Australia have been overwhelmingly wonderful. Two days after my arrival in Wagga Wagga I became a volunteer with the local fire brigade. This was an important decision for me that positively impacted on my community. I was able to help people learn more about fire safety and communicate in different languages. There is no such program in Tanzania and attitudes toward the importance of fire safety and education differs too.

I also became a liaison contact for the local African community and worked with the local multicultural community through Centacare. My role included conveying the concerns of recently arrived refugees and being part of many information sessions, for people who have come through Tanzania, and many others. I was able to assist as I had walked the same journey and not only understood, but also experienced similar confrontations.

I was also a volunteer with the Multicultural Council of Wagga Wagga and assisted with interpreting from Kirundi to English and vice versa. I enjoy helping people very much and am always willing to help where I can.

People must be encouraged to actively be part of their communities and there is a lot of support out there. I was valued and appreciated in my many community roles. I loved being in Wagga Wagga and was happy to be able to contribute to my community. Many people cried when I left Wagga Wagga. I am so very grateful for their care.'

Appendix A: Australia's Humanitarian Program

The global refugee situation

Protecting the millions of refugees who have been forced to flee from their homes due to armed conflict and abuses of human rights remains one of the major challenges facing the world today. The United Nations 1951 Convention Relating to the Status of Refugees (the Refugees Convention) defines refugees as people who are outside their country of nationality and are unable or unwilling to return because of a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership of a particular social group. The United Nations 1967 Protocol Relating to the Status of Refugees extended the convention to cover refugee situations occurring since 1951 in any country.

Australia has a long history of supporting the United Nations High Commissioner for Refugees (UNHCR), and is a member of the UNHCR Executive Committee. As a member of the international community, Australia shares responsibility for protecting refugees worldwide and for resolving refugee situations through the system of international protection. This system includes:

- preventative measures, such as aid
- temporary protection in a country of first asylum
- durable solutions for long-term protection (voluntary repatriation, local integration in the country of first asylum, or resettlement in a third country).

The Humanitarian Program

Australia's Humanitarian Program is an important part of our nation's contribution to the international protection of refugees. It is estimated that around three quarters of a million humanitarian migrants have settled in Australia since World War II. Australia's Humanitarian Program is designed to ensure that Australia can respond effectively to global humanitarian situations and that support services are available to meet the specific needs of humanitarian entrants after arrival.

Australia has a long and proud tradition of settling refugees and people in humanitarian need, as far back as the 1830s and 1840s, even though the Humanitarian Program was only established as a separate program (from the Migration Program) in 1978. A key component is a regular and planned program for Australia's refugee intake, based on community consultation, Australia's capacity to assist, and recognition that refugees have special needs that require assistance beyond that offered to other migrants.

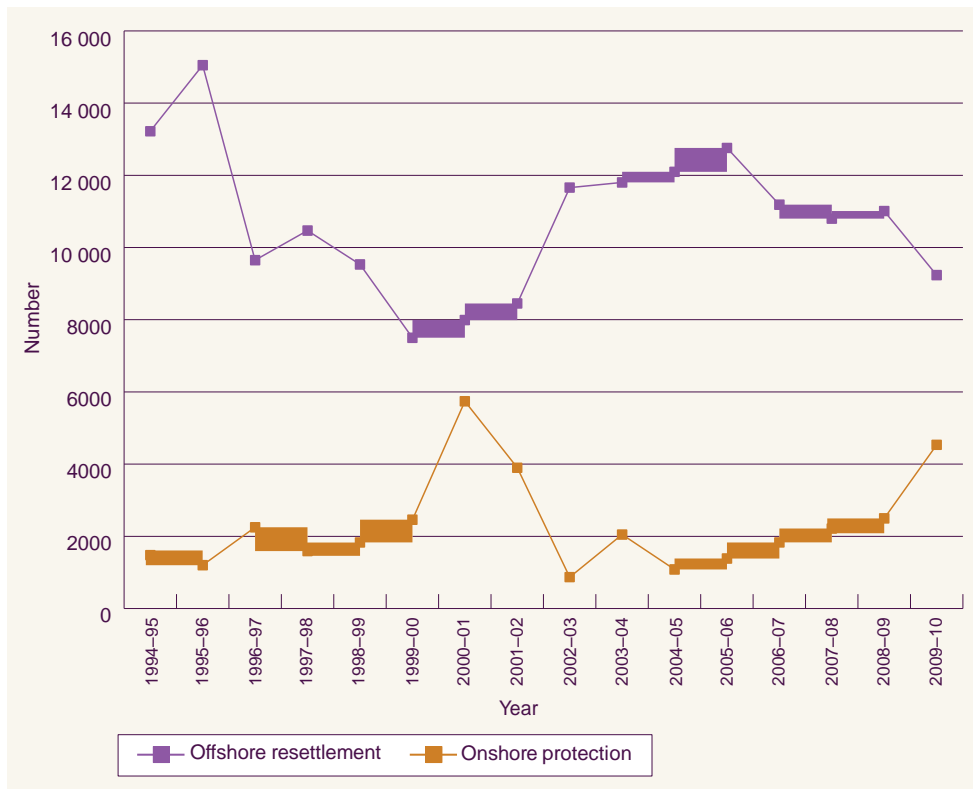
Today, Australia is one of about ten countries that operate well-established and successful resettlement programs. Our refugee caseload varies over time, to reflect changes in the global refugee situation. Australia operates one of the three largest resettlement programs, along with the United States and Canada. Over the past decade, the program has held relatively steady at between 13 000 to 14 000 places per year, with the program set at 14 750 places in 2011–12.

Australia’s Humanitarian Program has two important functions. It offers:

- resettlement in Australia for people overseas who are found to be refugees according to the Refugees Convention, and people subject to substantial discrimination amounting to gross violation of their human rights—known as the offshore resettlement component
- protection for people already in Australia who are found to be refugees according to the Refugees Convention—known as the onshore protection/asylum component.

The components are balanced each year, according to caseload and need. This is reflected in Figure 13 below.

Figure 13: Humanitarian Program grants by category 1994–95 to 2009–10



Components of the Humanitarian Program

The Refugee category visas are:

- Refugee for applicants who have fled persecution in their home country and are living outside their home country.
- In-country Special Humanitarian for applicants living in their home country who are subject to persecution.
- Emergency Rescue for applicants who are living in or outside their home country and who are in urgent need of protection because there is an immediate threat to their life and security.
- Woman at Risk for female applicants and their dependants who are subject to persecution or are people of concern to UNHCR. These people are living outside their home country without the protection of a male relative and are in danger of victimisation, harassment or serious abuse because of their gender. This subclass recognises the priority given by UNHCR to the protection of refugee women who are in particularly vulnerable situations.

'The Humanitarian Program has changed the face of this nation. Many of our ethnic communities, such as those from Vietnam and Africa, first arrived in Australia as refugees. They arrived with nothing and have rebuilt their lives in Australia, and our nation is far richer as a result...We are a lucky country, but we're also a generous country, and we can and should be proud of our contribution to meeting the protection needs of refugees.'

Senator the Hon Chris Evans
Minister for Immigration and Citizenship
20 June 2008⁹

The Special Humanitarian Program (SHP) is a fifth visa category for people who have been subject to substantial discrimination amounting to gross violation of their human rights in their home country, are living outside their home country at the time of application and have links with Australia.

Applications for SHP visas must be supported by a proposer in Australia who, if the applicant is successful, helps to organise and pay for the travel to Australia as well as accommodation and initial orientation in Australia.

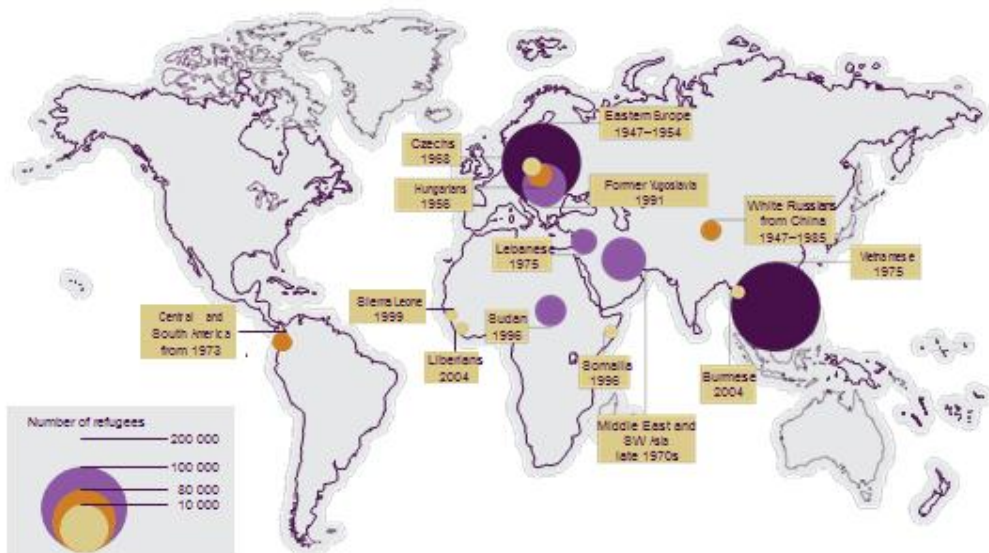
The onshore protection component is for people seeking asylum in Australia to have their claims for protection assessed. People in Australia who are found to be refugees and who satisfy health and character requirements are granted Protection visas.

'Many of our citizens were once refugees or displaced persons. They have found security and prosperity here and have made a valuable contribution to our country. When we welcomed them, it was hoped that refugees and disabled persons were a temporary post-war phenomenon. Now we have to recognise that this was not so. There still are many people in many parts of the world who can be called refugees.'

The Hon Michael MacKellar
 Minister for Immigration and Ethnic Affairs
 24 May 1977¹⁰

Since the Humanitarian Program was established in 1978 over 438 000 people have arrived in Australia. The 2006 census showed that over a million Australians were either born in a country which has sent significant numbers of refugees to Australia or were Australia-born with an ancestry in one of those countries. Figure 14 shows the waves of humanitarian entrants that have been resettled in Australia.

Figure 14: Waves of humanitarian entrants to Australia



The regions of the world from which people have been resettled have changed often since World War II, reflecting the emergence of new humanitarian situations. Table 14 on page 62 shows the changing composition of the Humanitarian Program since 1998-99.

Table 14: Resettlement program: visa grants by region, 1998–99 to 2009–10¹¹

	Rank				
	1	2	3	4	5
1998–99	Europe 49.7%	Middle East and SW Asia 30.6%	Africa 16.3%	Asia 3.1%	Americas 0.3%
1999–00	Europe 45.6%	Middle East and SW Asia 29.8%	Africa 22.7%	Asia 1.6%	Americas 0.3%
2000–01	Europe 43.3%	Middle East and SW Asia 27.0%	Africa 25.4%	Asia 4.0%	Americas 0.3%
2001–02	Africa 33.1%	Middle East and SW Asia 32.4%	Europe 32.0%	Asia 2.2%	Americas 0.2%
2002–03	Africa 48.3%	Middle East and SW Asia 39.9%	Europe 9.9%	Asia 1.8%	Americas <0.1%
2003–04	Africa 70.8%	Middle East and SW Asia 24.3%	Europe 3.0%	Asia 1.9%	Americas <0.1%
2004–05	Africa 70.1%	Middle East and SW Asia 26.2%	Asia 3.4%	Europe 0.2%	Americas <0.1%
2005–06	Africa 55.7%	Middle East and SW Asia 34.0%	Asia 9.9%	Europe 0.4%	Americas <0.1%
2006–07	Africa 50.9%	Middle East and SW Asia 28.0%	Asia 20.7%	Europe 0.4%	Americas <0.1%
2007–08	Middle East and SW Asia 35.3%	Asia 33.7%	Africa 30.5%	Europe 0.6%	Americas <0.1%
2008–09	Middle East and SW Asia 33.5%	Africa 33.2%	Asia 33.1%	Europe 0.1%	Americas <0.1%
2009–10	Asia 38.6%	Middle East and SW Asia 31.8%	Africa 29.2%	Europe 0.3%	Americas 0.1%



Karen, a refugee child pays attention during a first-grade maths class in Mae La Oon refugee camp

Appendix B: Helping humanitarian entrants once they arrive in Australia

The success of Australia's Humanitarian Program is not only measured by how many people we resettle, but also to what extent refugees are able to rebuild their lives and contribute to the Australian community. The Australian Government is committed to ensuring that people settling in Australia have the help they need to rebuild their lives and become fully functioning members of the community. A range of programs have been implemented to achieve this and these are outlined briefly below.

More detailed information about the Humanitarian Program and the settlement support provided can be found in the companion booklet Refugee and Humanitarian Issues: Australia's Response. This can be accessed at www.immi.gov.au/media/publications/publication05.htm

'Many refugees are not simply migrants beset by a few additional problems. They are often persons who are distressed and disoriented and who need specialised settlement assistance. Uprooted from their familiar surroundings, they may face the shock of cultural dissimilarities, a language barrier and perhaps the trauma of the discovery that their skills or the occupation they followed in their country of origin are not recognised or have no parallel in the country of refuge.'

The Hon Michael MacKellar
Minister for Immigration and Ethnic Affairs
24 May 1977¹²

Settlement services are an important part of Australia's commitment to providing a path and a means for new arrivals to achieve full participation in, and adjustment to, their new society. Such services are critical, particularly early on in the settlement journey.

The Australian Cultural Orientation Program

The Australian Cultural Orientation (AUSCO) program is the beginning of the settlement journey. It is an intensive orientation course provided pre-departure for refugee and humanitarian visa holders. As well as preparing people for travel, the program provides an initial introduction to aspects of Australian life and culture prior to arrival, and the course also helps to create realistic expectations about their life in Australia.

Settlement services

Refugees, particularly in the early period after arrival, have a strong desire to contribute to the broader Australian society as well as their local community. To assist humanitarian entrants to become fully participating members of the Australian community, the Integrated Humanitarian Settlement Strategy (IHSS), administered by DIAC between 1997–98 and April 2011, provided initial, intensive settlement support to newly-arrived humanitarian entrants.

IHSS services were generally provided for around six months, but could be extended in particular cases. Volunteer groups also worked with service providers to support entrants and assisted them to settle into the local community.

Services provided under the IHSS included:

- case coordination, information and referrals
- on-arrival reception and assistance
- accommodation services
- short-term torture and trauma counselling services.

Many of the humanitarian arrivals that were part of Professor Hugo's research would have been provided this initial, intensive settlement support under the IHSS.

In April 2011, the Australian Government implemented the Humanitarian Settlement Services (HSS) program to replace the IHSS.

The program delivers four key services—case management, accommodation, local area coordination and an optional volunteer program. Services are delivered through a coordinated case management model.

Key features of the new program include:

- a flexible client-centred approach focusing on individual settlement need
- greater focus on the particular needs of young people
- a new comprehensive onshore orientation program which builds on the messages delivered through the offshore cultural orientation program, AUSCO, and delivers competency-based outcomes to clients
- flexible and innovative approaches for the provision of accommodation services.

The **Adult Migrant English Program (AMEP)** is the Australian Government's largest settlement program. The AMEP reflects the government's commitment to long-term sustainable settlement outcomes for newly arrived migrants and humanitarian entrants through integrated, targeted and well designed programs that support clients in their transition to life in Australia. The Australian Government considers gaining English language proficiency is key to successfully settling in Australia.

The AMEP offers free English language courses to eligible migrants and humanitarian entrants in Australia. The number of hours of free English courses offered depends on the individual client's circumstances. All AMEP clients have access to up to 510 hours of English courses for five years from their visa commencement date or the number of hours it takes to reach functional English (whichever comes first).

In recognition of the special needs of humanitarian entrants with limited education or difficult pre-migration experiences, such as torture or trauma, additional hours of tuition may be offered through the Special Preparatory Program. Humanitarian entrants under 25 years of age may be eligible for an additional 400 hours of English courses, and clients 25 years of age and over may be eligible for an additional 100 hours of English courses.

The **Translating and Interpreting Service (TIS National)** is available 24 hours a day, seven days a week:

- The **Fee-Free Interpreting Service** assists non-English speaking residents to overcome barriers in accessing services. This is done through the provision of fee-free interpreting to a range of eligible groups and individuals. These services are delivered through TIS National.
- The **Fee-Free Translating Service** supports positive settlement outcomes for eligible permanent residents in the areas of education, employment and community participation by providing fee-free translation of personal, settlement-related documents, including educational certificates, employment records and driver licences.

The **Settlement Grants Program** (SGP) provides funding for settlement services to help newly arrived migrants and humanitarian entrants to become self-reliant and participate equitably in Australian society as soon as possible after arrival.

SGP services are available to permanent residents who have arrived in Australia in the last five years as:

- humanitarian entrants
- family stream migrants with low English proficiency
- dependants of skilled migrants in rural and regional areas with low English proficiency.

Settlement services funded under the SGP include:

General services

- Orientation to Australia
- Participation in Australian Society.

Specialist services

- Immigration Assistance
- Housing Services
- Ethno-specific funding for newly arrived communities.

How well migrants settle in Australia depends on several factors including their pre-migration experiences, level of education, plans and aspirations, experiences on arrival and access to essential services.

In Australia, the resettlement of people in humanitarian need is an issue of much community interest. Professor Hugo's research is a candid and rigorous study of the difficulties faced by these entrants and how these have affected their initial settlement and participation in our economy and society. Importantly, the study examines the experiences of these entrants from the early waves of humanitarian entry right through to the recent arrivals—allowing for an examination of the changes in participation over time, and hence a more realistic measure of the contribution of this group of migrants.



Vietnamese tramway employees, 1979



Appendix C: More information

A full copy of the report is available from DIAC's website at www.immi.gov.au/media/publications/research/

Further information on Australia's Humanitarian Program and settlement services for humanitarian entrants can be found in a range of publications available on DIAC's website (www.immi.gov.au). These include:

- Empowering Refugees: A Good Practice Guide to Humanitarian Settlement
www.immi.gov.au/media/publications/settle/empowering_refugees/
- Fact Sheet 60 – Australia's Refugee and Humanitarian Program
www.immi.gov.au/media/fact-sheets/60refugee.htm
- Fact Sheet 66 – Integrated Humanitarian Settlement Strategy
www.immi.gov.au/media/fact-sheets/66ihss.htm
- Fact Sheet 97 – Humanitarian Settlement in Regional Australia
www.immi.gov.au/media/fact-sheets/97humanitarian_settlement.htm
- Fact Sheet 98 – Settlement Services for Refugees
www.immi.gov.au/media/fact-sheets/98services.htm
- New Beginnings – Supporting New Arrivals on their Settlement Journey
www.immi.gov.au/media/publications/settle/_pdf/new_beginnings.pdf
- Refugee and Humanitarian Issues: Australia's Response
www.immi.gov.au/media/publications/refugee/ref-hum-issues/ref-hum-issues-june09.htm
- Settlement Outcomes of New Arrivals
www.immi.gov.au/media/publications/research/_pdf/settlement-outcomes-new-arrivals.pdf

Acronyms and glossary

ABS	Australian Bureau of Statistics.
ARC	Australian Research Council.
AUSCO	Australian Cultural Orientation.
Census	The five-yearly national census conducted by the ABS. References in this report usually relate to the 2006 census.
Civic contributions	Engagement both within ethnic communities and with neighbourhood communities, through schools, community facilities like libraries and parks, sporting organisations, day care groups and community events. ¹³
DIAC	Department of Immigration and Citizenship.
Entrepreneur	Someone who organises and manages any enterprise, especially one that involves considerable risk. ¹⁴
HSS	Humanitarian Settlement Services.
IHSS	Integrated Humanitarian Settlement Strategy.
IOM	International Organization for Migration—an intergovernmental organisation which upholds the human dignity and well-being of migrants; encourages social and economic development through migration; assists in meeting the operational challenges of migration and advances understanding of migration issues. ¹⁵
Labour force participation	The labour force participation rate is defined as the labour force (persons employed or unemployed but actively seeking work) expressed as a percentage of the population. ¹⁶
LSIA	Longitudinal Survey of Immigrants in Australia—a comprehensive survey to provide government and other agencies with reliable data to monitor and improve immigration and settlement policies, programs and services. The LSIA collected data from migrants at different times over an extended period. ¹⁷

Non-refoulement	Australia's fundamental obligation under the Refugees Convention not to return refugees or asylum seekers to places where their lives or liberties are in danger. ¹⁸ Australia also has non-refoulement obligations under International Covenant on Civil and Political Rights (ICCPR) and the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (CAT). ¹⁹
Refugee	The United Nations 1951 Convention Relating to the Status of Refugees defines refugees as people who are outside their country of nationality and are unable or unwilling to return because of a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership of a particular social group. ²⁰
SHP	Special Humanitarian Program—for people who have been subject to substantial discrimination amounting to gross violation of their human rights in their home country, are living outside their home country at the time of application and have links with Australia. ²¹
SONA	Settlement Outcomes of New Arrivals study, commissioned by DIAC.
TIS National	Translating and Interpreting Service National, provided by DIAC.
UNHCR	United Nations High Commissioner for Refugees—the United Nations' agency that leads and coordinates international action to protect refugees and resolve refugee problems worldwide. ²²

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Children play in Ifo camp as the sun goes down.



Acknowledgements

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