



**Australian Government**  

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**Department of Immigration  
and Citizenship**

## **New beginnings**

Supporting new arrivals on their  
settlement journey – 2006-07

# New beginnings

Supporting new arrivals on their settlement journey 2006–07

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Policies in relation to the department's programs change over time. For current information on the department's programs go to: [www.immi.gov.au](http://www.immi.gov.au)

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# Foreword

Australia has a proud history of welcoming refugees and humanitarian entrants. Since October 1945 we have settled more than 690 000 people fleeing violence and the denial of basic human rights.

Currently, the Australian Government supports the settlement of 13 000 refugees and others in humanitarian need each year under our Refugee/ Humanitarian Program, making Australia one of the top three resettlement countries in the world.

To ensure the most vulnerable people are considered, the government works closely with the United Nations High Commissioner for Refugees (UNHCR), which coordinates international efforts to address the plight of refugees and displaced people.

Yet the effectiveness of assistance for new arrivals relies on the continued involvement and support of all levels of government as well as community organisations, volunteers, neighbours and friends. This cooperative and compassionate approach to humanitarian settlement promotes inclusiveness and a sense of belonging for new arrivals.



*New beginnings: Supporting new arrivals on their settlement journey 2006–07* provides an overview of the government's assistance to new arrivals, particularly refugee and humanitarian entrants.

It recognises the value of targeted assistance to help newcomers develop self-reliance and skills to fully participate in Australian society.

The personal stories in this book are testimony to the courage and determination of humanitarian entrants rebuilding their lives in Australia. They are an inspiration to all of us.

I hope this book inspires all who read it, and helps them to understand the background to Australians' efforts to assist refugees and humanitarian entrants, as well as the rich contributions our nation gains.

Laurie Ferguson  
Parliamentary Secretary for Multicultural Affairs  
and Settlement Services

# Introduction

## Australia's settlement services

The Australian Government recognises the valuable contribution migrants and humanitarian entrants have made to our society and is committed to helping new arrivals become active participants in the community as soon as possible after arrival.

Settlement services funded by the Department of Immigration and Citizenship focus on building self-reliance, developing English language skills and fostering links with mainstream services.

## Australia's Migration and Humanitarian Programs

Australia has worked hard for many decades to build a fair and flexible migration system which suits our social and economic needs.

Australia's Migration Program has two main categories:

- the Skill Stream – for people with particular skills or talents
- the Family Stream – for people joining family members who are already living in Australia.

Planning levels for the 2007–08 Migration Program are set in the range of 142 800 to 152 800.

Australia's Humanitarian Program reflects Australia's desire to assist refugees and other people of humanitarian concern who are in greatest need of resettlement. Australia is only one of ten countries that operate an annual dedicated resettlement program. We consistently rank in the top three resettlement countries in the number of people resettled, along with Canada and the United States. The Humanitarian Program has two components:

- the offshore component offers resettlement as a means of protection for people in humanitarian need who are overseas
- the onshore component offers protection for people already in Australia and who meet the definition of a refugee in the Refugee Convention. This component ensures Australia fulfils its international obligations under the Refugee Convention.

The 2007–08 Humanitarian Program consists of 13 000 places, with 6000 places set aside for Refugee entrants and 7000 places for Special Humanitarian Program visas and onshore protection grants.



## Top 10 Countries of birth for humanitarian arrivals 2002–07\*

Country of Birth	2002–03	2003–04	2004–05	2005–06	2006–07	Total
Sudan	2731	4497	5553	3591	2260	18 632
Iraq**	2220	1482	1428	1853	1629	8612
Afghanistan	844	1000	784	1508	1503	5639
Burma/Myanmar	59	39	202	507	1445	2252
Liberia	143	107	844	550	536	2180
Iran	409	471	495	388	379	2142
Sierra Leone	170	120	629	506	506	1931
Ethiopia	380	495	374	211	228	1688
Former Yugoslavia***	958	386	158	24	38	1564
Kenya ^	180	243	491	309	309	1532
Other	1504	1436	2221	2544	3265	10 970
<b>Total</b>	<b>9598</b>	<b>10 276</b>	<b>13 179</b>	<b>11 991</b>	<b>12 098</b>	<b>57 142</b>

**Source:** DJAC Settlement Database

\* These figures refer to offshore arrivals only. Some places are used by people who apply for protection onshore.

\*\* Iraq may refer to a Kurdish entrant.

\*\*\* Former Yugoslavia may refer to entrants from Bosnia-Herzegovina, Croatia, Macedonia, Serbia and Montenegro and Slovenia.

^ Kenya may refer to a child born of Sudanese parents in a refugee camp in Kenya.

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The offshore component of the program includes:

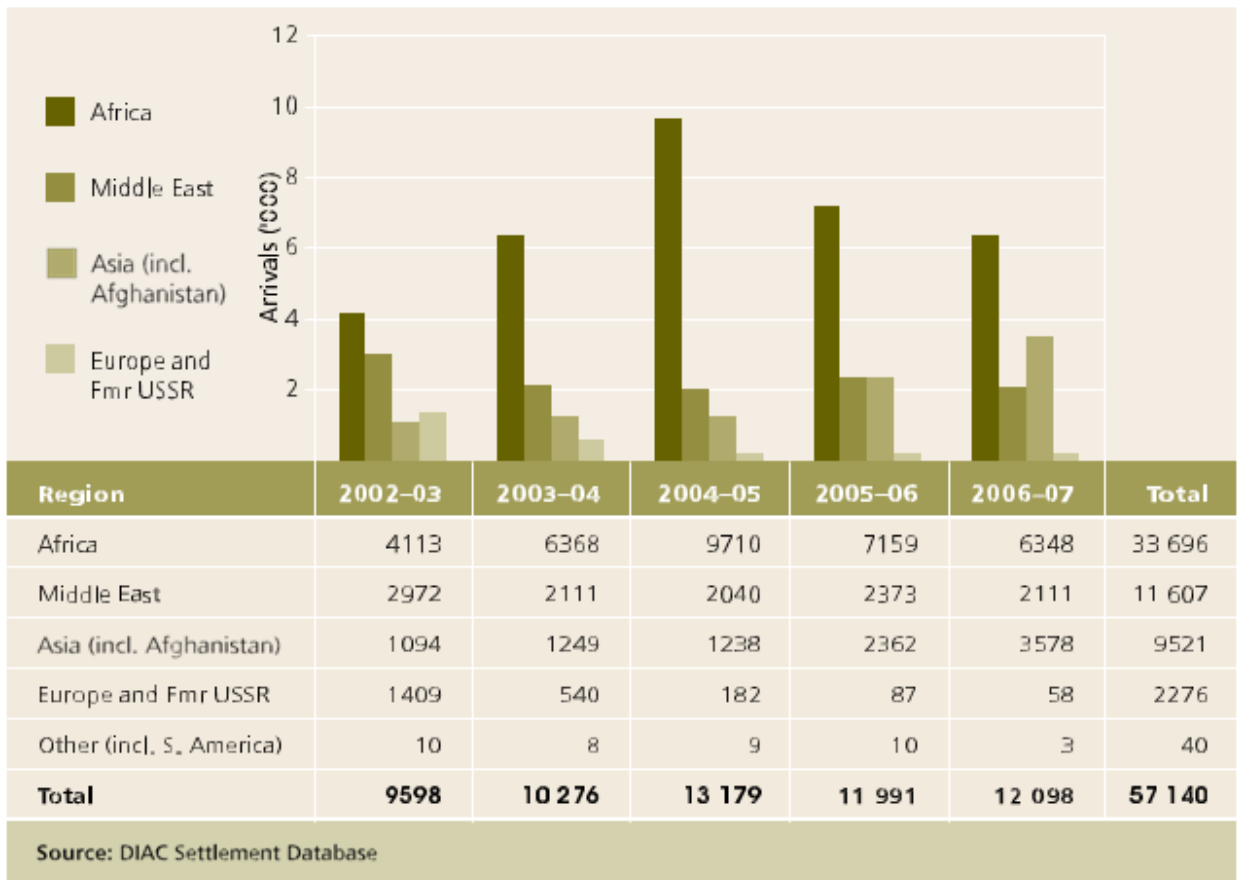
- the refugee category for people who are subject to persecution in their home country and who are in need of resettlement. The majority of applicants who are considered under this category are identified by the United Nations High Commissioner for Refugees (UNHCR) and referred by UNHCR to Australia. The Refugee visa category includes Refugee, In-country Special Humanitarian, Emergency Rescue and Woman at Risk sub-categories
- the Special Humanitarian Program (SHP) for people outside their home country who are subject to substantial discrimination amounting to gross violation of human rights in their home country. A proposer (known as sponsor under the Migration Program) who is an Australian citizen, permanent resident or eligible New Zealand citizen, or an organisation that is based in Australia, must support applications for entry under the SHP.





The regional focus of Australia's Humanitarian Program has changed in recent years in response to shifting resettlement needs across the world. The program resettled persons from Indo-China and Eastern Europe in the early eighties, shifting to the former Yugoslavia and the Middle East in the nineties. In the last few years, the program's focus has been on Africa and the Middle East with a recent shift to Asia.

Breakdown of humanitarian arrivals by region 2002–07







## Profile – Masuda Ghafari

Afghanistan

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One day Masuda Ghafari would love to see her name on a clothing label.

Like thousands of her people, Masuda fled the Taliban in Afghanistan and sought refuge in Australia. She and her mother, five sisters and brother took about four years to join their father in Australia and the family has now settled in Murray Bridge, South Australia.

The family, minus their father who had already come to Australia, lived for four years in Pakistan after fleeing their home and one of her sisters was born there. All siblings are now in school at Murray Bridge.

Masuda has thrown herself into study to complete Year 12. She is dedicated to becoming a fashion designer and her course is set to achieve that. This is in stark contrast to Kabul in Afghanistan where she was forbidden to attend school because she is a girl. Her schooling had to be done in secret, through a tutor, for just one hour a day.

She began learning in Pakistan and has not stopped since. She started English classes in Pakistan in Quetta city, for just one hour a day.

In the July school holidays, Masuda, now 19, took on her first job – work experience at a Murray Bridge hairdressers.

‘I went to the school counsellor and asked about work experience,’ she said. ‘There were a few places but I chose hairdressing because it is related to fashion.’

Masuda has also learnt to swim in the town pool and helps out with interpreting for a local service provider.

She loves living in Murray Bridge where her father works and her mother is attending English classes.

‘It is a bit quiet here – not like Afghanistan – and it is easy to go shopping. There are lots of nice people.’

‘Sometimes we go to Adelaide, to the Afghan shop.’

‘Australia is nice for us, but we miss our family, aunts and uncles.’

‘This is a peaceful country – that is the good thing.’

‘Australians respect all people, they are friendly and kind.’

‘My best advice to people is respect the laws here, become Australian but don’t forget your own culture and your relatives.’

Masuda is following this advice – she has applied, along with the rest of her siblings and mother, for Australian citizenship.

After completing Year 12, Masuda feels she will need to move to Adelaide to follow her dream of becoming a fashion designer.

‘Possibly,’ she says of her own fashion label.

‘I’ll just have to see what happens,’ she said.

If she becomes a designer, Masuda plans to continue living in Australia and would only return to Afghanistan if the war ends and then only for ‘a visit.’

# About settlement

Moving to a new country is often a difficult and stressful experience. Homesickness, culture shock and a sense of isolation are just some of the circumstances that can affect the ease with which a person is able to settle. These issues are compounded when a person has little or no knowledge of English.

Many people arriving in Australia under the Migration and Humanitarian Programs need assistance to overcome these challenges. The level of support required depends on each person's circumstances, both before coming to Australia and upon arrival.

Experiences before arrival can affect how quickly and easily a person can adapt to life in Australia. This is particularly true of humanitarian entrants who might:

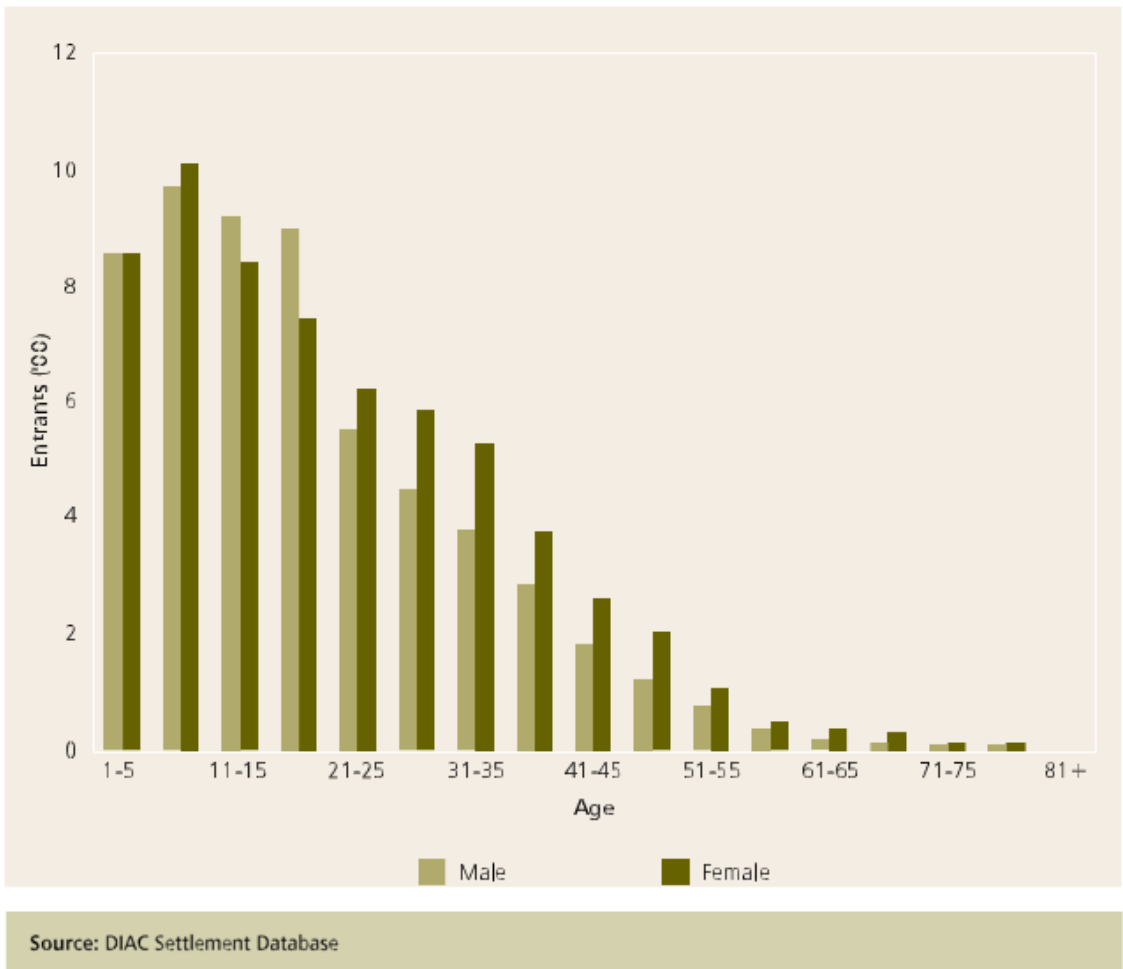
- have experienced high levels of poverty
- be suffering from the effects of torture and trauma
- have low levels of formal education
- have little or no knowledge of English.

Many recently arrived humanitarian entrants have spent long periods in refugee camps before coming to Australia. They may have no experience of renting a home, running a household, or managing a budget. The urban environment and the Australian way of life generally will be new and challenging. They may also need assistance to find their way around the variety of Australian Government and community services.

Just as importantly, the roles of mothers, fathers, teenagers and children can change significantly on arriving in Australia, and this can place considerable stress on the family.

A significant proportion of the current humanitarian intake is young. In 2006–07, about 68 per cent were under the age of 26 and about 45 per cent were under the age of 16. Many of these entrants have had limited education and need assistance to overcome this challenge.

Humanitarian entrants – age on arrival 2006–07









## Profile – Blaise Bulea

Democratic Republic of Congo

When Blaise Bulea flew into Sydney in 2004 with his wife Geno and seven children, the refugees from the Democratic Republic of Congo (DRC) had never seen such a large city.

They were met by an African Australian at the airport, and eldest daughter Solange was delighted to get her own room in their first home in Sydney.

But Blaise says they all noticed 'it was different'.

'We were the only black people we saw,' he says.

But just a few years later, Solange has married, Geno is studying at TAFE and Blaise has taken on post-graduate studies in applied psychology.

This complements his work as a counsellor with STARTTS, an organisation which helps refugees recover from torture and trauma.

He has become a leading member of the DRC community in Australia, and has lots of friends who came to Sydney from the Congo, Burundi and Sudan.

The Buleas have a new child, one-year-old Samuel. The rest of the family became Australian citizens together at a ceremony in November 2006.

‘This is my country,’ says Blaise in the English he has learnt since his arrival. It’s his seventh language.

Blaise’s journey to Australian citizenship began in 1998 when conflict in the Congo targeted people like him, a high school teacher who had just graduated from university as a specialist in teaching French.

He also worked as a tailor to support his family, as teachers were not well paid in the DRC.

He fled to the village of Maboya where he taught for a year before the conflict caught up with him, and his life was again threatened.

He escaped to Uganda where he worked as a volunteer teacher and a tailor.

In 2002, he moved to a refugee settlement camp where he was reunited with his family.

He became a leader of the Congolese in the camp, and started a school teaching people how to sew.

Blaise is fluent in Swahili, French, and Congolese. He became a camp interpreter for two years before the family was selected to come to Australia.

The Buleas received support under the Australian Government’s Integrated Humanitarian Settlement Strategy (IHSS).

This helps entrants orient and meets their immediate settlement needs.

The IHSS then helps the entrants access mainstream employment, health and education services to become self sufficient.

IHSS services are delivered by service providers contracted to the Department of Immigration and Citizenship.

Volunteer groups also work with service providers to support entrants and assist them to settle into the local community.

Blaise says getting a job after eight months in his new country helped his settlement here.

He says traumatic experiences can make it difficult for refugees to settle in Australia – especially if they are also separated from family and friends, and have to learn a new language and find work in a new country.

‘If a person can’t settle, he can’t move ahead,’ Blaise says.

But he says Africans do help each other in their new home – even if they come from groups which may have been rivals back in Africa.

‘As soon as we arrive in Australia, we are no longer enemies,’ he says.

# Settlement planning

Settlement planning is the process by which the Australian Government identifies which new arrivals are in most need of assistance to settle, what their particular needs are, and how best to target policy and programs to meet those needs.

Planning for humanitarian entrants begins with annual consultations on the Humanitarian Program for the coming financial year. State and territory governments, service providers and the broader community are invited to comment on the Humanitarian Program, including its proposed size and source regions. Stakeholders' responses are considered in the development of projections for the Humanitarian Program, as are the recommendations of the United Nations High Commissioner for Refugees (UNHCR).

Planning for the Migration Program follows a similar process, including consultations with state and territory governments and the broader community to establish the program's size for the next financial year.

Once the Migration and Humanitarian Programs have been approved by the Australian Government, settlement planning is

undertaken through the National Framework for Settlement Planning (the Framework). The aim of the Framework is to provide a strategic and coordinated approach to settlement planning at the national level, improving the ability of stakeholders (including governments, service providers and community organisations) to plan for the arrival and settlement of new entrants.

A range of planning activities is undertaken including:

- discussions with state and territory governments on the number of humanitarian arrivals they expect to settle each year
- provision of data to help governments and other service providers plan for and provide services to new arrivals
- identification and referral of information on the key challenges faced by new arrivals in settling successfully
- development of profiles on new humanitarian communities.

In 2006–07, the department initiated annual reports on settlement needs and trends to assist governments and service providers plan and

develop appropriate services for new entrants. The reports provide demographic data on migrants and humanitarian entrants and trends in their arrival. They also provide comprehensive information on the challenges (settlement needs) these entrants may face when establishing themselves in Australia. This information is provided at both the national level and by state and territory.

Depending on individual circumstances settlement needs may include: accessing health, housing, education/training and employment services, getting support to manage difficult cultural transitions and accessing relevant information about Australian law, customs and society.

A series of Community Profiles has also been developed to provide more detailed information on key humanitarian communities in Australia, including experiences prior to arrival as well as contextual information about the history and culture of these countries. In 2006, profiles were published on the Burmese, Congolese, Eritrean, Ethiopian and Liberian communities.

Profiles published in 2007 were for the Sudanese, Togolese, Bhutanese and Sierra Leonean communities.

For a copy of the settlement needs and trends reports or community profiles, go to:  
[www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning](http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning)

# Refugee Resettlement Advisory Council (RRAC)

RRAC was established in 1997 to advise the Minister for Immigration and Citizenship on the settlement of Humanitarian Program entrants.

Council members are appointed on the basis of their knowledge and expertise in settlement issues and services. Members come from various backgrounds and do not represent individual states, territories or community organisations.

The Council advises on the delivery of settlement services and improves the information flow on settlement policy between the Australian Government and the community sector.

Additionally, the Council advises the Minister on matters relating to:

- the appropriateness and adequacy of Australian Government services, especially for humanitarian entrants
- priorities for attention in the planning of settlement services, with particular emphasis on improving coordination of service delivery for humanitarian entrants.

# Volunteers

Volunteers play an important role in providing humanitarian entrants with the knowledge, confidence and support to participate in the social, cultural and recreational life of their local community. They can provide friendship and social support and links to local ethnic, religious and other community support organisations. They also provide information, guidance and practical assistance to help people adjust to life in Australia.

Volunteers work with department funded organisations such as Integrated Humanitarian Settlement Strategy (IHSS) service providers and Adult Migrant English Program (AMEP) service providers. They may also work with non-government volunteer welfare organisations.

The department has produced a Volunteer's Guide to encourage people from all walks of life to volunteer to assist migrants and humanitarian

entrants as they settle into the Australian community. The Guide aims to:

- raise awareness of the settlement challenges faced by migrants and humanitarian entrants
- show the variety of ideas and approaches to volunteering in settlement services in Australia
- encourage involvement in volunteering with migrants and humanitarian entrants
- outline the basic principles of volunteering including the rights and responsibilities of a volunteer
- provide practical suggestions on how to get started.

For copy of the Guide, go to:

[www.immi.gov.au/media/publications/settle/\\_pdf/Volunteer\\_Guide.pdf](http://www.immi.gov.au/media/publications/settle/_pdf/Volunteer_Guide.pdf)

# George Connison

## Sierra Leone

George and Ellen Connison had never heard of Australia when a United Nations program referred them to come here.

The couple had fled from a conflict in Sierra Leone which was to take the lives of George's parents, brother and best friend.

They settled in Wagga Wagga, and arrived in the NSW Riverina city with their children Frances and Michael in 2005.

And the family is already sure they want to stay in a country where George says most people have 'open hands and big smiles'.

'It's beautiful and peaceful,' George says.

'People are friendly – they are ready to love you.'

'Most treat you like a human being – 90 per cent are for you.'

George was born at Shenge, a fishing and farming village where his father was a teacher 350km south of the Sierra Leonean capital Freetown.

He attended secondary school in the capital, and became a nurse at a Freetown hospital where he met Ellen in 1992.

But after a change of government in 1997, one of George's closest friends was killed. He heard that he was also on a list of people to be eliminated.

George and his family fled to Guinea, and then to Ghana where they joined a United Nations refugee program in 2003.

This brought them to Wagga Wagga two years later.

The Connisons received support under the Australian Government's Integrated Humanitarian Settlement Strategy (IHSS).

This helps entrants orient and meet any emergency needs on arrival. It then provides

support to help the entrants access mainstream services and become self sufficient.

IHSS services are delivered by service providers contracted to the Department of Immigration and Citizenship.

Volunteer groups also work with service providers to support entrants and assist them to settle into the local community.

In Wagga Wagga, the St Vincent de Paul Consortium is the lead agency. The Multicultural Council of Wagga Wagga provides case management, and Centacare provides trauma and torture counselling.

George says the family was welcomed, but did have some frustrations. He didn't have a document to prove he was an enrolled nurse, and had to do a bridging course to start work in NSW hospitals.

Ellen now also works as a cleaner at Wagga Wagga Base Hospital.

The family has a car, and George is set to move from his red to his green Ps.

George says their children – Frances aged 13 and six-year-old Michael – have made lots of friends.

Frances likes music and Michael likes art and soccer.

George says Australia is full of sanity, peace and love.

For him, it's summed up by the way most people approach him with a big smile.

'Wagga is my own city now,' he says. 'I've no plan to leave.'

Note: Photograph of Mr Connison not included at his request.





# Regional humanitarian settlement

Most new arrivals to Australia will choose their settlement location independently. Skilled migrants generally settle where they can take advantage of employment opportunities, and family stream entrants usually settle near their family members.

The settlement location of humanitarian entrants is determined by a number of factors, particularly whether or not the entrant has family or friends (known as 'links') already living in Australia. All SHP entrants are proposed by a link in Australia. These entrants generally settle near their proposers as they provide valuable settlement and social support.

Many refugee entrants also have links already residing in Australia. The department endeavours to identify the location of these links before refugees travel to Australia so that they can settle nearby.

Refugees without links (known as 'unlinked refugees') can be located at the discretion of the department. The department considers a range of factors when deciding on a suitable settlement location. These include the specific needs of the entrant, such as health requirements, the capacity of the receiving location to address those needs and the community's ability to provide a welcoming and supportive environment.

Regional Australia can offer the best settlement prospects for some humanitarian entrants, particularly those who have come from a rural background or have skills suited to employment opportunities in those areas. The department has been settling humanitarian entrants in regional areas for some years. In 2006–07, the department directly settled humanitarian entrants in the locations listed below.

State/Territory	Regional location
NSW	Coffs Harbour, Newcastle, Wollongong, Goulburn, Wagga Wagga
Victoria	Geelong
Queensland	Cairns, Gold Coast, Logan/Beenleigh/Woodridge, Toowoomba, Townsville
Tasmania	Launceston



When considering new towns for the direct settlement of humanitarian entrants, the department takes a range of factors into consideration including:

- employment opportunities
- population size and diversity
- availability of housing, settlement and mainstream services
- capacity of the town to provide a welcoming environment.

State, territory and local governments, service providers, and the broader community are consulted extensively during this process and new regional locations are only established with the support of these stakeholders. This ensures that all factors impacting on successful settlement are considered, including levels of support from the community. The department also seeks formal agreement from the relevant Premier/Chief Minister prior to settlement commencing. Once agreement is reached, the department works to identify suitable families to refer to the area.

The first year of settlement is treated as a pilot phase. The number of families referred in the first year is limited (generally five to ten families) to ensure that local services are able to provide adequate assistance and develop expertise. After a year of settlement, the department undertakes an evaluation to establish how successful the

settlement process has been, identify any improvements that could be made, and assess whether entrants should continue to be referred to the area.

Shepparton, Victoria, was the first new regional location for humanitarian settlement to be established through this process. A small community of Congolese entrants was established in the town during the 2005-06 program year. The reaction of the local community, including press coverage of the families, was very positive. The warm welcome and the extensive community support were recognised as central to Shepparton's reputation as an inclusive community where generations of migrants have put down roots.

All entrants received intensive settlement support under the IHSS, including assistance with accessing key mainstream services such as Medicare, Centrelink, health, education and employment services.

A recent evaluation found that the pilot had been a successful and positive experience for all concerned and will be used to inform future regional settlement activities. Recommendations included the need for integrated planning by key stakeholders as well as the importance of boundary setting for service providers and volunteers.

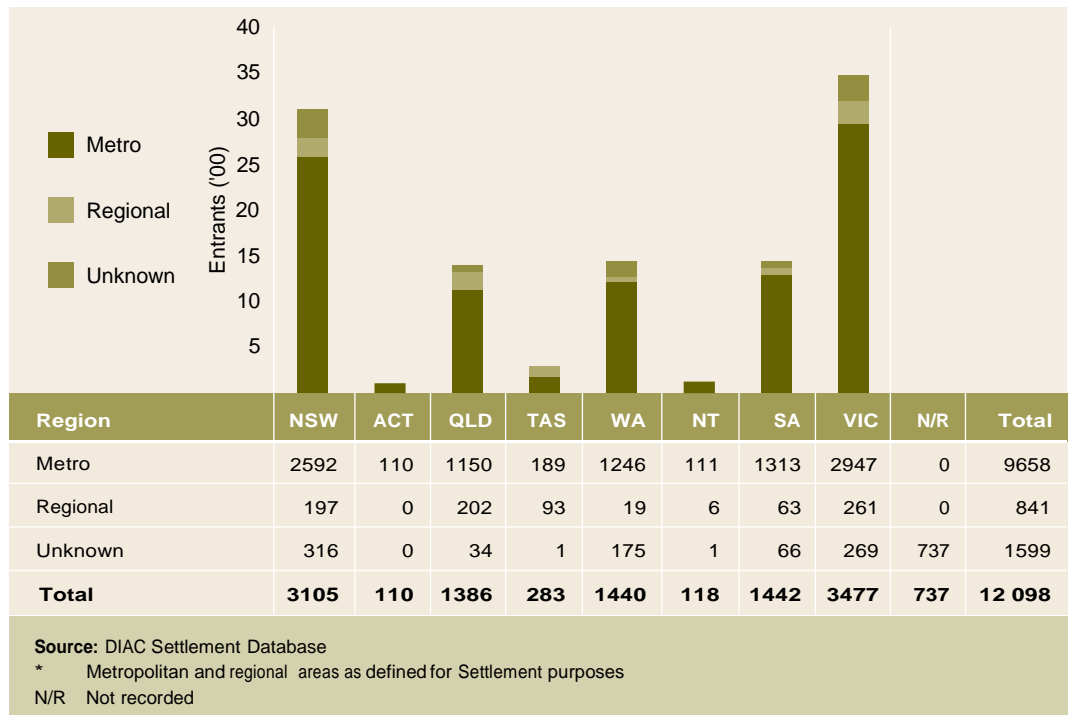
The department was also awarded the 2006 Annual Award for Innovation by the Executive Leadership Group Victoria for its role in formulating a new model for establishing new regional humanitarian settlement locations and coordinating the delivery of services to meet entrants' needs.

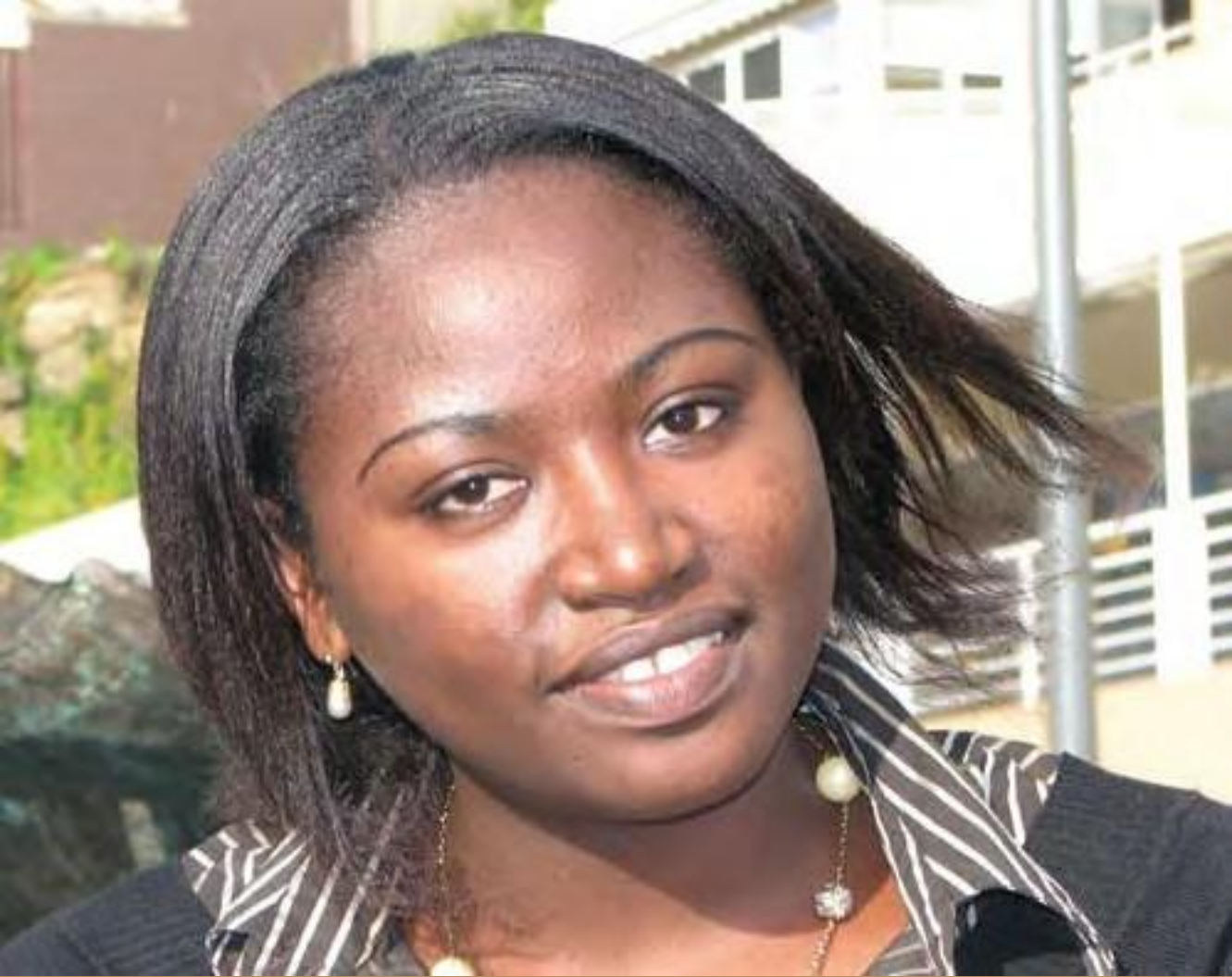
For a copy of the evaluation, go to: [www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning](http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning)

Under the same approach, direct humanitarian settlement has also been established in Ballarat, Victoria, and Mount Gambier, South Australia, in 2007. Evaluation of settlement in both these towns will be undertaken in 2008.

For more information on the department's approach to identifying new regional locations, go to: [www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning](http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning)

### Settlement locations of humanitarian entrants 2006–07\*





## Profile – Irene Nyiransabimana

Rwanda

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‘She looks beautiful,’ said the older woman to the person next to her at a Hobart bus stop. As the bus arrived a poster along its side showed a young African woman, standing by Hobart’s Tasman Bridge.

Unknown to the admirer of the poster the person she had turned to was the young woman on the poster.

Irene Nyiransabimana was part of a community campaign funded by DIAC through the *Living in Harmony* program in a project called *Diversity: We Are Who We Are*.

Six years earlier, in 2000, in war-torn Africa, another bus had taken Irene, her three sisters and two nieces, away from the genocide in Rwanda to safety in Kampala in neighbouring Uganda.

The trip took nine hours but today she speaks little about it. Today she talks about the future.

For two years, living in rented accommodation in Kampala, Irene and her family had no idea of what the future might hold. Then they were accepted to come to Australia.

Her first impressions of Australia did not seem promising. The little party arrived in Sydney at night. She remembers a lot of houses. Then on to Hobart.

'We cried, we were scared, it was completely quiet. We knew no-one,' she recalls. Her native language was Kinyarwanda and she had learnt French at school. 'It was scary,' she says. And Hobart was cold. 'We just wanted to stay in the house, but then you can't even watch TV or listen to the radio if you don't speak English.'

But soon she was fitting in. There were other newcomers who didn't speak English either, fellow Africans from Ethiopia and Sudan. And she wasn't alone in other ways.

'There were people to help. Many were volunteers. People at the Migrant Resource Centre and at TAFE. People to meet and to get to know.'

While they studied and learnt English they communicated in other ways. 'There were gestures. We laughed. Once people become interested you start to talk,' she remembers.

She and her sisters completed their schooling at St Mary's College.

Today her English is fluent. 'You should have met me two years ago.' She laughs. 'There were some young men I met at TAFE who said to me 'Tell us the truth. You spoke English before you came.' She told them, 'No, I learnt it here.'

In 2006, Irene was a finalist in the Southern Cross Young Australian of the Year competition.

Today Irene is studying for a Diploma in Community Welfare at TAFE which she hopes to complete at the end of 2008. Then she plans to go on to university to get a degree in social work.

She loves helping people, especially new arrivals. 'I know how it was,' she says. 'People did it for me. Now I can do it for them. I can be there for them.'

Her gratitude spills over. 'To those who helped us to get to Australia – the Immigration office in Kampala and in Hobart – 'thank you'. People really looked after us. I can say 'thank you' but I don't feel it's enough.'

Irene became an Australian citizen in 2005 in a ceremony at the Hobart Town Hall. She has returned to Rwanda once, to the capital Kigali in 2006. 'It's completely different,' she said. 'Once it was good, then bad, and now it's coming good again. I can't explain it. There seemed to be only young people around. If you go looking for old people you'll never find them.'

'I would love to go back to Rwanda again. I would always go. But I would always come back. Hobart was somewhere you would never dream of,' she says. 'Now it's home. You feel free. You can do anything you want. You have a choice.'

Asked about her plans for the future, and what she will be doing in, say, five years, she smiles and says 'Oh come on,' and then continues: 'To finish my studies and to do well.' And in ten years time? 'To have a family and be working.'

Her advice to other humanitarian entrants to Australia is simple. 'Never give up on yourself. It's a long journey. It's never short. It continues.'

# Settlement services

## Australian Government assistance

Many of the on-arrival and longer-term needs of migrants, such as employment, education and health care, are shared with the wider Australian community.

Government policy therefore requires that agencies responsible for providing these services to the Australian community generally, are also responsible for providing their services in a culturally appropriate way to their migrant and refugee clients.

The Department of Immigration and Citizenship (DIAC) administers settlement programs that provide additional and complementary support to new arrivals most in need of assistance.

Humanitarian entrants are recognised as requiring the greatest levels of support.

Family Stream migrants with lower levels of English proficiency are also recognised as a priority group for settlement services.

Skilled migrants are selected for their English language ability and skills and qualifications and are generally able to function fairly independently from the time of their arrival.

DIAC-funded settlement services help eligible newly-arrived migrants and humanitarian entrants with:

- on-arrival settlement information
- specialised on-arrival support for humanitarian entrants
- English language tuition
- translating and interpreting services
- orientation, information and referral services
- capacity building so that migrant communities can plan and advocate for themselves.

## Integrated Humanitarian Settlement Strategy (IHSS)

Under its Humanitarian Program, Australia assists about 13 000 humanitarian entrants and others in need of settlement assistance each year. Since the end of World War II, Australia has accepted over 690 000 humanitarian entrants.

Refugees flee their home countries because their lives and security are at risk and their basic human rights are being violated. They may have spent long periods in refugee camps. Although adjusting to life in a new country can be challenging for all migrants, humanitarian entrants often face greater settlement challenges





due to their pre-migration experiences. For this reason, humanitarian entrants receive specialised assistance during the initial settlement period to help them successfully rebuild their lives in Australia.

The IHSS offers initial intensive settlement support to newly-arrived humanitarian entrants, generally for around six months, but this may be extended for clients facing additional challenges. The IHSS provides services which are designed and administered in ways which provide humanitarian entrants with the assistance they need to start building a life in Australia.

### IHSS service principles

- Humanitarian entrants are individuals who have the inherent right to respect for their human worth and dignity.
- Humanitarian entrants are able to exercise choice.
- Humanitarian entrants are informed and involved in decision making.
- Services are designed and administered in ways which promote humanitarian entrants' competence and help them to achieve self-sufficiency as quickly as possible.
- The health and wellbeing of humanitarian entrants are protected.
- The best interests of children are a vital concern.
- The least intrusive and least disruptive option which offers the highest degree of stability and certainty is selected.
- Traditional, cultural and religious values are respected.
- Services and decisions are ethical and humanitarian entrants are not exploited.
- Services promote participation of humanitarian entrants in the wider community and their understanding of legal obligations.
- Organisations providing services are accountable to those who use their services and the Australian Government.
- Humanitarian entrants are enabled to access services in a coordinated way which minimises gaps and duplication between services received.

When a humanitarian entrant first arrives in Australia, the IHSS service provider works with them and their family to develop a comprehensive case plan. The plan helps identify the entrant's needs and the services they need to access, including mainstream services such as Centrelink and the Job Network.

Humanitarian entrants can access the following services under the IHSS:

### Case coordination, information and referrals

This includes a case coordination plan based on an initial needs assessment, information about, and referral to, other service providers and mainstream agencies, and help for proposers to fulfil their role of assisting SHP entrants.

### On-arrival reception and assistance

This includes meeting eligible entrants on arrival, taking them to accommodation, providing initial orientation and meeting any emergency needs for medical attention or clothing and footwear.

### Accommodation services

These services help entrants to find appropriate and affordable long term accommodation and provide basic household goods to establish their own home in Australia.

### Short term torture and trauma counselling services

These services provide entrants with an assessment of their needs, a case plan, referral for torture and trauma counselling and raise awareness among other health care providers of health issues arising from torture and trauma counselling.

IHSS services are delivered by service providers contracted to the department. Volunteer groups also work with service providers to support entrants and assist them to settle into the local community.

Humanitarian entrants assisted under the IHSS by visa category 2003–07\* \*\*

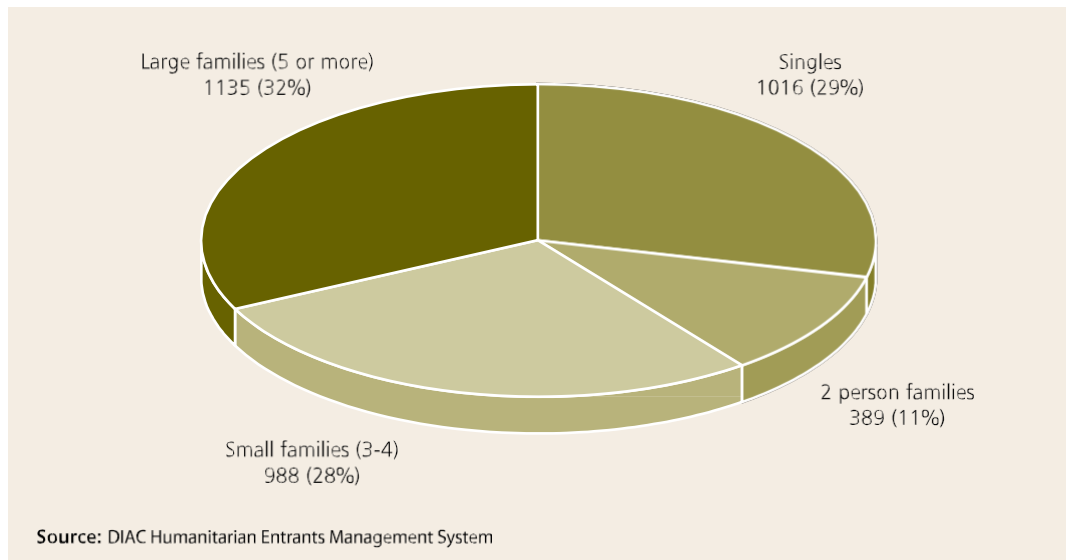
State/ Territory	Refugees				SHP entrants				Total			
	03–04	04–05	05–06	06–07	03–04	04–05	05–06	06–07	03–04	04–05	05–06	06–07
NSW	651	1103	1286	1228	2563	2707	2483	1889	3214	3810	3769	3117
VIC	552	1155	1051	1577	2641	2635	2285	2063	3193	3790	3336	3640
QLD	507	758	938	1007	574	738	571	541	1081	1496	1509	1548
SA	492	788	642	955	495	690	671	687	987	1478	1313	1642
WA	536	1046	790	941	685	714	577	608	1221	1760	1367	1548
TAS	296	304	252	265	150	127	85	37	446	431	337	303
NT	87	104	144	139	39	81	44	12	126	185	188	151
ACT	20	60	65	118	67	146	98	156	87	206	163	274
National	3141	5318	5168	6230	7214	7838	6814	5993	10 355	13 156	11 982	12 223

Source: DIAC Humanitarian Entrants Management System

\* This table does not include figures for protection visa holders who may have accessed torture and trauma counselling services under the IHSS.

\*\* Clients in Goulburn and Wagga Wagga are assisted by the DIAC ACT Regional Office and arrival numbers are included in ACT metropolitan numbers.

Composition of cases by family size assisted under the IHSS 2006–07





## Assistance to Special Humanitarian Program (SHP) entrants and proposers

Proposers are assisted to understand their obligations and to respond to the needs of their entrants. This support includes information and guidance on how to assist the entrant to settle in Australia, gain access to available services and obtain further assistance if required after the entrant's arrival.

The IHSS utilises a flexible service delivery model based on case coordination of the individual needs of clients and their families. As SHP entrants have the support of a proposer to assist them with their settlement needs, they will not normally require the full range of IHSS services. In some cases, a proposer's ability to support their SHP entrant may be limited and the service provider may decide to provide partial or full IHSS services to the entrant.

## Unaccompanied Humanitarian Minors (UHMs)

Unaccompanied Humanitarian Minors are non-citizen children under the age of 18 years who arrive in Australia under the Humanitarian Program and do not have a parent to care for them in Australia.

There are two kinds of UHMs:

### Wards

A UHM ward is a non-citizen minor who arrives under the Humanitarian Program and does not

have a parent or relative over the age of 21 to care for them in Australia.

UHM wards are covered by the *Immigration (Guardianship of Children) Act 1946* (IGOC Act) which attributes legal guardianship of them to the Minister for Immigration and Citizenship.

### Non-wards

A UHM non-ward is a non-citizen minor who arrives under the Humanitarian Program and does not have a parent but does have a relative over the age of 21 years to look after them in Australia.

The Minister for Immigration and Citizenship is not the legal guardian of UHM non-wards.

For UHM wards, the Minister for Immigration and Citizenship delegates his function as guardian to officers of the department and to officers of relevant child welfare authorities in each state and territory. The welfare agencies have the established infrastructure and expertise to provide welfare supervision and settlement support in accordance with the IGOC Act and relevant state and territory welfare laws.

Guardianship continues until the ward turns 18 years of age, leaves Australia permanently, becomes an Australian citizen, or when the minister directs that the ward will not be covered by the Act. This may occur, for example, if the child is adopted or a relative over the age of 21 years takes responsibility for them.

As at 30 June 2007, there were 657 UHMs receiving assistance from State Welfare Agencies under the UHM Program. Of these, 161 were



wards of the Minister for Immigration and Citizenship.

## New programs for humanitarian entrants with high needs

The 2007 Budget announced funding for new initiatives which will enhance existing programs and introduce new services for humanitarian entrants with high level needs. The new initiatives include:

- specialised case management support to help entrants with intensive needs to reach minimum standards of self-sufficiency and integration
- a Proposer Support Program to engage community groups to assist potential proposers who do not meet minimum requirements with proposing and supporting Special Humanitarian Program entrants
- information products to inform recently arrived humanitarian entrants about the Special Humanitarian Program, the roles and responsibilities of proposers and available support
- additional English language tuition for those humanitarian entrants who enrol in Australian primary and secondary schools
- additional financial support for humanitarian families in the initial settlement period to help them become a part of the Australian community.

equitably in Australian society as soon as possible after arrival. The SGP commenced on 1 July 2006 and combined funding from the Community Settlement Services Scheme (CSSS) and Migrant Resource Centre/Migrant Service Agency (MRC/MSA) core funding.

The SGP funds projects that promote:

- orientation to Australia
- developing Communities
- integration (inclusion and participation).

Orientation projects aim to promote self-reliance in individuals and families through the development of Australian life skills. Orientation may take the form of providing information or referrals to appropriate agencies and casework with individuals and families. Orientation services focus on practical approaches to learning that recognise the experiences and capacities of clients.

Developing Communities projects aim to assist newly arrived migrant and humanitarian communities to identify common goals and interests, develop a shared purpose and promote a sense of identity and belonging.

Integration projects aim to promote inclusion and participation in broader Australian society by encouraging partnership initiatives with mainstream community and government organisations. This process is two-way—assisting new arrivals to interact with and understand the broader community and encouraging the broader community to be responsive to new arrivals.

## Settlement Grants Program (SGP)

The SGP funds settlement services that help eligible clients become self-reliant and participate





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

- humanitarian entrants
- family stream entrants with low English proficiency
- dependants of skilled migrants with low English proficiency who have settled in a regional area.

Funding priorities for the SGP are determined through an annual assessment of settlement needs. This approach ensures that the services funded through the SGP are targeted toward those communities and locations in greatest need, and that these services are responsive to changing settlement patterns.

In 2007–08, the Australian Government has made available \$32 million to fund projects under the SGP.

#### Funding amount for settlement services under grants programs 2003–08\*

Funding year	Funding amount
2003–04	\$25.3m
2004–05	\$27.4m
2005–06	\$29.8m
2006–07	\$30.8m
2007–08	\$32.0m

\* including the CSSS, core funding for MRC/MSAs and the SGP.

The SGP has funded a number of innovative projects. Three examples are highlighted in the following pages.

## Services in life skills development in household management and family care to emerging communities

The Edmund Rice Centre, Mirrabooka Inc, Perth

The Life Skills program for humanitarian entrants provides education and understanding of the issues involved in the maintenance and upkeep of a household in Australia to eligible clients of the Settlement Grants Program.

The Edmund Rice Centre, Mirrabooka Inc. conducts Life Skills workshops covering topics such as nutrition, renting a property and looking after the house and garden. Information is delivered in group settings to facilitate socialisation and interaction, structured to cater for low levels of English proficiency. Bilingual workers assist in the delivery of information in a culturally sensitive manner.

The pre-arrival context for many humanitarian entrants often involves extended periods of time spent in situations where it is difficult to access basic nutrition, education and health services. As a result, settlement in Australia can be an extremely difficult process because of a lack of familiarity with these basic life skills.

The purpose of the Life Skills program is to empower newly arrived refugees with an understanding of the issues involved in setting up and maintaining a house in Australia. An added feature of the project is that humanitarian entrants can attend their modules over a 20 week block, enabling clients to continue other programs such as the Adult Migrant English Program (AMEP).

The ten modules cover:

- nutrition: the right foods to eat and drink, school lunches, cooking simple and cheap meals
- rental accommodation issues
- using household appliances
- safety at home and the beach
- looking after the house and garden
- hospital, doctors, pharmacy and medical benefits.

Many clients of the program are now coming from the community as word-of-mouth spreads from people who have already attended these modules.



## May Murray Neighbourhood Centre – Refugee Employee Mentoring Project (REMP)

Inner West and other Sydney areas, New South Wales

The development of a professional employee mentoring project, targeted at some of the most vulnerable of Australia's new settler arrivals residing in Sydney, the country's largest labour market, is an example of the Department of Immigration and Citizenship (DIAC) proactively responding to an identified settlement need. Further, by working in partnership with stakeholders, DIAC has moved to address that need in an innovative way, creating a new platform for the way Settlement Grants Program (SGP) services are delivered, working within the context of a whole-of-government approach.

The Refugee Employment Mentoring Project (REMP) is currently in development through the May Murray Neighbourhood Centre, Inc (MMNC). The MMNC, a well-established and respected community service provider, operates in one of Sydney's most cosmopolitan suburbs. MMNC had successfully managed various Australian and state government funded programs targeted at assisting refugees and migrants, so it was not new territory for them to get involved with this special initiative.

REMP will link refugee jobseekers with their own mentors; people who are qualified and experienced professionals who can help provide intensive, often one-on-one help for these migrants who often have significant issues around lack of familiarity with Australian workplace culture, and vocational issues.

The program is designed to enhance existing support provided by the Job Network, and other government services from agencies like the Department of Education, Employment and Workplace Relations (DEEWR) and Centrelink. REMP offers across-the-boundaries support that will make a crucial difference to a keen jobseeker who needs substantial orientation to make a lasting connection to employment in Australia. Indeed, DEEWR and Centrelink have been supportive partners to DIAC in the progress of the program in NSW so far.

MMNC initially received funding for a pilot project in March 2007. MMNC were then successful in securing additional funding through the SGP 2007–08 funding round.

It is envisaged that not only will many individuals receive help from this project, but that it may also serve as a best practice approach to the problems refugee jobseekers face.



## Facilitating the integration of recently arrived young humanitarian entrants into the community through engagement in sports

### Spirit West Services, Western Bulldogs – Footscray Football Club, Melbourne

Sport offers our community a unique opportunity for integration of people from all backgrounds. Participation in sport assists in forging relationships, learning more about Australian culture and feeling accepted by mainstream society. Australian Football, throughout its long history, has warmly embraced people from diverse backgrounds.

The newly funded Settlement Grants Program (SGP) project, awarded to the Footscray Football Club, better known as Western Bulldogs, aims to actively engage recently arrived young humanitarian entrants in sports. This innovative program will be run in Western Melbourne and Melton-Wyndham metropolitan regions.

The Spirit West Services (SWS), the community services arm of the Western Bulldogs, will offer an eight-week program of sporting activities in different sports to the SGP eligible young people. Furthermore, potential community leaders will be offered school based traineeships, possibly in sports administration. Through its high profile in the west, the SWS program will also endeavour to provide young people with tours and access to mainstream facilities and networks in local areas. Although primarily targeting young people, the project envisages engagement of other family members, possibly in the administration of the program and dissemination of information via translated newsletters.

To complement the sporting activities, Spirit West will offer other activities such as information and training seminars on health, theory, umpiring, exercise etc.

The project will be publicised through the Western Bulldogs existing community networks and SWS website and newsletters and articles in local media. Go to: [www.westernbulldogs.com.au/Community/tabid/4272/Default.aspx](http://www.westernbulldogs.com.au/Community/tabid/4272/Default.aspx).

The newly funded project will complement other Footscray Football Club community initiatives like the Big Spirit and the Bulldogs Friendly Schools programs, which have successfully operated for a number of years and engaged communities all over western Melbourne in Australian Football.



## Adult Migrant English Program (AMEP)

English is Australia's national language. For many new settlers from non-English speaking backgrounds, learning English is one of the first and most important steps they can take towards settling successfully in their new home and achieving their personal, social and economic goals. The Australian Government encourages eligible new settlers to undertake free English language tuition which will not only assist them to participate fully in Australian life, but also help with finding employment, becoming independent and applying for citizenship.

English language tuition is provided under the AMEP for migrants and humanitarian entrants who do not have functional English.

Refugee and humanitarian entrants under the age of 25, with low levels of schooling, are eligible for up to 910 hours of English language tuition. Entrants 25 and over are eligible for up to 610 hours of tuition. Other migrants are eligible for up to 510 hours of tuition.

The English classes are designed to provide basic language skills to assist with successful settlement in Australia—for example, dealing with everyday situations such as paying bills, seeking medical treatment, catching a bus and writing a letter. As well as learning basic language skills, clients also learn about Australian society, culture and customs.

AMEP classes are delivered by service providers who are specialists in teaching English as a second language, at over 250 locations around Australia. The classes are provided free of charge to the majority of clients and, if required, free childcare can be arranged.

Clients can choose from a range of learning options:

- part-time or full-time courses, offered at a range of times—during the day, at night or on weekends, in a variety of venues—formal learning centres, community settings such as Migrant Resource Centres, mosques or churches
- home study, either through a Distance Learning program which includes books, audio-visual materials and telephone contact with a teacher or with the help of a home tutor who is a trained volunteer.

Clients must register within three months of arrival and commence in a course within 12 months of arrival. There is no time limit for completion of eligible hours. Clients undertaking a full time course of study are expected to participate in formal training of 15 hours per week and between five and 10 hours a week of additional study or homework.

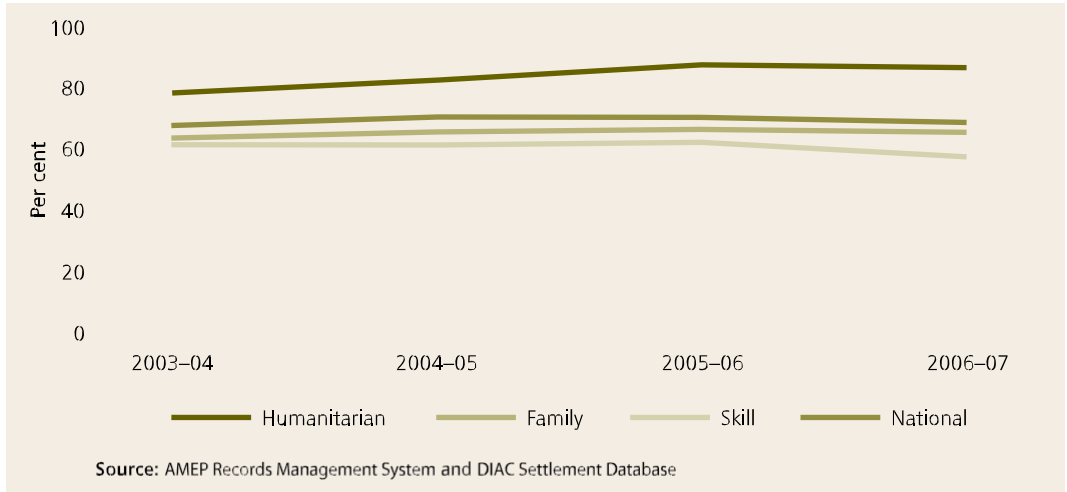
In addition to tuition, AMEP service providers also provide advice to clients on options for further study or vocational training, access to employment assistance programs and other post-AMEP pathways.

Reach measures the extent to which eligible migrants and humanitarian entrants take up their AMEP entitlement. The registration rate for adult settlers who arrived in the first three quarters of 2006–07 and who self-determined a need for English tuition was 69 per cent, compared with the 2005–06 rate of 71 per cent. The registration rates by migration stream for the past four financial years are shown on the next page.





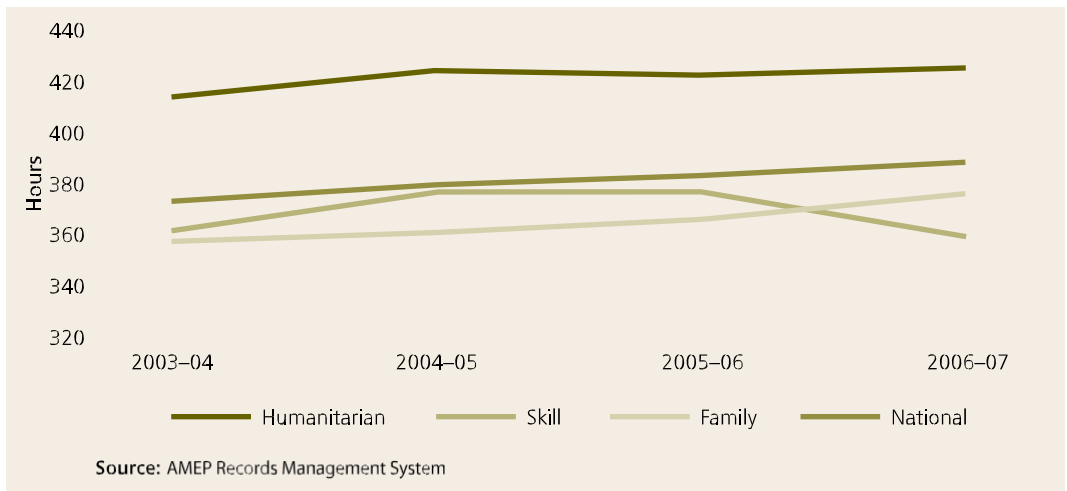
### AMEP registration rate by migration stream 2003–07



Retention measures the number of hours a client remains in the program. Retention in 2006-07 for all exiting clients was 389 hours, compared

with 384 hours in 2005-06. Retention figures by migration stream for the past four financial years are shown below.

### AMEP retention (hours) by migration stream 2003–07



Other English language programs are available through the Department of Education, Employment and Workplace Relations (DEEWR). These programs are Workplace English Language and Literacy (WELL), Language, Literacy and Numeracy Program (LLNP) and English as a Second Language - New Arrivals (ESL-NA). State and territory government programs are also available.

DIAC also provides eligible Australian Residents and Citizens with free extract translations into English of their settlement-related personal documents. For further information about translations, go to: [www.immi.gov.au/living-in-australia/help-with-english/learn-english/client/translation\\_help.htm](http://www.immi.gov.au/living-in-australia/help-with-english/learn-english/client/translation_help.htm)

Interpreters in new and emerging languages are critical to recent arrivals accessing services in Australia. Due to the changing nature of the Humanitarian Program, DIAC is continually encouraging and recruiting interpreters in new and emerging languages. In 2006–07, TIS National recruited 101 interpreters in new and emerging languages. DIAC currently funds the National Accreditation Authority for Translators and Interpreters (NAATI) to promote interpreting as a profession, help prepare participants for NAATI tests and provide assistance with associated fees, in an effort to increase the availability of interpreters in languages where there are shortages.

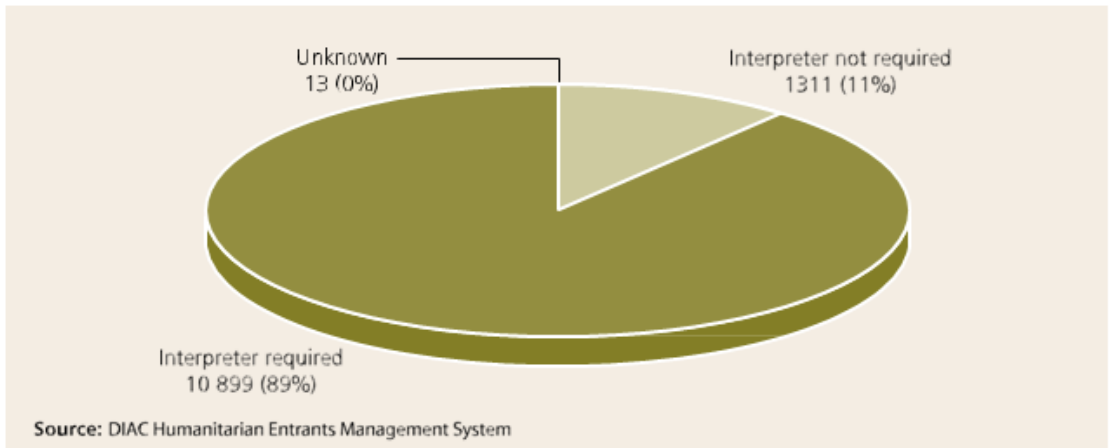
## Translating and Interpreting Service National (TIS National)

The Department of Immigration and Citizenship (DIAC) provides an interpreting service (TIS National) for people who do not speak English and for the English speakers who need to communicate with them. To contact TIS National, call 131 450.

TIS National is accessible from anywhere in Australia, and is available to any person or organisation requiring interpreting services. Telephone interpreting is available 24 hours a day, seven days a week, but please check the office hours of the government agency or business with which you wish to speak before calling.



English language interpreter required for humanitarian entrants assisted under the IHSS 2006–07



Top 20 languages spoken by humanitarian arrivals 2006–07

Main language	No of arrivals	Main language	No of arrivals
Arabic	2103	Chin	278
Dari	1456	Kirundi/Nyarwandwa/Rundi	240
African Languages (NFD*)	1174	French	194
Burmese/Myanmarese	1054	Somali	182
Other Languages	597	Tigrinya	167
Assyrian	481	Acholi	147
Dinka	481	Krio	127
Karen	447	Farsi (Persian)	125
Swahili	440	Farsi (Afghan)	107
African Languages (NEC*)	435	Others	1544
English	319	Total	12 098

Source: DIAC Settlement Database

\*NFD (Not Further Defined) and NEC (Not Elsewhere Coded) refer to languages that do not have a dedicated entry code in departmental data collection systems. In many countries a vast diversity of different languages are spoken. For example, it is estimated that over 200 languages are spoken in the Democratic Republic of Congo alone. Some of these languages may only be spoken by a small ethnic group or within a small regional area.



## Profile – Par Kel Myint

Burma/Myanmar

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In the back yard of the Myint family's house in suburban Brisbane, a pile of bamboo poles sits waiting to be transformed into a traditional Karen weavers' loom.

'We just need some wooden planks to make the frame for our loom, and some colourful cotton thread to weave with, and we can get started,' explained Mr Par Kel Myint.

With the help of friends and support from the Logan community where they live, when the loom is ready the Myints plan to start a small business making and selling the finely-woven costumes they will weave together.

This is just one of the strands of the new life that the refugee Myint family (who are members of Burma's Karen ethnic minority) have begun to build in their new home, with the help of DIAC and the refugee and humanitarian settlement services provider A.C.C.E.S Services Inc.

Par Kel Myint, Htoo Ku Maung and seven of their eight children arrived in Queensland in November last year after 15 years spent struggling for survival in Thai and Burmese refugee camps.

Another of their children, son Lah Ku Myint, 15, remained behind in the refugee camp with his grandmother Mu Gay Htoo Shwin, but the family hopes they will all be re-united in Australia soon.

Speaking through an interpreter, Par Kel Myint said: 'Everything here is fine, perfect. It's totally different from our life before – we are happy here, everything's better than it was in the camps. It is like comparing oil with water, the life we had before and the life we have now.'

'In Australia we can build a future for our children, they can get a good education and it's a free country,' he said.

The Myints, who are all studying English (Par Kel Myint, Htoo Ku Maung and their older children at TAFE, the younger children at secondary and primary school) said they were 'very happy' with the support they had been given by A.C.C.E.S.

'They have done everything for us,' said Par Kel Myint.

'Since we arrived, I see a 25 per cent improvement in the children's learning and understanding of Australian life. Now they know how to get from A to B and find their way around, and their English is improving so they can speak and communicate with others and don't need to depend on other people all the time,' Par Kel Myint said.

The family is becoming well known in Logan for their traditional dance performances at local multicultural and street festivals.

'Many people are now inviting us to perform our traditional Karen dances – including the bamboo dance, where we dance around the bamboo poles, and the Thingyan dance,' said Par Kel Myint.

The Myints are also active members of the local Burmese Myanmar Friendship Association and volunteer their time to help and support newly-arrived refugees.

Asked for their advice to people arriving in Australia for the first time, especially as refugees, Par Kel Myint and Htoo Ku Maung said it was important to turn to others for help and support in the first few months.

'When you arrive you can become a bit depressed because you know no-one here and everything is so different. That's why we like to help new arrivals, refugees, to guide them around and share with them what we have learnt about settling in here,' they said.

As a young man, Par Kel Myint was a farmer before he was swept into the long-running ethnic conflict in Burma. 'I became a soldier, and fought for years before I left the fighting to go into the refugee camp with my wife and children,' he said.

Describing the tough life they had left behind, Par Kel Myint said he had often had to risk his life to feed his family because food supplies in the refugee camps were so meagre.

Each person had to survive on a monthly ration of 15 kg of rice and limited supplies of fish paste, cooking oil, salt and beans. 'Some days we had enough food, other days we didn't have enough,' he said stoically.

To earn money to buy meat or fish, Par Kel Myint broke the law and left the refugee compound to find work. 'I and other people in the camp took the risk of gaol and beatings if we were caught – we did this because we had to survive.'

# Settlement information

Humanitarian entrants and recently arrived migrants need to familiarise themselves with the Australian environment. A variety of publications is available to provide them with the information they need.

## Beginning a Life in Australia booklets

These booklets provide useful information for newly arrived migrants that can assist them with their settlement needs. This includes a list of state and territory specific contact details for government and non-government agencies, as well as information on what new arrivals should do as soon as possible after arrival—such as registering for Medicare, opening a bank account, applying for a Tax File Number and enrolling children in school.

The booklets for each state and territory will be available in English and the following 37 community languages from the May 2008 release:

- Albanian\*
- Amharic\*
- Arabic\*
- Bosnian\*
- Burmese/Myanmarese\*
- Chinese (simplified)\*
- Chinese (traditional)\*
- Croatian\*
- Dari\*
- Dinka\*

- French\*
- German
- Greek
- Hindi
- Indonesian\*
- Italian
- Japanese
- Karen\*
- Khmer\*
- Kirundi
- Korean\*
- Macedonian
- Nepali
- Persian/Farsi\*
- Portugese
- Russian\*
- Serbian\*
- Sinhalese
- Somali\*
- Spanish\*
- Swahili
- Tagalog\*
- Tamil
- Thai\*
- Tigrinya
- Turkish\*
- Vietnamese\*.

\* languages available at time of printing.

Go to: [www.immi.gov.au/living-in-australia/settle-in-australia](http://www.immi.gov.au/living-in-australia/settle-in-australia)



## Living in Australia website

This website is aimed at several client groups including:

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

Topics that can be accessed include:

- Adult Migrant English Program (AMEP)
- Translating and Interpreting Service National (TIS National)
- Settlement Grants Program (SGP)
- Settlement Database
- A Diverse Australia
- National Action Plan
- Australian Citizenship website (link provided).

A few examples of what clients can do using the website include:

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

- view a range of useful publications.

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

## Community profiles

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

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

Further community profiles will be developed as required.

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

## African Settlement DVD, Australia – a new home

The department has developed an onshore orientation DVD for newly arrived refugees and humanitarian entrants from Africa. *Australia – a new home* gives new African arrivals the opportunity to review important settlement information in their own home, as often as required, in their first few weeks in Australia. It will also assist settlement service providers to deliver orientation information and advice.

The DVD features interviews and role plays with recently arrived refugees who offer advice on some of the opportunities and challenges people may encounter when settling in Australia.

African entrants were identified as having special needs due to their difficult pre-migration experiences.

The DVD is voiced in six African languages, with English subtitles, to help address communication challenges faced by this group, such as low levels of literacy and English language proficiency.

Languages available are:

- Amharic
- Dinka
- Kirundi
- Sudanese Arabic
- Swahili
- Tigrinya
- English.

The DVD is broken into nine chapters:

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

For copies of the DVD, contact your nearest state or territory DIAC office.



# Settlement statistics

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

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

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

This data is accessible via the department's settlement reporting facility. Go to:  
[www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database](http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database)

Comprehensive demographic reports for each state and territory are available on the department's website.

Go to: [www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning](http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning)



## Profile – Matthew Rajabu

Burundi

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Two years after Burundian Matthew Rajabu and his family arrived in Australia, they are embracing the opportunities opened up by settlement in the NSW Riverina city of Wagga Wagga.

Matthew is studying at Charles Sturt University for a Bachelor of Arts in Social Work.

His wife Sango, who was born in the Democratic Republic of Congo, has begun a Business Management Course at Wagga Wagga TAFE.

And Matthew says his children – Peninna aged 12, Mary Lisase aged seven, six-year-old Samuel Lisase and Rebecca Lisase aged four – love the peace and freedom from persecution in their new home.

They have made lots of friends at their new schools and pre-school, and are getting involved in sporting, church and social activities.

Matthew was born in Rumonge in Burundi in 1969 and grew up working in his parents' shop.

His family was separated as conflict engulfed the country, and Matthew fled to Zimbabwe in 1997 where he reunited with his wife and eldest children two years later.

Matthew became a voluntary interpreter for the Zimbabwe Refugee Committee. He helped refugees who could not speak English and did pastoral work at churches in the refugee community.

But he says there was also tension in Zimbabwe, so the family was happy to be offered the chance to settle in Australia in 2005.

They flew from Africa to Sydney in a day, and then boarded a plane to Wagga Wagga.

Matthew says many things were at first hard to get used to, but the whole family is now becoming accustomed to their new country.

The Australian Government's Integrated Humanitarian Settlement Strategy (IHSS) helps entrants orient and meet any emergency needs on arrival.

It then provides support to help the entrants access mainstream services and become self sufficient.

IHSS services are delivered by service providers contracted to the Department of Immigration and Citizenship.

Volunteer groups also work with service providers to support entrants and assist them to settle into the local community.

The St Vincent de Paul Consortium is the lead IHSS agency in Wagga Wagga. The city's Multicultural Council provides case management, and Centacare provides trauma and torture counselling.

Matthew drove a car in Africa and soon gained a licence in Australia, which he says will help the family with things like the children's sport.

# IHSS service providers

State/ Territory	Region	Service providers	Contact details
NSW	Northern Metropolitan (includes Blacktown, Parramatta, Auburn and suburbs up to and including Newcastle)	ACL IHSS Consortium	02 9749 3338 ihssenquiry@acl.edu.au
	Southern Metropolitan (includes Liverpool, Campbelltown, Fairfield and down to and including Shoalhaven)	ACL IHSS Consortium	02 9749 3338 ihssenquiry@acl.edu.au
	Rural NSW (centred on Coffs Harbour and covers rural areas not managed from either ACT or SA)	Anglicare Sydney	02 9895 8170 ihssrural@anglicare.org.au
VIC	Eastern Metropolitan (includes Greater Dandenong, Casey and Whitehorse)	Adult Multicultural Education Services (AMES) IHSS Consortium	03 8558 8870 settlement@ames.net.au
	Western Metropolitan (includes Maribyrnong, Hume, Brimbank and Moonee Valley)	Adult Multicultural Education Services (AMES) IHSS Consortium	03 8398 4700 settlement@ames.net.au
	Rural Victoria (includes Greater Geelong)	Adult Multicultural Education Services (AMES) IHSS Consortium	03 9926 4744 settlement@ames.net.au
QLD	Metropolitan Brisbane (includes Ipswich and up to and including the Sunshine Coast)	Multicultural Development Association (MDA) Consortium	07 3337 5400 kerrinb@mdabne.org.au
	Toowoomba	Spiritus	07 4639 3983 caryan@spiritus.org.au
	Logan/Gold Coast	Assisting Collaborative Community Employment Services Inc. (ACCES)	07 3808 9299 margaretn@asi.org.au
	Cairns, Innisfail and surrounds	Migrant Settlement Services Centacare Cairns	07 4041 7699 migrantservices@centacarecairns.org
	Townsville and surrounds	Townsville Multicultural Support Group Inc	07 4775 1588 tmsg@beyond.net.au

State/ Territory	Region	Service providers	Contact details
SA	Northern Metropolitan and Rural (includes Salisbury, Enfield and Port Adelaide)	South Australian Multicultural Settlement Services (SAMCSS) Consortium	08 8217 9500 admin@mrcsa.com.au
	Western and Southern Metropolitan (includes Charles Sturt, West Torrens and Marion)	South Australian Multicultural Settlement Services (SAMCSS) Consortium	08 8217 9500 admin@mrcsa.com.au
WA	Northern Metropolitan and Rural North (WA north of the Swan River; includes Stirling and Wanneroo and Swan)	Metropolitan Migrant Resource Centre	08 9345 5755 admin@mmrcwa.org.au
	Southern Metropolitan and Rural South (WA south of the Swan River; includes Belmont, Vic Park and Melville)	Centrecare Migrant Services	08 9221 1727 reception@ cms.centrecare.com.au
TAS	Northern Tasmania (includes Launceston, Devenport, and North West Coast)	MRC Northern Tasmania	03 6332 2211 ihss.northtas@mrcltn.org.au
	Southern Tasmania (includes Hobart, Clarence, Kingsborough and Glenorchy)	Centacare Tasmania	03 62781660 ihss.centacare@aohtas.org.au
ACT and surrounds	ACT (includes Goulburn/ Yas Queanbeyan/South Coast)	Centacare Archdiocese of Canberra and Goulburn Consortium	02 6162 6100 lcrystal@melling@ centacare-canberra.org
	Riverina (includes Wagga Wagga, Albury-Wodonga and Griffith)	SVDP Consortium	02 6971 7175 wendy.oxley@vinnies.org.au
NT	Northern Territory	Melaleuca Refugee Centre, Torture and Trauma Survivors Service of the NT Inc	08 8985 3311 admin@melaleuca.org.au