

About the Research

Settlement outcomes of new arrivals

DIAC provides on-arrival and post-arrival support to new entrants in most need so that they can establish themselves and develop connections to mainstream services. To inform these settlement services, DIAC commissioned this study, undertaken by the Australian Survey Research Group, to obtain a better understanding of how Humanitarian Program entrants are faring during their first five years in Australia and to help identify what factors contribute to successful settlement.

It is a valuable update on the Humanitarian settlement process, given that the last Longitudinal Survey of Immigrants to Australia to include Humanitarian entrants is now over ten years old.

Key Messages

The study explored the relationship between settlement, defined as level of comfort of living in Australia, and variables in fields such as education, interaction with government, employment, income, accommodation, English proficiency, regional location and social connection. It found that, of the indicators, those that best predicted Humanitarian entrants' level of comfort were: happiness about themselves; confidence about making choices; being treated well by the local community; and ease of finding a place to live in Australia.

The research emphasis on Humanitarian entrants' own assessments will assist the department in conceptualising better the complex settlement process. We also expect that this report will provide useful guidance for a range of government agencies and local stakeholders in addressing the challenges faced by Humanitarian entrants, who typically arrive having experienced high levels of disadvantage.

Further analysis of survey data from this project and other sources could explore further the similarities and differences between Humanitarian, Skilled and Family streams and between particular country of birth, age and other subgroups.

Policy Innovation, Research and Evaluation Unit
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Settlement Outcomes of New Arrivals -

Study for Department of Immigration and Citizenship

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Executive summary

On behalf of the Department of Immigration and Citizenship, Australian Survey Research (ASR) conducted a study on the settlement outcomes of new arrivals to Australia. The main focus of research was on Humanitarian entrants, using holders of Family and Skilled visa holders as benchmark groups. The primary purpose of this study was to obtain a better understanding of how newly arrived Humanitarian entrants are faring and what variables contribute to them settling in successfully.

A self-completion paper survey was developed, based on previous studies in this field and existing knowledge within DIAC on migrant settlement. Just over 20,000 Humanitarian, Family and Skilled migrants were invited to participate in the study. The invited sample comprised 60 per cent Humanitarian entrants, 20 per cent Skilled migrants and 20 per cent Family migrants. More than 8,500 Humanitarian entrants and migrants responded with from 12-60 months experience of living in Australia.

Key finding: government perspectives on settlement differ from Humanitarian entrants' perspectives on settlement.

A key finding of the study is that DIAC defines successful settlement differently from how Humanitarian entrants think about settling well, where an equivalent phrase for settling well is *living comfortably in Australia*. Where DIAC, like other agencies, defines successful outcomes in terms of **systemic outcomes** (social participation, economic well being, level of independence, and personal well being), Humanitarian entrants define settlement in terms of **life outcomes** (personal happiness and community connectedness). Four key items best predicted the level of comfort felt by Humanitarian entrants:

- How happy a person feels about him/her self;
- Confidence about making choices about living in Australia;
- Being treated well by the local community since coming to Australia;
- Ease of finding a place to live in Australia.

Key findings from the survey: how Humanitarian entrants are faring

Though no evidence was found that settlement outcomes could be predicted using indicators outlined in the beginning of the study, answers to the survey questions provide a good overview of how Humanitarian entrants are faring:

1. Language

Humanitarian migrants are split fairly evenly on speaking/writing/reading English very well or well, compared with not well or not at all. A large majority (72%) have studied or are studying English in Australia. 85% of Humanitarian entrants find the English language classes provided appropriate. Those who found the classes not to be appropriate named the length of the program as the main reason (510 hours of study was deemed to be too few).

Class attendance turns out to be crucial for learning English. With active class attendance the proportion of people *speaking well* increases over time, whilst the proportion who *do not speak English at all* decreases over time.

English offers considerable opportunities other than just simply learning the language. Respondents mentioned in particular that classes offered opportunities to make friends and learn about living in Australia.

2. Education

75% of Humanitarian entrants arrive with at least *high school level* education in Australia. Around a quarter of Humanitarian entrants obtain a technical or university qualification after arriving in Australia. Nearly 50% of those who arrive with *trade qualifications* go on to obtain more technical

or university qualifications in Australia. 43% of those arriving with a *university degree* on arrival obtain further university qualifications after arrival.

In total nearly 35% Humanitarian entrants have a technical or university qualification either before or after arrival in Australia – compared to 39% of the Australian population 15 years and older. The most common fields of study for Humanitarian entrants are in the humanities and in health care.

3. Interaction with government

Humanitarian entrants are heavily dependent on Centrelink payments and based on information reported in this survey that dependency reduces only slightly over time.

Most have used an interpreter in the first six months, and more than half of the Humanitarian entrants who used an interpreter found them easy to use.

The majority of Humanitarian entrants interacting with DIAC have indicated that the interaction was *easy*. Adult Migrant English Program (AMEP) participants also find it easy to access public support services, though in comparison with other streams Humanitarian entrants find it harder to use these services. The main reasons mentioned were communication problems, including limited ability to speak English.

4. Employment and income

Of the migration streams represented in this survey, Humanitarian entrants are most likely to be unemployed, even after five years of settlement. Conversely, Humanitarian entrants display a higher involvement in further education activities. Most Humanitarian entrants are strongly focused on creating a new life and studying for a qualification in Australia is an important step in this journey.

If they are working (mostly those less than 45 years of age who tend to speak better English), they tend to work in jobs with fewer hours and receive less remuneration. Job satisfaction levels were not high.

5. Health and personal well being

Humanitarian entrants mostly report excellent or good physical and mental health, though less overwhelmingly so than other migrant streams. Humanitarian entrants' health appears to remain constant over time. Where treatment was required, a larger proportion of Humanitarian entrants compared with other migrants considered treatment to be successful.

Similarly, personal well being (levels of happiness, confidence and comfort) is considerably lower than other migrants, and these levels do not change significantly over time – or at least not in the five years covered in this study.

6. Accommodation

Humanitarian entrants experience similar accommodation issues to other migrants, just more negatively: it is hard to find appropriate and affordable accommodation.

7. Connections to others and the community

Around a quarter of both Humanitarian entrants and Family migrants reported they knew no one before they arrived. However, Humanitarian entrants are likely to have more links in Australia before arriving than other streams.

Paradoxically, having no links in Australia prior to arrival appears to make Humanitarian entrants more economically independent as indicated by the speed of learning English and of obtaining a qualification and paid employment. Still, having pre-existing links before arriving makes a small but significant positive contribution to overall settlement outcomes.

Overall, Humanitarian entrants are as well connected in their *own* communities as other migrants, and even more so in terms of religious, cultural and school connections. This is important as connectedness is a key predictor of how well Humanitarian entrants feel they have settled in Australia. However, if a person indicated that (s)he was well connected, this does not necessarily mean they feel connected with the local community in which they reside or with the broader Australia.

The majority of respondents believe that they are treated well by their local community.

Obtaining or intending to obtain citizenship can be seen as an indicator of connectedness for new migrants. Nearly all respondents indicated that they were or intended to be citizens. However, 11% of those Humanitarian entrants who had already become citizens have not enrolled to vote and this is similar to the percentage of all Australians who are eligible but not enrolled to vote.

Additional findings from demographic analysis of Humanitarian entrants

- Time lived in Australia affects a number of aspects of settlement, such as better language skills and increased education and employment. However, it does not appear to affect a Humanitarian migrant's sense of personal well-being.
- Increased age appears to reflect a society-wide pattern: younger people do more of everything. Older people are more likely to be dependent on others in some form and less likely to have a job.
- Afghans have a different settlement experience compared with most other cultural groups, such as having poorer English skills and lower qualification levels. Yet they are more likely to borrow money, obtain mortgages and experience difficulties in paying for them.
- Regional settlement appears to contribute positively to the settlement process, including socially, economically and in terms of personal well-being.
- State of residence has little overall impact on the settlement experience. State experiences vary somewhat but generally similar patterns prevail.

Introduction

On behalf of the Department of Immigration and Citizenship, Australian Survey Research (ASR) conducted a national, quantitative survey of recent migrants to Australia. While the focus of the study was on Humanitarian refugee settlement, Family and Skilled migrants were included in the study for comparative purposes.

This is a first-of-its-kind study for DIAC and, to our knowledge, internationally. It is a first because of its scale as well as its scope. It was well understood when commencing the study that only some, and not all topics, could be addressed in this first study. The scale and methodology selected each imposed their own limits, the budget imposed some other limits and the untested nature of the topic imposed yet more. Together we understood this to be a journey with many discoveries yet to come.

This report outlines:

- study objectives
- previous work in the area
- the population that was studied
- how the study developed, from pilot testing to deployment including the methodology used
- how results were analysed
- advanced analysis which begins to predict settlement outcomes
- basic findings in the form of descriptive statistics
- findings from demographic analysis not discussed in previous sections of the report
- next steps in understanding the settlement process.

To ease the often challenging journey when reading long and complex reports, we have included a:

- glossary of terms in Appendix A
- detailed breakdown of the response and non-response sample in Appendix B
- detailed spreadsheets of frequency counts from which most charts and tables have been constructed in Appendix C
- copy of the questionnaire used in the study in the final Appendix D.

ASR wishes to acknowledge the significant assistance provided by members of the DIAC Settlement Branch and particularly Marieke Kleiboer (Director CSM Research, Evaluation and Planning) as well as Anita Davis (Executive Director, Policy Innovation, Research and Evaluation Unit) in developing the study and finalising the report.

Study development

Study background and objectives

The Australian Government views successful migrant settlement as integral to the achievement of a society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably.

Australia's permanent immigration program comprises two components: the Migration Program for Skilled and Family stream and Special Eligibility migrants; and the Humanitarian Program for refugees, Special Humanitarian Program entrants and permanent protection visa holders. In 2008-09 the Migration Program was set at 171,800 places while there were 13,500 places in the Humanitarian Program.

Stream definitions

Australia's **Humanitarian Program** comprises two components: offshore resettlement for people overseas and onshore protection for those people already in Australia and who claim Australia's protection. Under the offshore component, Refugee visas and Special Humanitarian Program visas are issued. In 2008-09 Australia's commitment was to three priority regions—Africa, Asia, and the Middle East/South West Asia region.

The **Family stream** of Australia's Migration Program contains a range of visa classes that meet broad social and family reunion objectives. Currently, about 75 % of the Family stream comprises partners of Australian citizens and permanent residents. The remainder comprises children, parents, remaining relatives, carers and aged dependent relatives.

State-specific and regional **Skilled and Business migration programs** help employers and state and territory governments fill skill shortages that cannot be filled locally. These programs are targeted to address existing and projected skill shortages and help in the development of local communities.

Study objectives

The primary purpose of this study was to obtain a better understanding of the settlement outcomes of new arrivals (less than five years) to Australia. Although the broad scope of this study was settlement outcomes, the main focus of research was Humanitarian entrants. Family and Skilled streams were included primarily for comparative purposes only – to create some context about similarities and differences in experiences.

At the time of commissioning the study there was, and still is, limited qualitative or quantitative data about the settlement outcomes of refugees and Humanitarian entrants who have arrived in the past five years. This is generally considered the period during which new entrants establish themselves in Australia and develop connections to mainstream services.

The research findings will assist in further develop an evidence-base to inform settlement policy and program design, as well as programs delivered by mainstream agencies such as health, education and employment services.

DIAC requested the following indicators of settlement to be quantified:

- migration category.
- income sources and levels.
- employment history.
- education and qualifications.
- communication skills (self-assessed), including language, literacy and numeracy, and
- health and well-being.

The respondent sample needed to include sufficient numbers to represent new arrivals so that they could be analysed by age, country of birth and by migration category, residence in metropolitan and regional locations as well as by state/territory. In addition, the length of time a person lived in Australia, ranging from 12 and up to 60 months needed to be sufficient for analysis.

Because of the nature of records within DIAC, country of birth is the closest indicator of a person's ethnicity. Many DIAC records about settlers are incomplete in relation to ethnicity while country of birth is nearly always a complete field (entered for most records) in DIAC databases.

Previous studies and model

Prior to this study on settlement outcomes, to our knowledge, no large scale national, quantitative study has been conducted in Australia about Humanitarian settlement outcomes. To our knowledge the same applies internationally. A large scale Canadian study conducted in 2001 has tracked one cohort of immigrants to Canada but only collected data six months after arrival and focused on all immigrants, not just those with refugee or humanitarian status. International searches were conducted using key words including *refugee, settlement, immigrant, migrant, migration, integration, indicators, benchmark/s and research*.

In developing a framework for predicting settlement outcomes ASR drew on a number of previous studies and papers which are outlined below.

DIAC has conducted three waves of the Longitudinal Survey of Immigrants to Australia (LSIA) which have focused on certain visa categories within Skilled and Family migrants. Two of these waves included Humanitarian entrants. DIAC is currently conducting a Continuing Survey of Australian Migrants (CSAM) which addresses certain visa categories within Skilled and Family migrants. CSAM focuses on the first 12 months of arrival only.

Khoo and McDonald's (2001) study aimed to develop a set of indicators of settlement success of migrants as well as to establish a set of benchmarks against which settlement indicators could be measured. The study proposed a framework exploring settlement indicators across four dimensions – social participation, economic participation, economic well being and physical well being. The study found that the four dimensions were closely related and formed an interlinked system (Khoo & McDonald 2001).

The *Indicators of Integration* study commissioned by the Home Office in the United Kingdom (Ager and Strang 2004) investigated different understandings of integration. Their aim was to establish a framework of integration that would assist policy makers with planning and evaluation services for refugees. Their framework comprises ten distinct but interrelated factors under which a series of indicators could be used to assess performance. The ten factors were employment, housing, education, health, social bridges, social bonds, social links, language and cultural knowledge, safety and stability, and rights and citizenship.

The Centre for Multicultural Youth Issues (2006) paper about youth refugee settlement outlined some broad categories that could be used to define *good settlement*. These categories included material conditions, educational and occupational needs, broader environmental factors, for example, safety, wellbeing and social connectedness and empowerment and agency. The study concluded that there were gaps in existing policy that meant that young refugees' needs were not being met and they were not receiving enough support to facilitate good settlement outcomes.

Considerable thinking about migrant settlement has also been conducted in New Zealand, but no quantitative studies appear to have been conducted at this time to support the Department of Labour's thinking.

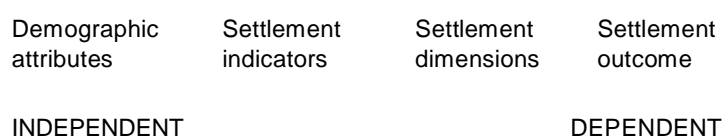
As a result of the above and a broader literature review and discussions within DIAC, we generated the following hypothetical framework and concepts (constructs) to guide question development and predictive analysis (See table 1). In this framework, it was hypothesised that the key settlement indicators would have some relationship with each other, and would contribute to (have a relationship with) key settlement dimensions. Settlement dimensions would, in-turn, contribute in whole or part to an overall measure of settlement (the primary dependent variable).

In other words, the more dependent a variable is the more likely it is to be affected by an independent variable.

Table 1: Initial conceptual framework for hypothesising about settlement outcome

Demographic attributes <i>Primary independent variables</i>	Settlement indicators <i>Secondary independent variables</i>	Key settlement dimensions <i>Secondary dependent variables</i>	Settlement outcome <i>Primary dependent variable</i>
Gender Country of birth Age Length of time in Australia Marital status Postcode of residence Links before arriving in Australia	English proficiency Participation in education and training Participation in community life (such as school, volunteer work, religious group, etc) Citizenship intention Amount of community acceptance	Social participation	Settlement outcome (proxy: level of comfort living in Australia)
	Level of income Job satisfaction Satisfaction with accommodation Level of debt	Economic well-being	
	Drivers licence Ability to access and use community services Source of income (govt vs employment) Ability to make choices about own life	Independence	
	Physical health Mental health Level of personal confidence	Personal well-being (proxy: happiness)	

Effectively, we viewed the settlement framework as a continuum.



While it was believed settlement dimensions would be related amongst themselves within a settlement dimension, they could possibly be related to other dimensions as well. Demographic variables of Humanitarian entrants such as age, gender, location, time in Australia, etc, would be the independent variables. Overall settlement outcome, measured by a proxy of *level of comfort of living in Australia*, was considered the most (or primary) dependent variable while settlement dimensions were considered effectively as intermediary or secondary dependent variables: as constructs they formed a sub-set of the most dependent variable – settlement success. For example, social participation would affect or contribute to overall settlement outcomes. See below for an explanation of the term *proxy*.

The indicators in table 1 were effectively ways of assessing or collecting data about the settlement dimensions and considered somewhat less dependent (or somewhat more independent) on settlement success. We also considered that level of happiness could be considered a dependent variable where *happiness* was a proxy for *personal well-being*.

Proxies

As discussed in the pilot section below, we found that many Humanitarian entrants did not understand the **word** *settlement*, so we were hesitant to use this term within the questionnaire. Many, but not all, Humanitarian entrants did understand the **concept** of settlement but only after considerable explanation. Similarly, we were concerned about using words and concepts such as *personal well-being*. As a result, we ended up using as simple as possible words as proxies for complex concepts. For example, the concept of *settlement* was expressed in question wording as *comfort in living in Australia*. The concept of personal well-being was expressed as *happy*. The concept of self-esteem was expressed as *confident about* and the concept of participation was expressed as *often involved*. We understood that the words were not identical to the concepts or constructs being measured, but we were considerably limited because we were using a self-completion instrument where there was no external validation or comprehension checking process. These simpler and we believed more understandable, words were as close as we could get to what we were trying to measure, and hence we have used the term *proxy*.

See later discussion on predicting Humanitarian settlement for a mapping of proxy terms to hypothetical constructs.

Population and sample specifications

DIAC's Settlement Database (SDB) was used to define the population and source the sample for the study. While SDB includes information like country at birth, age, gender, migration stream, main language, English proficiency, location of residence in Australia, SDB does not hold Australian phone numbers or email addresses. This limitation meant that a paper-based survey mailed to addresses held in the SDB was the only feasible deployment methodology.

The following criteria were used to select records for the study:

- Humanitarian, Skilled and Family visa applicants where permanent residency has been granted. Temporary visa applicants were not included in the population.
- visa was granted 12 to 60 months from date of extraction or the migrant arrived in Australia in that same period, whichever date better reflected 12 to 60 months experience of living in Australia. In certain visa categories some people have considerable experience of living in Australia before being granted permanent residence. Examples include Skilled migrants who previously lived in Australia on student visas, and Family migrants who have lived in Australia on some form of temporary visa and then become permanent residents after several years of living in Australia. In these cases, arrival date is well before grant date and arrival date was used to select records in this situation. Some Humanitarian entrants have the reverse situation, where grant date is many months or even years before arrival date.
- primary applicants only. This means that dependents of primary applicants who were on the same application as the primary applicant have not been included in this study.
- applicant was 18 years or older.

Sample selection criteria must be kept in mind at all times when reading and interpreting results as they may limit the extent to which results can be applied to a broader population.

It was agreed with DIAC that 20,000 migrants would be invited to participate in the study and that the invited sample would comprise 60% Humanitarian entrants, and 20% each of Skilled and Family migrants.

DIAC provided all recent Humanitarian records within the SDB that met the selection criteria along with 10% of all Skilled and Family migrants that fitted the criteria. Effectively this was the population from which a population profile and strata were developed.

A stratified random sample was drawn from the population using stream, age, months in Australia, state, region of birth and metro/regional address location as strata.

After removing duplicate and out of range records, nearly all Humanitarian records provided were used in the invitation sample. This effectively became a census of Humanitarian records that met the selection criteria.

Because of the arrival/grant date disparities, the study only focused on Skilled and Family migrants who arrived in Australia 60 months or less from the date of extraction from the SDB. It should be noted that the sample selection criteria for this study did not include long-term onshore Skilled or Family applicants. Very little is known about these types of migrants and their settlement experiences and this is a potential area for future research.

Response set profile

The response set and population profile comparison can be found in attachment B. The population profile was drawn from all Humanitarian records held in the SDB that met the selection criteria and 10% of Skilled and Family records held in the SDB and that met the selection criteria.

The response set profile closely matches the population profile on all strata. At the 95% confidence level and $\pm 5\%$ confidence interval, there are sufficient records in all critical sample cells to be representative of the population. This is an excellent record set both in its size and composition and most results can be interpreted with a high level of statistical confidence.

Non-response analysis, also in attachment B, shows that non-respondents closely match the population profile on key demographic strata therefore demonstrating that there is no response bias. Again, this is an excellent result and further reinforces that results can be interpreted with statistical confidence.

Deployment method

Given data and budgetary limitations and that statistical representativeness was required across a large sample frame, it was agreed to use a self-completion mail survey with a single reminder. A reminder letter, including a copy of the questionnaire was sent to everyone who had not answered by the due date. A single page translation insert was included with both the invitation and reminder letters. The translation insertion covered 12 common languages and explained what the survey was about, when the questionnaire should be returned, along with a toll free number to call for interpreter assistance.

The self-completion requirement posed a number of limitations on the study mainly around the complexity of concepts covered, language used and length. The questionnaire had to be understandable to low level English readers, extremely simple in terms of layout and logic for self completion reasons, and not too long, particularly if interpreters were to be involved.

It was originally proposed to conduct telephone interviews for sample cells with low response rates. However, without telephone numbers in the SDB it was decided that this approach was very costly and potentially fruitless as not all people actually had a landline phone number irrespective of whether or not it was held in the SDB. Instead, targeted mail reminders were sent to all non-responding and previously not selected Humanitarian entrants in regional areas and /or in the 18-24 year age bracket as these were the two lowest responding and least representative cohorts and regional and youth Humanitarian entrants were of particular interest to DIAC for policy and program reasons. The reminder achieved the desired results of increasing particular cohorts of respondents.

ASR resourced a help desk during working hours and it took over 200 calls during the field work period. Over 100 of the calls received involved the use of the Telephone Interpreting Service (TIS) National and these calls covered 19 languages. Arabic was the most common language required (around 35%).

How the study developed

The study had four major phases:

1. question development.
2. pilot testing.
3. survey deployment.
4. analysis.

Questions were developed in consultation with relevant DIAC staff particularly those involved in Humanitarian and settlement policy development, settlement planning and program management, and staff from research areas within DIAC. Previous studies, particularly DIAC's Longitudinal Study of Immigrants to Australia (LSIA) and the Continuing Survey of Australian Migrants (CSAM), as well as the UK Home Office and Centre for Multicultural Youth publications, helped inform the first draft.

Wherever possible, questions followed the Australian 2006 Census format and/or were closely aligned with the current CSAM study. Questions from a number of areas were proposed to a DIAC staff project group and then prioritised. The resulting questionnaire was pilot tested.

An initial content pilot test was conducted face-to-face with 31 recent Humanitarian entrants across a mix of ethnic groups, ages, family situations, time in Australia and genders. All pilot participants were located in south-east Melbourne. Participants were recruited through English language program providers or social support groups known to local government authorities. Feedback indicated that completion instructions and questions, particularly some complex terms, had to be simplified.

The questionnaire was refined and used in a second pilot test. The purpose of the second pilot was to assess the response rate and response set bias. ASR drew a stratified random sample of 390 SDB Humanitarian records for the response rate pilot.

From examining completed questionnaires in the second pilot, ASR obtained good evidence about how well question instructions were followed. Further changes were made to the questionnaire to improve question layout, wording and instructions. However, the response rate for the second pilot indicated that from mailing out 20,000 records we could obtain a sufficient sample to be statistically representative of the designated population across a complex sample frame.

The full survey was deployed from the first week of February until the beginning of April 2010. This period covered sending the original invitation and questionnaire, a reminder with questionnaire to all non-respondents and a targeted reminder to selected Humanitarian entrants.

Once records were scanned and comments were data entered, ASR conducted preliminary descriptive analysis. This was presented to key DIAC stakeholders and joint decisions were made about data cleansing, analysis priorities and analysis categories.

External validation

When designing the questionnaire, we attempted to keep some items very similar to those used in the CSAM study so that the two studies could be compared, noting that CSAM only surveys Family and Skilled migrants. Examples of comparable items included:

- how well English was spoken.
- qualifications obtained since arriving in Australia.
- income, hours worked and occupational group.
- all aspects of accommodation, including finding, paying for and satisfaction with aspects of where people lived.

When results from this study of settlement outcomes (early 2010) were compared with CSAM results collected in late 2009, answers followed identical patterns, with nearly all comparable

percentages within the $\pm 5\%$ confidence interval. For example, in this study of settlement outcomes, 43.3% of Family migrants and 62.3% of Skilled migrants indicated that they spoke English well, compared with 42.6% and 68.0% respectively in CSAM.

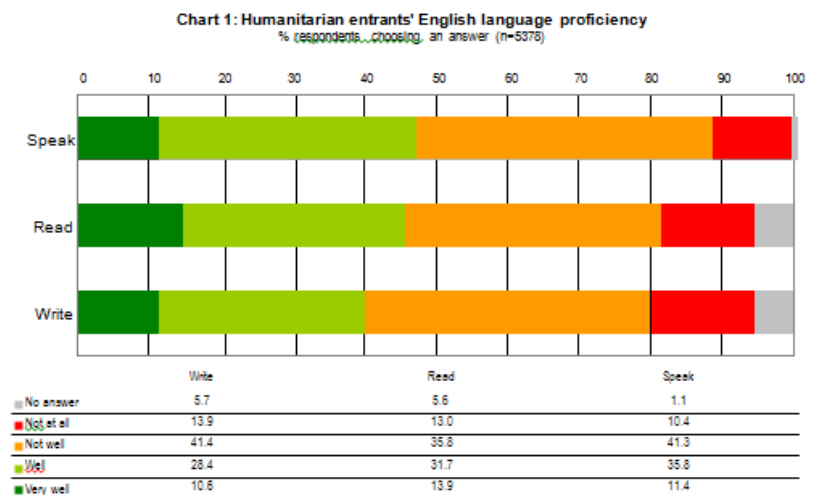
The high degree of correlation of answers across a range of topics, conducted with similar but not identical samples, using very similar questions and methodology, is a strong indication that the settlement outcomes study has produced reliable and accurate data.

Basic findings by stream

This section outlines the descriptive statistical findings of the study with a focus on Humanitarian entrants. In all cases, initial comparisons are made with Skilled and Family migrants who participated in the study but interpretation focuses on Humanitarian entrants. In many topics, detailed demographic analysis has been included to add further insight to the findings. Further demographic analysis, not discussed in the basic findings section, appears in its own section later in the report.

Language

When all Humanitarian respondents who have lived in Australia from 12 to 60 months are analysed together, roughly equal proportions of Humanitarian entrants speak English *very well* and *well* (combined) compared with those who speak English *not well* and *not at all*. A slightly higher proportion of entrants can read *very well* compared with speak and write

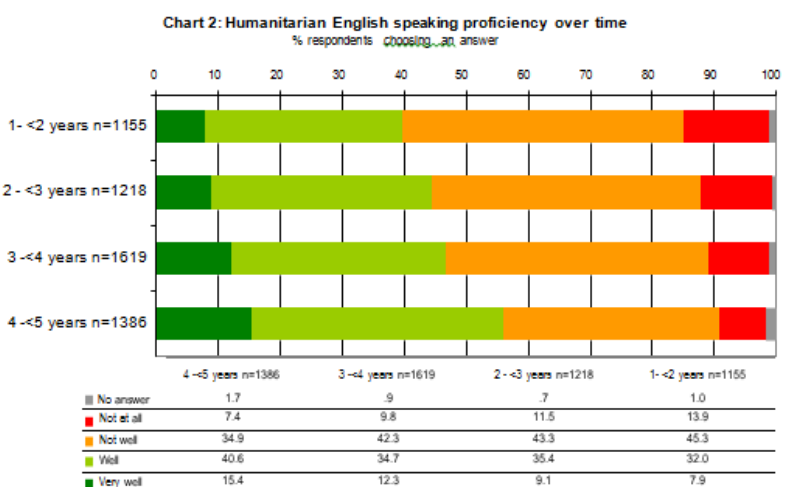


very well.

Younger people are significantly more likely to speak, read and write English at a higher level than older age groups. Humanitarian entrants from Afghanistan and Burma are most likely to have the poorest speaking, reading and writing skills of all cultural groups. Regional entrants are most likely to speak better English than their metropolitan counterparts and those who knew no one before they arrived in Australia are more likely to speak, read and write better than those who knew one or more people before they arrived.

When Humanitarian entrants' English speaking proficiency is analysed by length of time in Australia, speaking proficiency increases over time, with a proportionately larger increase in the 4 and up to 5 year period of settlement – see chart 2. A majority of Humanitarian entrants indicate that they can speak English *well* or *very well* after 4 years of settlement.

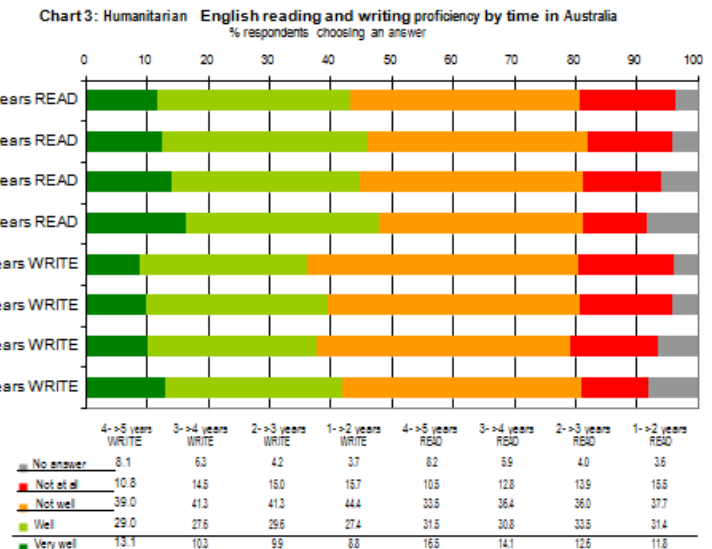
While the proportion of entrants who *do not speak at all* halves over the 5 year period surveyed (from around 14% to 7%), it decreases slowly. In other words, the trend indicates that most of the people who *do not speak English at all* at the end of five years will probably stay that way for some time.



The very well levels for English reading and writing proficiency increase slowly over time as do the *not at all* levels decrease slowly over time.

Note a considerable proportion of *no answers* for some of the time categories, especially the 4 and up to 5 year period.

The n counts for each time period in chart 3 are the same as for the chart 2.

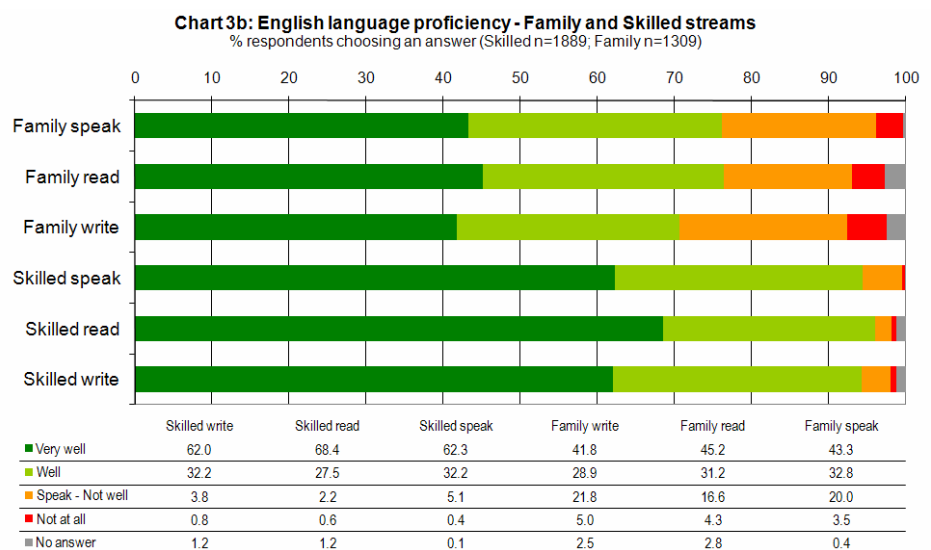


When compared with the Australian Bureau of Statistics 2006 Census data, Humanitarian entrants from the settlement study do not speak English as well as those people in the Census who indicated that they spoke English and another language. Refer to table 2 below. When interpreting this comparison, it must be understood that the Census figures are an aggregate of all people in Australia who speak a language other than English and not just those who have arrived five years ago or earlier. As chart 2 shows, speaking proficiency increases over time, so it is not surprising that recent settlers have less proficiency.

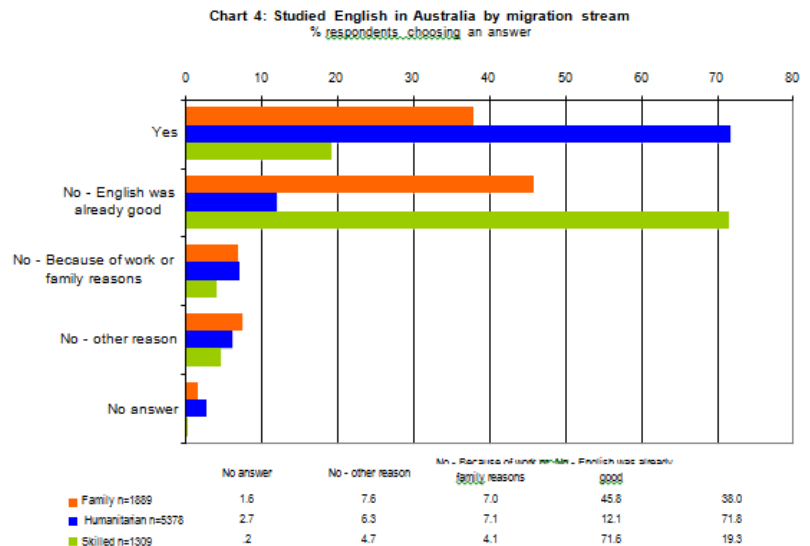
Table 2: Humanitarian language proficiency comparison with ABS Census 2006

Data source	Very well / well %	Not well / not at all %	No answer%	Total %
Speaks other language and speaks English from ABS Census 2006	80.8	17.5	1.7	100.0
Humanitarian entrants from DIAC Settlement Outcomes 2010	47.2	51.7	1.1	100.0

Skilled migrants are much more fluent than the other two streams in all forms of using the language (speaking, reading and writing), while Family migrants are somewhere between the Skilled and Humanitarian levels of proficiency in all forms of the language. Overall, the speaking and reading results are significantly different between streams.

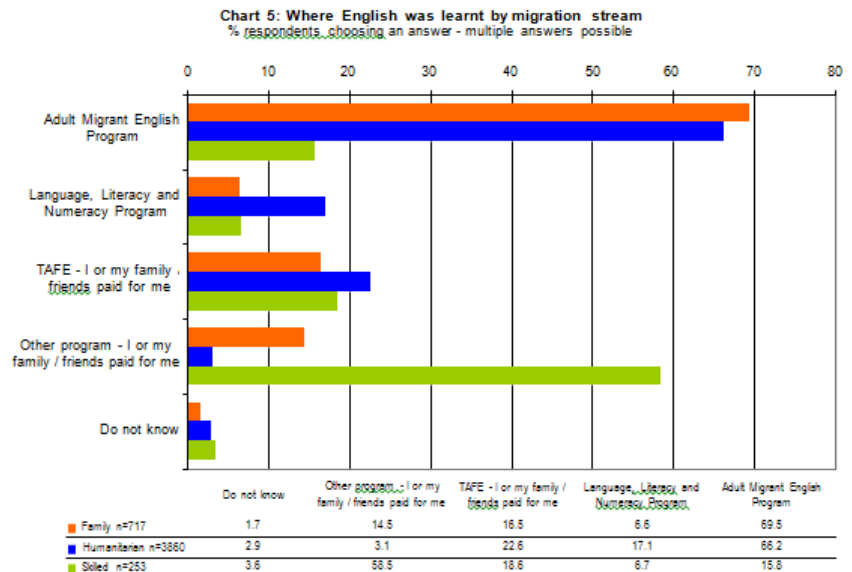


Close to 72% of Humanitarian entrants have studied or are studying English in Australia. Results were significantly different between streams and, not surprisingly, Skilled migrants have the lowest incidence of studying English in Australia.

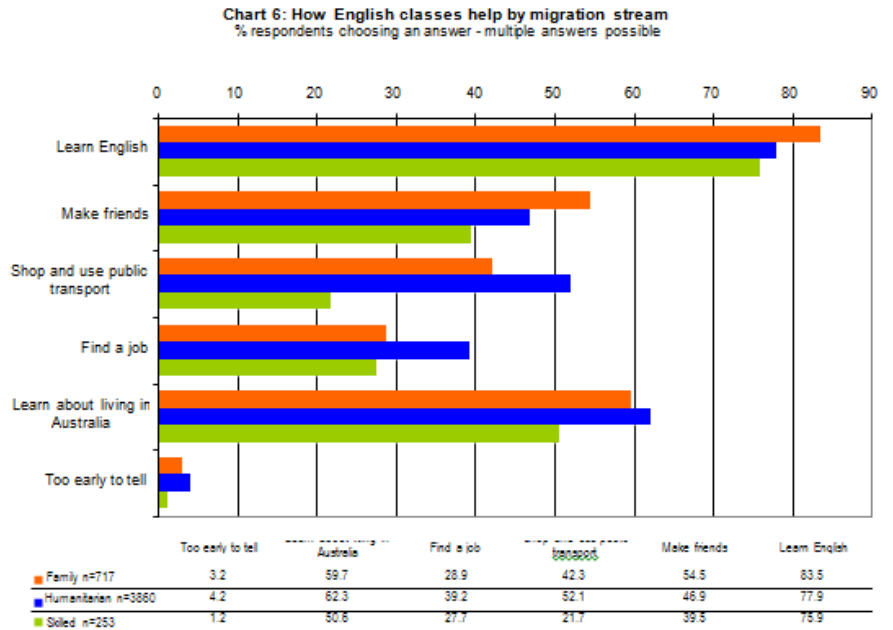


Yes

Only people who indicated that they studied English in Australia were asked to indicate where they learnt or were currently learning English. Adult Migrant English Program (AMEP) is the most common source for both Humanitarian and Family migrants while a private provider was the most common source for Skilled migrants.

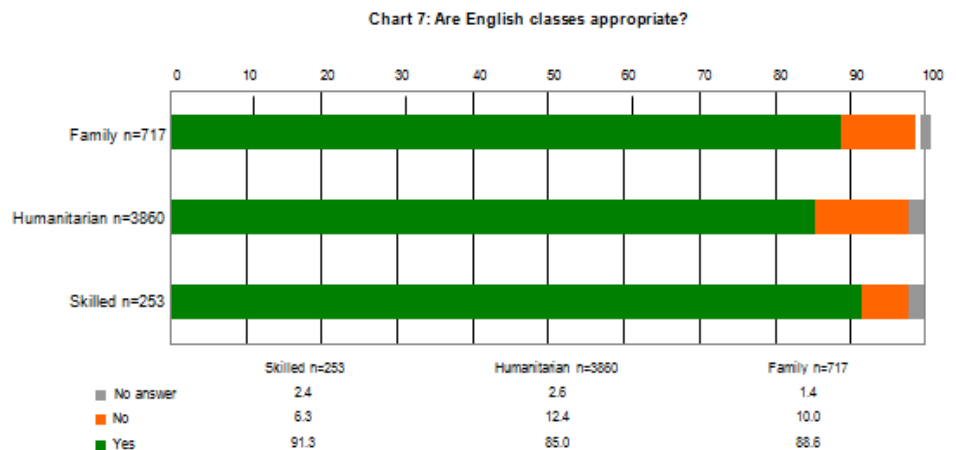


The benefits of studying English follow a similar pattern for all streams. Learning English offers considerable lessons or opportunities other than simply speaking, reading or writing English. The most common additional benefits apart from learning English are learning about living in Australia, learning how to shop and use public transport, helping find a job and simply making friends.



Note the small count (n) for Skilled migrants in this question and as displayed in the data table in charts 5 and 6. All despite similar patterns for some results and streams. Note that respondents could choose multiple answers to these for each stream.

A vast majority of migrants who attended English classes found them appropriate where appropriate was defined as enough hours, easy to get to and taught at the right level – refer to chart 7.



For those who indicated that classes were not appropriate, roughly around 10% of all respondents who had studied English in Australia (n=568), the major reason given for inappropriateness was not enough hours (often expressed as 510 hours was too little) (n=222). Other much less common reasons included inappropriate levels (too hard, too easy or classes too mixed), rest of life demands affecting class attendance, or learning issues such as being too old, never studying before or being illiterate. See table 3.

Table 3: Reason why English classes are not appropriate (% of people who indicated that classes were not appropriate)

Reason	Family n=72	Humanitarian n=480	Skilled n=16
Need more hours, more time to learn	31.9	41.2	28.6
Not taught at right level	2.9	3.2	7.1
Class level was too high or classes too hard	10.1	7.4	.0
English is hard to learn / still don't speak English well	5.8	8.0	7.1
Teaching ineffective / poor teacher / poor teaching methods	14.5	7.8	42.9

When examining the impact of English language classes on English speaking proficiency, those people who attended classes of any type were compared with those who did not attend classes. Those who did not attend English classes because they indicated that their English was already good were excluded from this analysis which left only the people who did not attend because they were busy with other aspects of their lives or for another unstated reason.

Table 4 indicates that any attendance at any English language class makes a significant difference to the proportion of people who speak English *well* (the proportion increases over time) and to the proportion of people who do *not speak at all* (the proportion decreases over time). The yellow bold highlights indicate significant difference between cells across a row. The proportion of those who have attended classes and who speak *very well* triples over 4 years while the proportion who do not speak at all and have attended classes halves over 4 years. A fair proportion of those who do not go to classes still learn English, but they appear to learn at a slower rate.

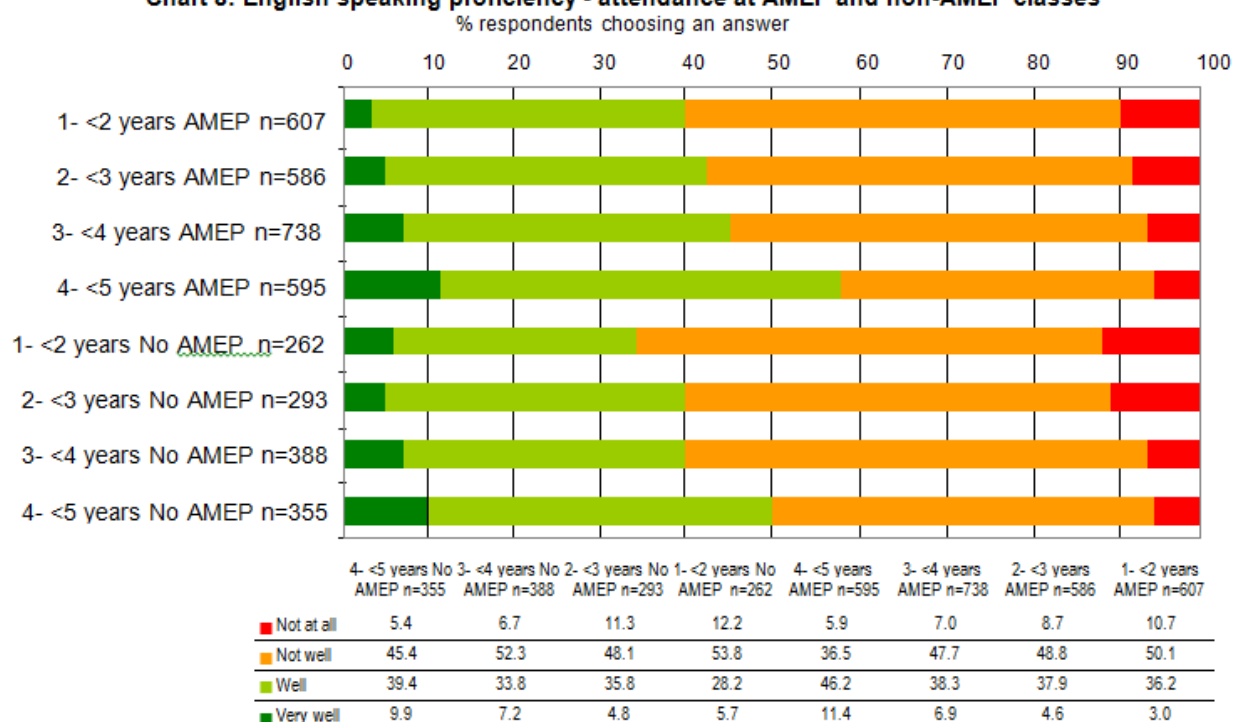
Table 4: English speaking proficiency by years in Australia by attendance at any type of English language classes (% of people who indicated that they did / did not attend classes within a time cohort)

English speaking proficiency	1 and up to 2 years		2 and up to 3 years		3 and up to 4 years		4 and up to 5 years	
	No %	Yes %	No %	Yes %	No %	Yes %	No %	Yes %
<i>Cross tabulation with column totals</i>	n=135	n=869	n=164	n=879	n=222	n=1126	n=195	n=950
Very well	3.0	3.8	2.4	4.7	5.0	7.0	6.2	10.8
Well	16.3	33.8	21.3	37.2	17.6	36.8	26.7	43.7
Not well	42.2	51.2	45.7	48.6	45.9	49.3	45.1	39.8
Not at all	38.5	11.2	30.5	9.6	31.5	6.9	22.1	5.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

When examining the pattern of English speaking proficiency of those who attended AMEP compared with those who attended any other type of English language class, English speaking proficiency is proportionately higher for AMEP participants in the first 2 years after settlement, then it becomes the same. However, it increases in the 4 and up to 5 year cohort. So AMEP has appears to have some relationship with English proficiency.

However, this pattern of results needs to be treated with care. AMEP may not be the causal factor, simply a related factor. People who attend AMEP may have a higher learning aptitude or interest in learning, or may have less pressing income issues (as examples only) and therefore learn English faster or have more time to learn English.

Chart 8: English speaking proficiency - attendance at AMEP and non-AMEP classes



Education

Close to 75% of Humanitarian entrants arrived with high school level education or lower levels, including no education, keeping in mind that this statement is only about primary applicants who were 18 years or older at the time of conducting the study. Just over 17.3% arrived in Australia with no education.

We have termed education before arrival as *before* education. Around 23% of Humanitarian entrants have obtained a technical college or university qualification in the period 12 to 60 months after arriving in Australia. Family migrants follow a similar pattern and all of the education results for *before* arriving and *after* arriving in Australia are significantly different between streams.

When further examining what happens educationally with Humanitarian entrants after they arrive in Australia, table 5 shows that most who arrive with little or no education do not obtain any education after arrival (bold yellow highlights). However, just under 50% of those with trade college qualifications before arrival obtain trade college or university qualifications after arrival, while just over 43% of those with university qualifications before arrival obtain further university qualifications after arrival (italic blue highlights).

Table 5: Humanitarian entrants' education levels before and after arriving in Australia

Humanitarian entrants only <i>Cross tabulation with row totals</i>			Highest level of education completed since arriving in Australia					Total
			No new qual	Primary school	High school	Trade college	University	
Highest level of education before coming to Australia	None	n	811	28	3	43	1	886
		%	91.5%	3.2%	0.3%	4.9%	0.1%	100.0%
	Primary school	n	710	0	19	96	2	827
		%	85.9%	0.0%	2.3%	11.6%	0.2%	100.0%
	High school	n	1099	0	280	509	34	1922
		%	57.2%	0.0%	14.6%	26.5%	1.8%	100.0%
	Trade college	n	201	0	0	160	23	384
		%	52.3%	0.0%	0.0%	41.7%	6.0%	100.0%
	University	n	455	0	0	211	139	805
		%	56.5%	0.0%	0.0%	26.2%	17.3%	100.0%
	Total	n	3276	28	302	1019	199	4824
		%	67.9%	0.6%	6.3%	21.1%	4.1%	100.0%

In total 34.8% (n=1874) Humanitarian entrants have a technical or university qualification, either before or after arriving in Australia. This compares favourably with the ABS 2006 Census which indicates that 39.4% of the Australian population 15 years and older has a technical or university qualification. People from Iraq, Iran and the Congo are more likely (compared with all other countries of birth) to have university qualifications before arriving in Australia. Humanitarian entrants living in regional areas are more likely (compared with metropolitan Humanitarian entrants) to obtain trade or university qualifications after arriving. Of all countries of birth, Sierra Leonens are most likely to obtain trade qualifications after arrival (n=144). Sierra Leonens (n=19) along with Sri Lankans (n=35) are most likely to obtain university qualifications but these counts are fairly small and should be used with caution.

Table 6 shows that there is an increase in obtaining trade college qualifications the longer an entrant lives in Australia. Demographic analysis indicates that these are mostly younger people who obtain further qualifications.

Table 6: Humanitarian entrants' education levels before and after arriving in Australia by time in Australia

Highest level of education <i>after</i> arriving in Australia (% of time cohort)	1 and up to 2 years n=1060	2 and up to 3 years n=1099	3 and up to 4 years n=1467	4 and up to 5 years n=1275
No new qualification	75.6	69.4	66.5	60.6
Primary or elementary school	0.5	0.5	1.2	0.4
High school	5.3	6.4	6.5	6.7
Trade college	15.5	19.7	21.6	27.4
University	3.2	4.0	4.3	4.9
Total	100.0	100.0	100.0	100.0

The fields of study of those people who obtained a technical or university qualification in Australia are displayed in table 7. Fields have been coded to the first level of the Australian Standard Classification of Education (ASCED) 2001 version. Bold yellow highlights in table 8 indicate the most common fields of study for each stream. Significant differences between streams are indicated in the far right column of the same table.

The most common field for both Family and Humanitarian streams is society and culture, while management and commerce is the most common field for Family and Skilled migrants. The next most common field of study for Humanitarian entrants is health.

Table 7: ASCED fields of Australian technical and university qualifications by migration stream

ASCED field of study	Family		Humanitarian		Skilled		Sig diff
	n	%	n	%	n	%	
Natural and physical sciences	13	2.9	34	3.0	17	3.2	
Information technology	13	2.9	49	4.3	72	13.4	Yes
Engineering and related technologies	27	6.0	96	8.5	89	16.5	Yes
Architecture and building	10	2.2	25	2.2	5	.9	
Agriculture, environmental & related studies	4	.9	4	.4	5	.9	
Health (incl nursing)	74	16.5	256	22.7	47	8.7	Yes
Education	5	1.1	6	.5	10	1.9	
Management and commerce	158	35.3	163	14.5	208	38.7	Yes
Society & culture (incl English language and child care)	98	21.9	413	36.6	39	7.2	Yes
Creative arts	13	2.9	18	1.6	6	1.1	
Food, hospitality & personal services	26	5.8	42	3.7	35	6.5	
Mixed field programmes	7	1.6	21	1.9	6	1.1	
Total	448	100.9	1127	100.0	539	100.0	

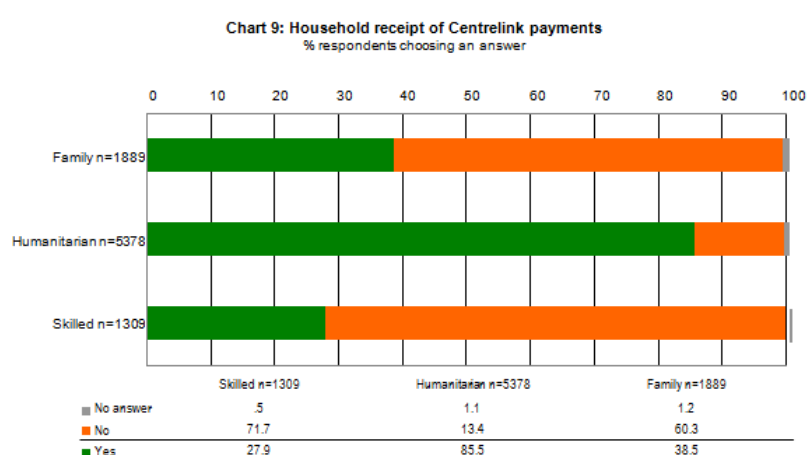
Government and community support

This section addresses how recent settlers use and access a range of government and community support services and facilities after arriving in Australia. The analysis starts with use of government and community services and moves to different types of household services like the internet and telephone and then making use of government agencies.

Centrelink and other services

Humanitarian migrant households are far more likely to be in receipt of Centrelink payments than other streams. Around 85% of Humanitarian entrants' households are in receipt of Centrelink payments, while around 28% of Skilled migrants' households make use of Centrelink

payments.



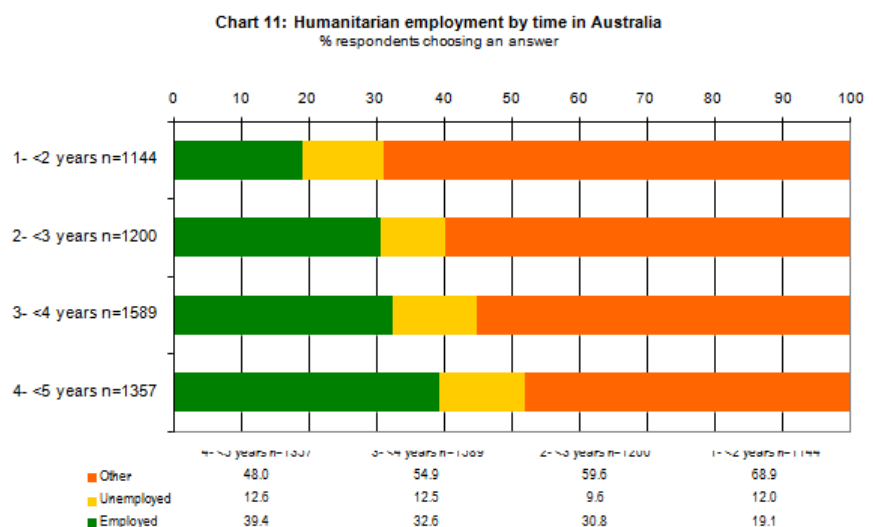
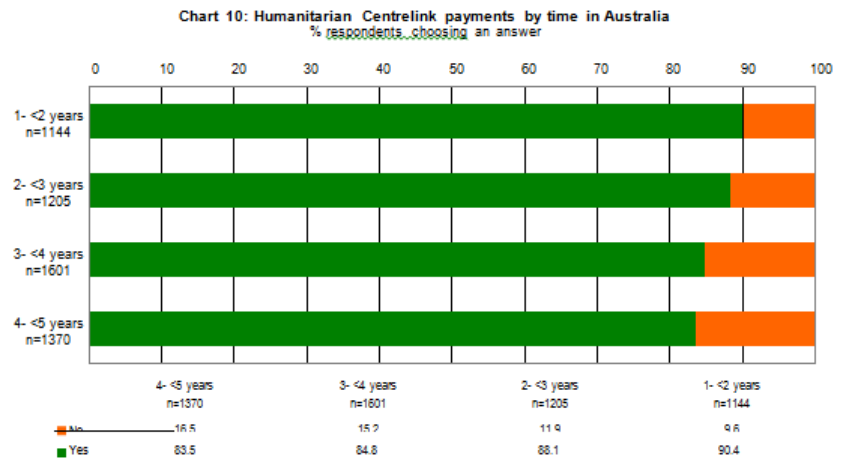
Length of time in Australia analysis indicates that the proportion of Humanitarian entrants' households in receipt of Centrelink payments decreases slowly over five years.

It must be understood that Centrelink payments are not only unemployment benefits but also include Youth Allowance, Austudy and child care rebates.

When the same analysis was conducted on employment, employment steadily increases over time, particularly after the first two years in Australia. In chart 11, *employed* includes working full and part-time, *unemployed* means not working and looking for work as well as not looking for work, while *other* includes retired, caring duties, full time study, voluntary work, etc.

Employment is explored further in a later section.

Humanitarian age analysis indicates that older cohorts are less likely to be employed than younger Humanitarian entrants and more likely to receive Centrelink payments.



Of the support activities surveyed and displayed in chart 12, Humanitarian entrants are most likely to have used a translator or interpreter in the previous six months and generally are much more likely than other streams to have used these types of services. However, 30% of Humanitarian entrants have used none of the surveyed support activities and

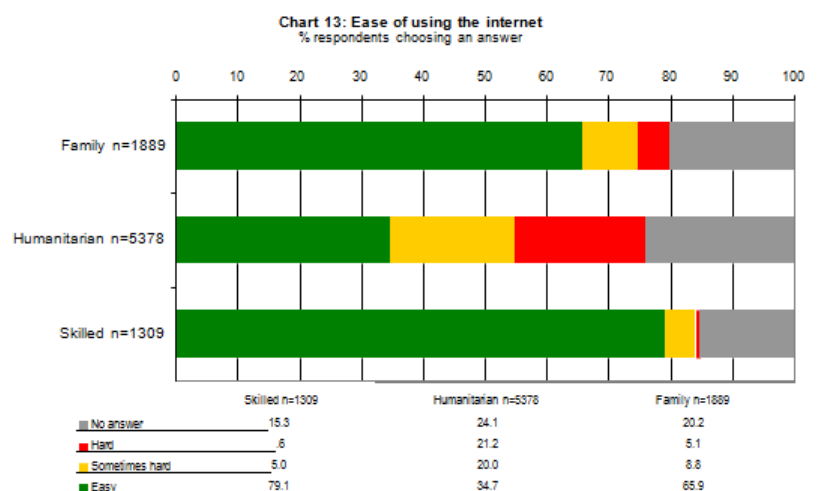
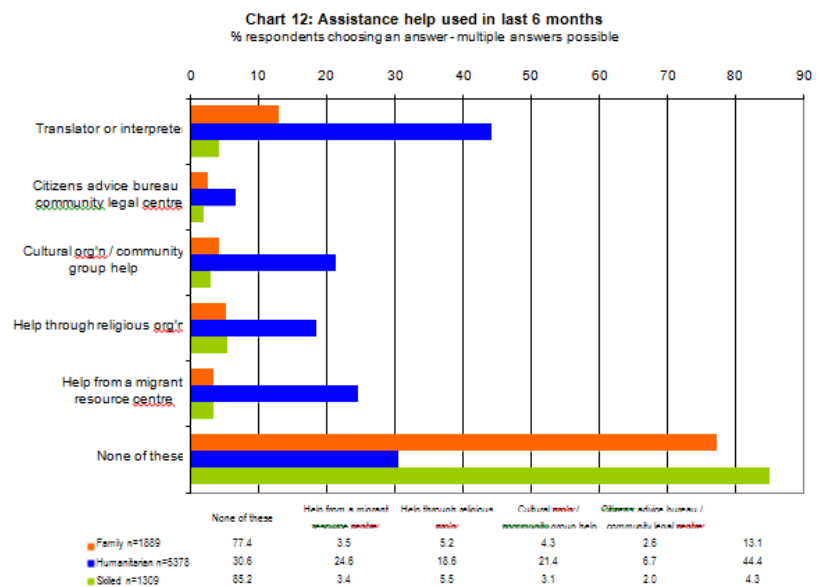
one possible explanation is that they have used their extended families (where these families live in Australia) for help.

Communication and health services

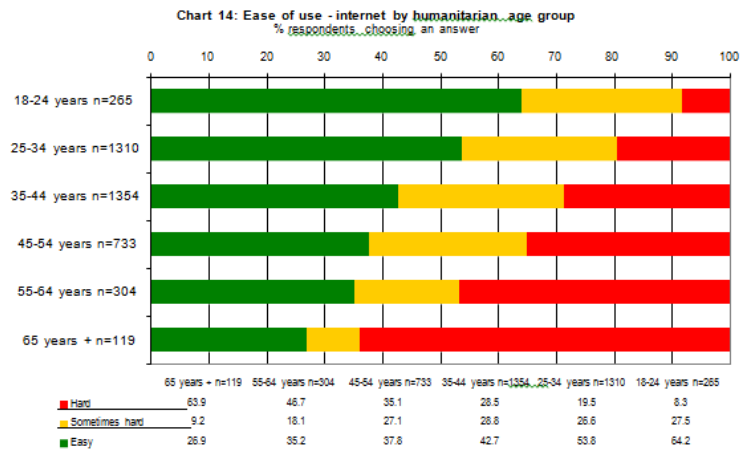
Recent settlers were asked to rate the ease of using a range of facilities and services. In the charts below, *no answer* can be inferred to mean that the service was not used.

Just under a half of the Humanitarian entrants who use the internet find it easy to use, but the remainder find it significantly harder to use than other streams.

Note that a considerable portion of all streams have indicated not using the internet.

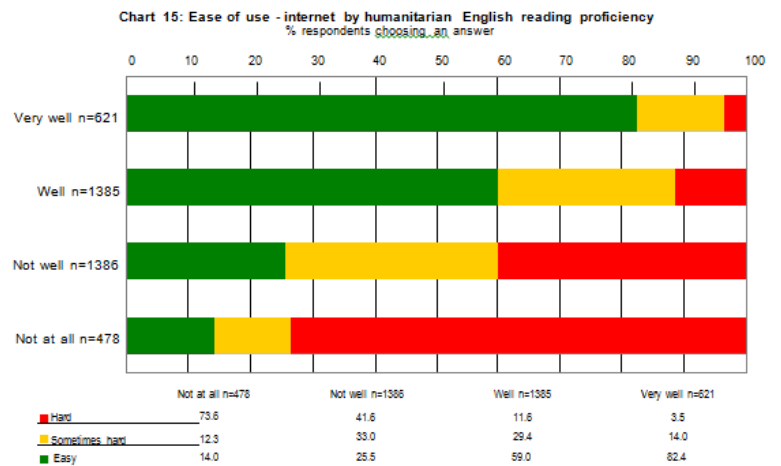


Not surprisingly, younger people find the internet considerably easier to use than older people, but a considerable portion (around a third) of the youngest age category of Humanitarian entrants in this survey find the internet sometimes hard and hard to use. All results across age groups are statistically significantly different.



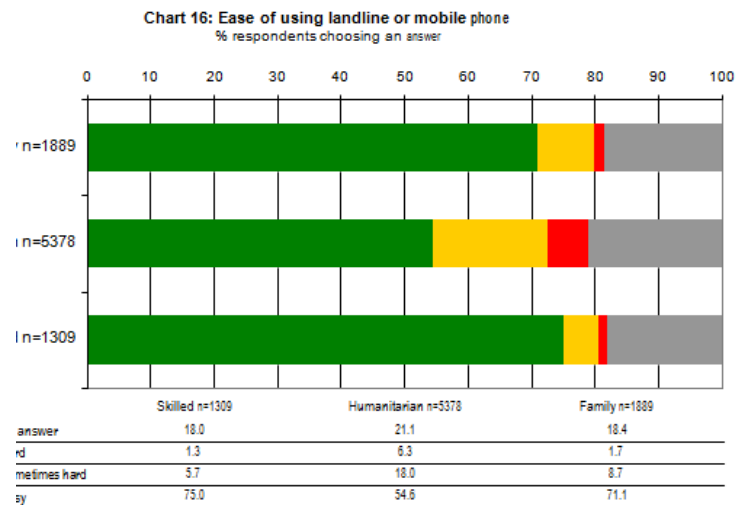
Again, not surprisingly, reading proficiency is directly correlated with ease of use of the internet. All results are statistically significantly different.

What is somewhat surprising is that 14% of internet users do not read English at all, yet find it easy to use. It is likely that they are using the internet in their home language.



Most new settlers who have access to any type of telephone find it easy to use. However, when compared with other streams, proportionately Humanitarian entrants find it statistically significantly harder to use the telephone.

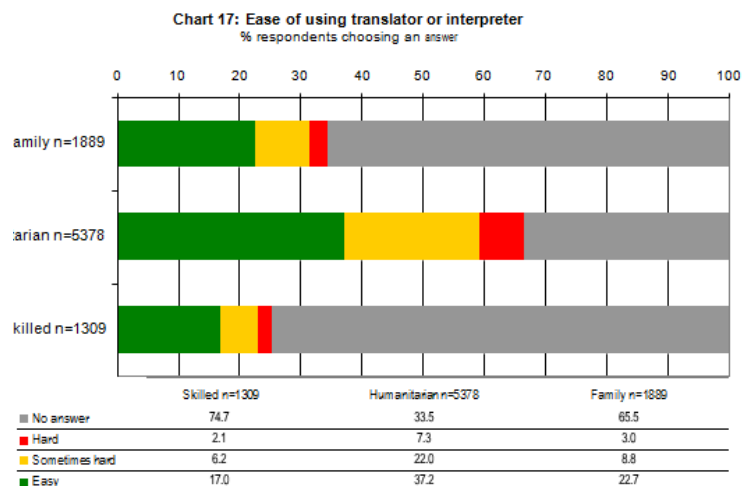
Note that a considerable portion of all respondents did not answer this



question. (*no answers*)

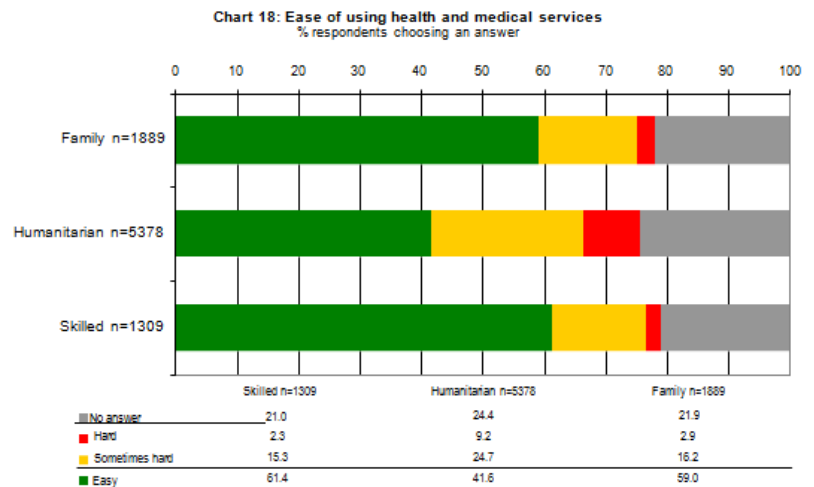
As indicated earlier, Humanitarian entrants are much more likely to use a translator or interpreter than other streams, and just over one half of Humanitarian users find them easy to use. Other streams, when they do use translators or interpreters, find them significantly easier to use than Humanitarian entrants.

Note that only a portion of each stream use translators or interpreters and that the *no answer* portion in this topic is very large and percentages of users as distinct from all settlers needs to be considered for comparison.



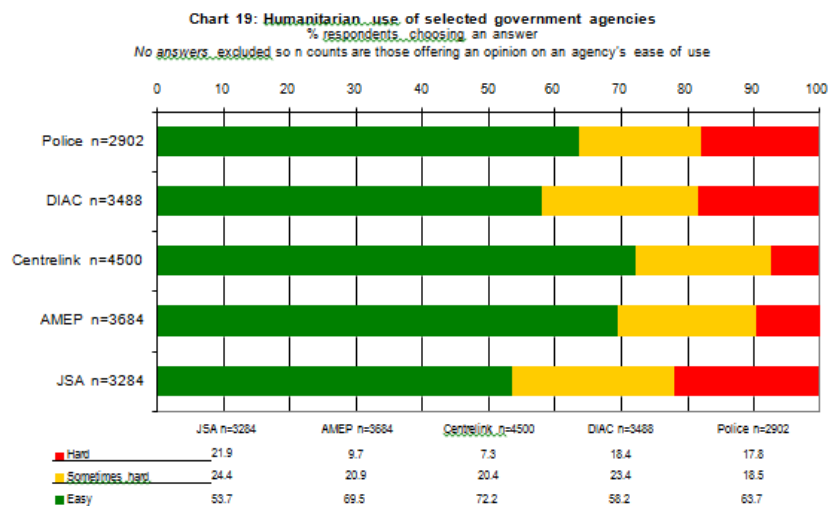
A majority of all streams who use health and medical services find them easy to use. While around 50% of Humanitarian entrants who use medical services find them easy to use, relatively more Humanitarian entrants find health and medical services harder to use than the two other streams.

Note the large portion of *no answers* in this question.

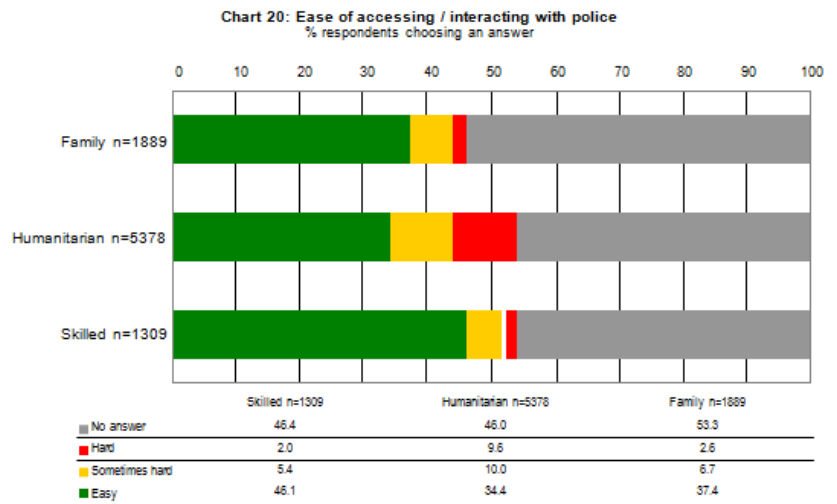


Interacting with government agencies

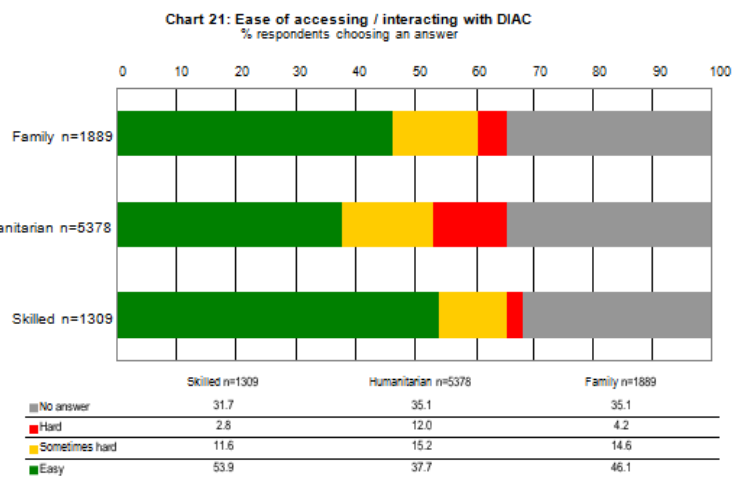
All settlers were asked to rate how easy it was to access selected government agencies. Chart 19 shows Humanitarian entrants only ratings of the services where no answers have been excluded from calculating ease of use proportions for each agency. Detailed comparisons for each agency follow. A majority of Humanitarian entrants who use services find them all easy to access. Centrelink is the easiest to access and Job Services Australia (JSA) is the least easy to access.



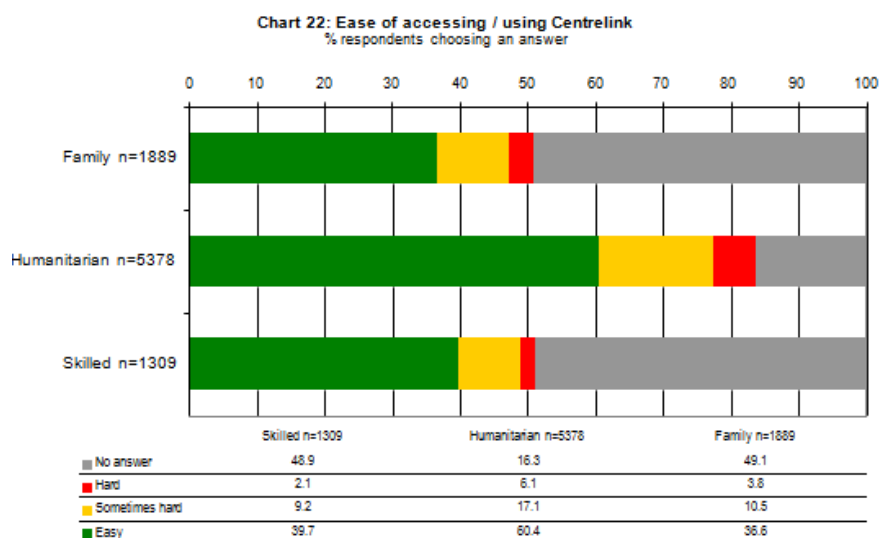
For all streams only around half have had reason to interact with police (taking into consideration the *no answers* to this question). A majority of all people who have commented about police indicate that it was *easy* to approach them. However, compared with other streams, more Humanitarian entrants have rated police as *hard* or *sometimes hard* in terms of interactions.



Because a considerable portion of the people surveyed indicated *no answer* for this question we have assumed that for all streams, around two-thirds indicate that they have accessed / used DIAC services. A majority of people interacting with DIAC have indicated that the interaction was *easy*. Relatively when comparing streams, Humanitarian entrants find DIAC harder to use.



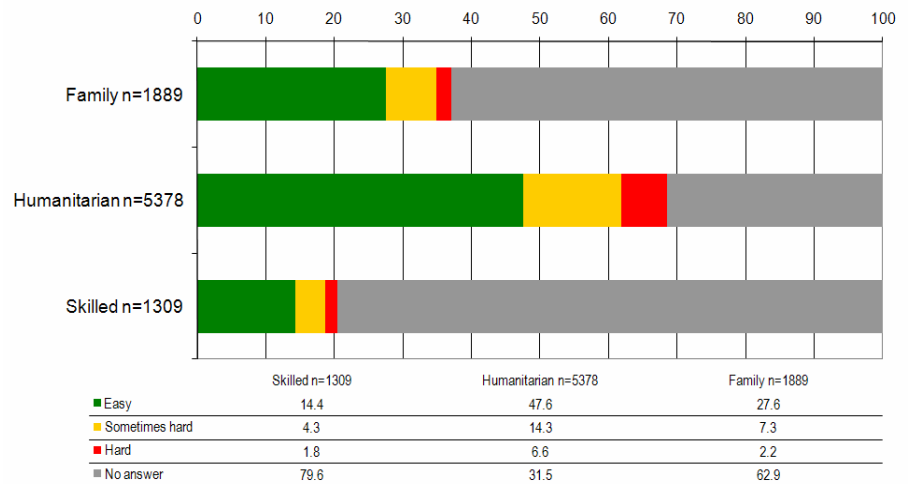
A large proportion of Family and Skilled streams have indicated *no answer* to this question, but a considerable portion of Humanitarian entrants have also indicated *no answer*. A majority of all users find it easy to use Centrelink.



A majority of all participants in AMEP found it an easy experience. Family migrants are the largest users of AMEP and considerably outnumber the number of Humanitarian entrants who use the program. In this settlement study, Family migrants were a small proportion of all respondents and their answers have not been weighted to reflect their overall use pattern.

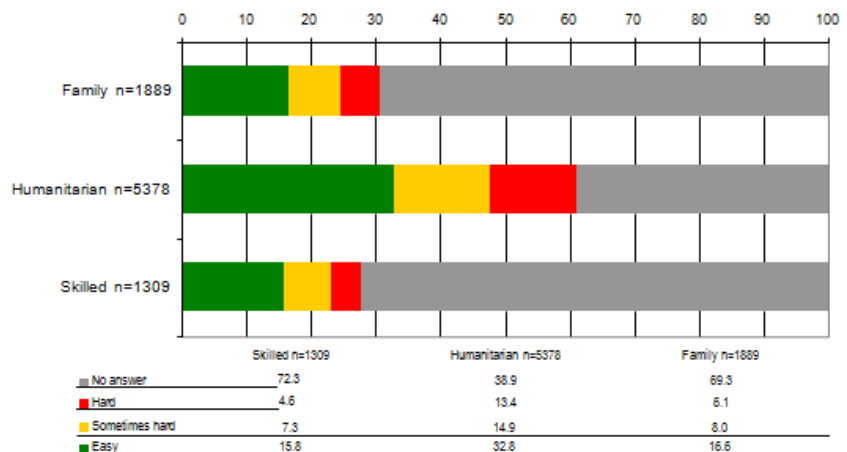
Note the very large proportion of *no answers* from all streams for this question.

Chart23: Ease of accessing / using Adult Migrant English Program
% respondents choosing an answer



Job Services Australia has the lowest ease of use rating for all streams compared with all other services surveyed, after excluding the *no answers*. Humanitarian entrants are eligible for the full range of JSA assistance from the date of their arrival in Australia. (They are exempt from activity test requirements for the first 13 weeks.) It is therefore surprising that there are so many *no*

Chart 24: Ease of accessing / using Job Services Australia
% respondents choosing an answer



answers about JSA. Possibly Humanitarian entrants do not recognise the name and think of the service as an extension of Centrelink.

If a recent settler indicated that an agency was hard to use or access, they were asked to explain why. The most common themes of all answers are displayed in table 8.

Table 8: Reason for agency being hard to use/access

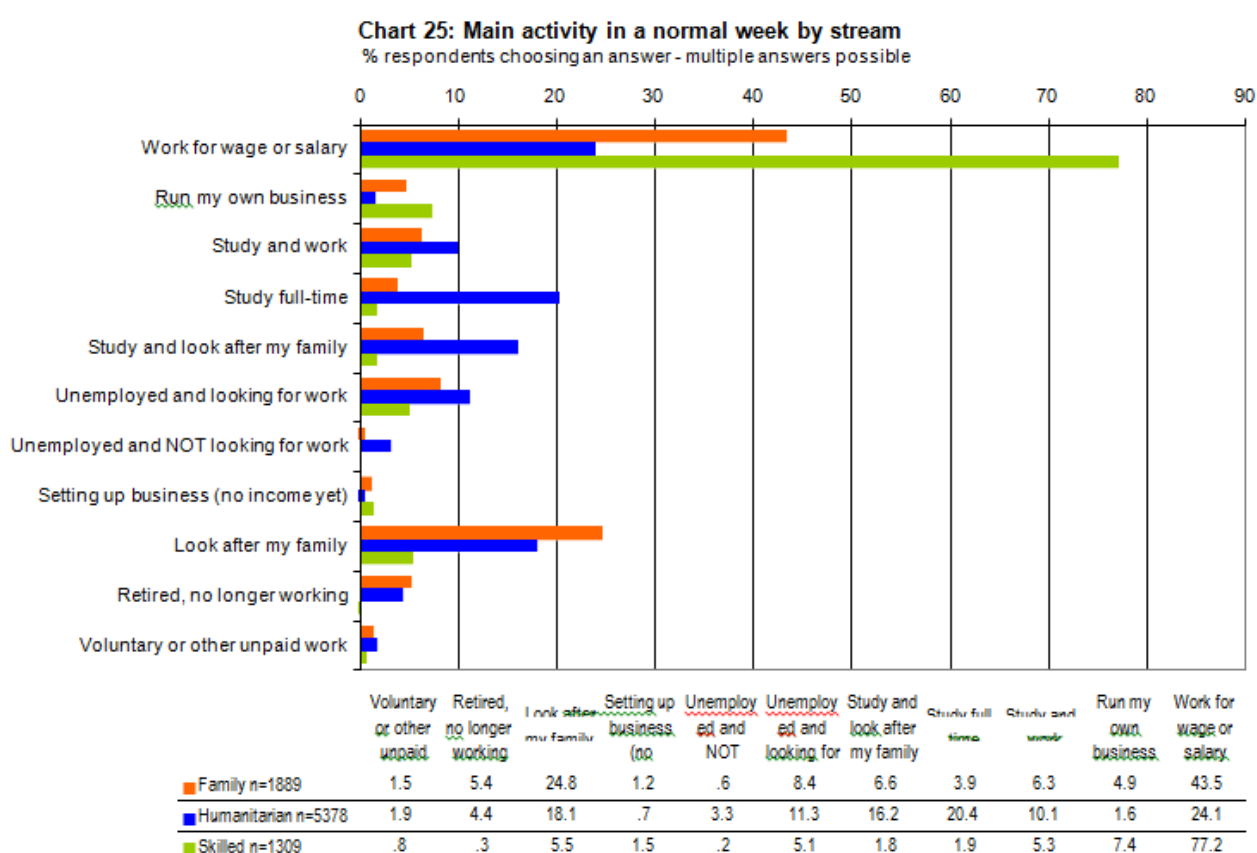
Reason	Count
Little or limited English / communication problems such as hearing	383
Unemployed, problem finding employment, problem using job services, job network not effective	125
Staff / service / process not helpful, rude, racist, intrusive, stressful, bureaucratic, red tape	128
Long queues / waiting periods	83
Need interpreter / help of others or interpreter not available or used by service	58
Difficult to find and get to services including transport, long way away, too few offices	77

Not used service before so not familiar, don't know how to use service, hard to use, confusing 74

Employment and income

While Humanitarian entrants are less likely to be working compared with other streams, they are far more likely to be studying full-time, studying and working or studying and looking after their families. Given that we are exploring only the first five years of settlement in this study, this is not a surprising result as many Humanitarian entrants are strongly focused on creating a new life, and studying for a qualification is an important step in this journey. As outlined in chart 11 earlier, after 4 years living in Australia, around 40% of Humanitarian entrants have a job of some type.

Results for each activity were significantly different between streams. See chart 25. In this chart, type of activity by stream adds up to slightly over 100% for each stream. Only 7% of Skilled and Family migrants chose multiple responses, while around 12% of Humanitarian entrants chose multiple responses, such as *study and look after family* and *look after my family*.



Respondents were asked different questions depending on their answer to the main activity question. The three categories or answering pathways are displayed in table 9 and are used in the following tables of demographic analysis.

Table 9: Employment category by migration stream

Employment category	Family		Humanitarian		Skilled	
	n	%	n	%	n	%
Employed (either by employer or self-employed) and including those who are both studying and working	942	50.3	1642	31.0	1099	84.4
Unemployed and looking for work or not looking for work	151	8.1	621	11.7	63	4.8
Other including retired, caring duties, studying full time, voluntary work, or setting up a business but no income yet	781	41.7	3027	57.2	140	10.8

As a general pattern, younger Humanitarian entrants (under 45 years) are more likely to have some form of employment. The large other category for 18-24 year olds is likely to reflect that a high proportion are studying full-time. The proportion of households receiving Centrelink payments increase with age. See table 10.

Table 10: Employment category and household receipt of Centrelink payments by age category – Humanitarian entrants only

Employment and Centrelink status (% of age totals)		18-24 years n=319	25-34 years n=1680	35-44 years n=1771	45-54 years n=992	55-64 years n=427	65 years + n=189
Employment status	Employed	32.3	38.5	34.9	24.8	11.9	1.1
	Unemployed	9.2	10.7	11.4	14.3	16.2	4.5
	Other	58.5	50.8	53.8	60.9	72.0	94.4
	Total	100.0	100.0	100.0	100.0	100.0	100.0
Household receives Centrelink payments	Yes	79.4	80.5	87.9	90.5	95.5	94.6
	No	20.6	19.5	12.1	9.5	4.5	5.4
	Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 11 shows that Africans are most likely to be employed, particularly Sierra Leonens and other Central and West Africans. Afghanis and Iraqis are least likely to be employed and also part of households which are most likely to receive Centrelink payments.

Table 11: Employment category and household receipt of Centrelink payments by country of birth – Humanitarian entrants only

<i>Country of birth</i>	<i>Employment category</i>				<i>Household receives Centrelink payments</i>		
	Employed	Unemployed	Other	Total	Yes	No	Total
Afghanistan n=466	9.0	8.3	82.7	100.0	93.7	6.3	100.0
Burma n=887	35.0	7.5	57.4	100.0	89.0	11.0	100.0
Democratic Rep Congo n=140	29.9	11.7	58.4	100.0	92.7	7.3	100.0
Eritrea & Somalia n=105	20.6	18.6	60.8	100.0	87.5	12.5	100.0
Ethiopia n=122	40.3	19.3	40.3	100.0	74.8	25.2	100.0
Iran n=172	28.8	12.9	58.2	100.0	81.9	18.1	100.0
Iraq n=837	11.8	13.2	75.0	100.0	93.2	6.8	100.0
Other Central & W Africa n=298	51.0	13.8	35.2	100.0	90.4	9.6	100.0
Other South & East Africa n=247	32.4	10.5	57.1	100.0	92.2	7.8	100.0
Sierra Leone n=188	56.3	11.5	32.2	100.0	83.3	16.7	100.0
Sri Lanka n=285	34.0	17.0	48.9	100.0	73.0	27.0	100.0
Sudan n=924	35.5	12.2	52.3	100.0	87.9	12.1	100.0
Other n=707	41.2	11.8	46.9	100.0	72.9	27.1	100.0

Table 12 displays the relationship between employment and English speaking proficiency for Humanitarian entrants. It indicates that better speakers of English are far more likely to be employed than those who do not speak well or at all. It must be kept in mind that there is also a strong relationship between age and speaking levels, as well as age and employment, so age is likely to be an intervening or pre-determinate variable between speaking levels and employment. Speaking proficiency on its own does not guarantee employment. It could be that age determines speaking level (and possibly also education level) which in turn considerably affects employment.

Table 12: Employment category by English speaking proficiency – Humanitarian entrants only

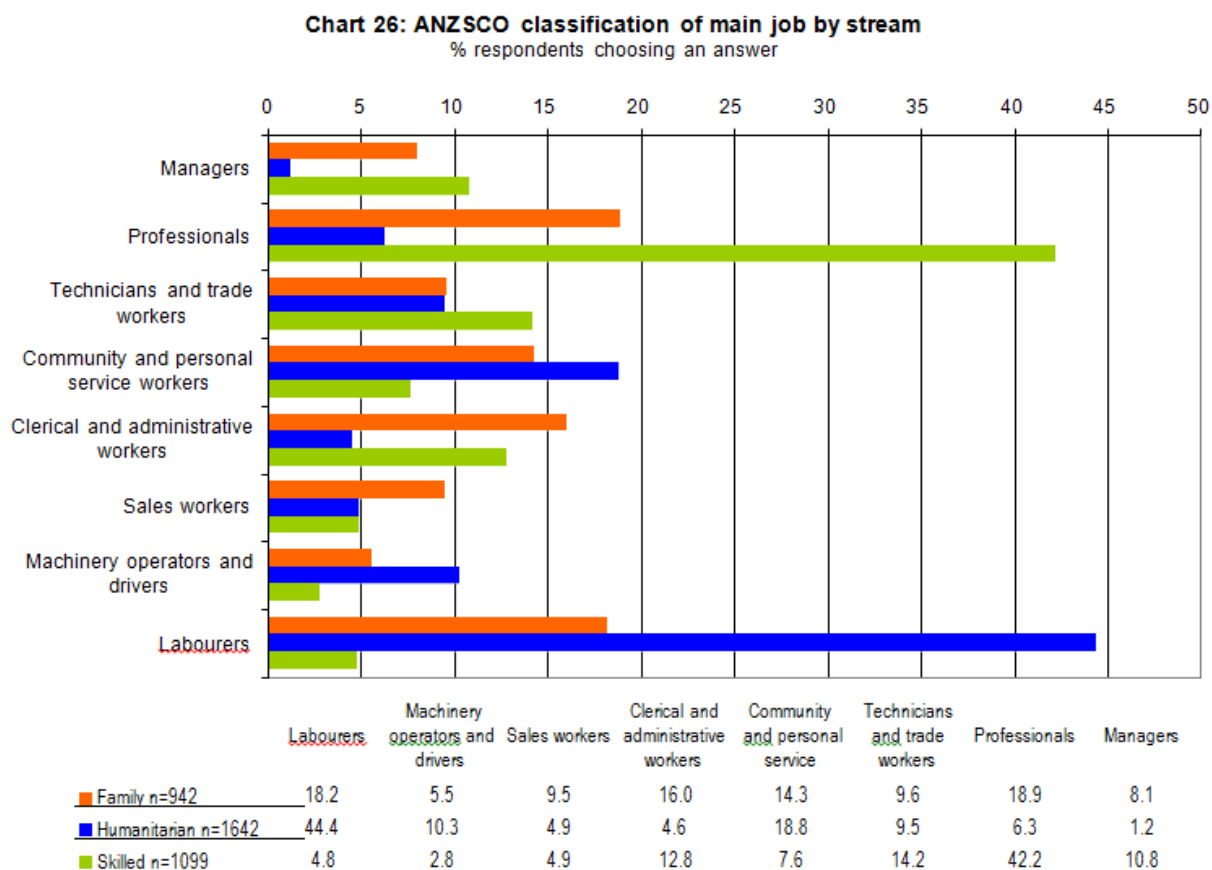
Employment category (%)	English speaking proficiency			
	Very well	Well	Not well	Not at all

<i>proficiency totals)</i>	n	%	n	%	n	%	n	%
Employed	319	52.8	783	41.1	465	21.3	62	11.5
Unemployed	81	13.4	260	13.6	213	9.8	59	10.9
Unemployed other	204	33.8	864	45.3	1506	69.0	420	77.6
Total	604	100.0	1907	100.0	2184	100.0	541	100.0

The following employment topics were only answered by respondents who were classified as employed as in table 9.

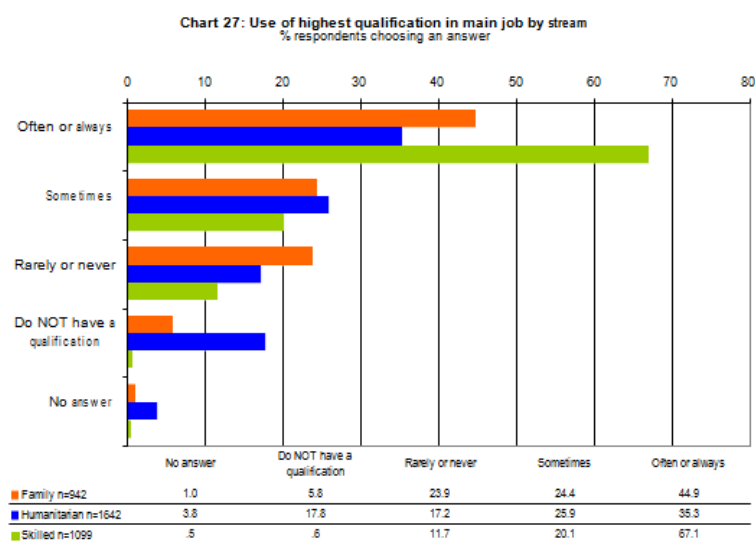
Type of work

Type of work was classified using the Australian and New Zealand Standard Classification of Occupations (ANZSCO) First edition 2006. Chart 26 displays type of work coded to the first level of ANZSCO. Humanitarian entrants are predominantly labourers, while Skilled migrants are predominantly professionals. Family migrants are mixed across all occupational groups. All results are significantly different across streams but do follow the occupational pattern of 2009 CSAM research for Skilled and Family migrants.



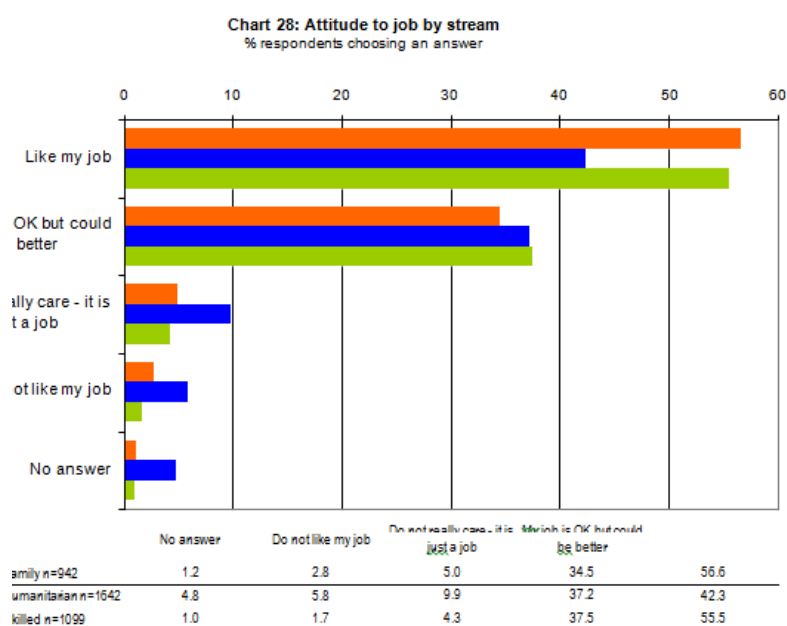
Use of qualifications and attitude to job

The pattern of using highest level of education in jobs is similar across all streams. Most commonly all streams use their highest qualification often or always. Note that a higher proportion of Humanitarian entrants do not have a qualification, so they were not able to indicate that they used their qualification, hence the proportions on often, sometimes, etc, are lower for Humanitarian entrants.



Again, the pattern of attitudes to jobs is very similar across all streams, but Humanitarian entrants are slightly less positive on average. Interestingly a very similar proportion of all streams think their *job is OK but could be better*.

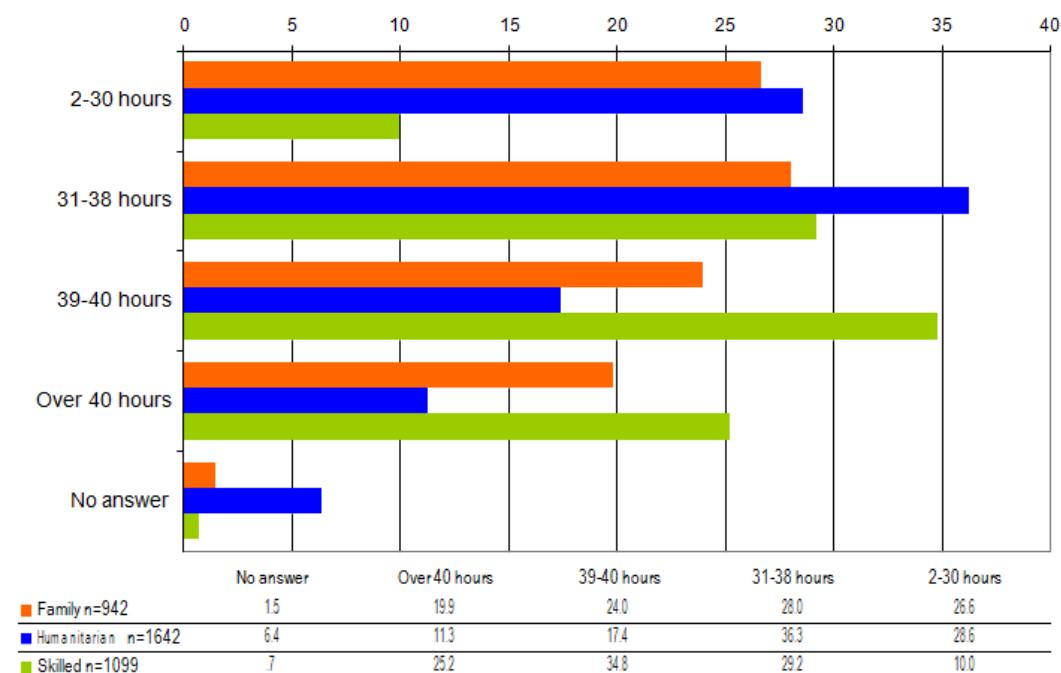
This is an important question as it is a contributor to Humanitarian settlement outcomes, for those who have jobs.



Hours worked

Humanitarian entrants work similar hours in a normal week compared with Skilled and Family migrants. Refer to table 13 for a range of statistics to describe working hours. Humanitarian entrants mean score (weighted average) is slightly but significantly lower than the other two streams, while the Humanitarian entrants' median score (50th percentile) is the same as Family migrants. Both Humanitarian and Family streams are lower than Skilled migrants. As a whole, Humanitarian entrants' spread of working hours is more (larger standard deviation) compared with the Skilled stream, meaning Humanitarian entrants work more different or across a wider spread of hours compared with Skilled migrants.

Chart 29: Hours worked in one normal week in all jobs by stream
% respondents choosing an answer



Mean and median are two measures of central tendency. Mean is a weighted score while median is the half way point between the lowest and the highest scores. The median score tends to remove or place less emphasis on extreme outliers (the very lowest and the very highest scores), while mean scores reflect all answers.

Table 13: Hours worked in a normal week in all jobs by migration stream (*no answers excluded*)

Working hours statistics	Family n=928	Humanitarian n=1537	Skilled n=1091
--------------------------	-----------------	------------------------	-------------------

Mean	36.4	34.6	40.5
Median	38.0	38.0	40.0
Standard deviation	11.5	12.2	9.5
Minimum	3	2	5
Maximum	90	88	90

Total income

Humanitarian entrants who are working have considerably lower incomes than the two other streams and this result aligns with stream differences in occupational classifications. Note that a considerable portion of all respondents, but particularly Humanitarian entrants, did not provide an answer to the income question (*no answer* in chart). Also note that a small number of Humanitarian entrants (around 3% of those who have jobs) indicated that they earn \$62,605 or above per annum.

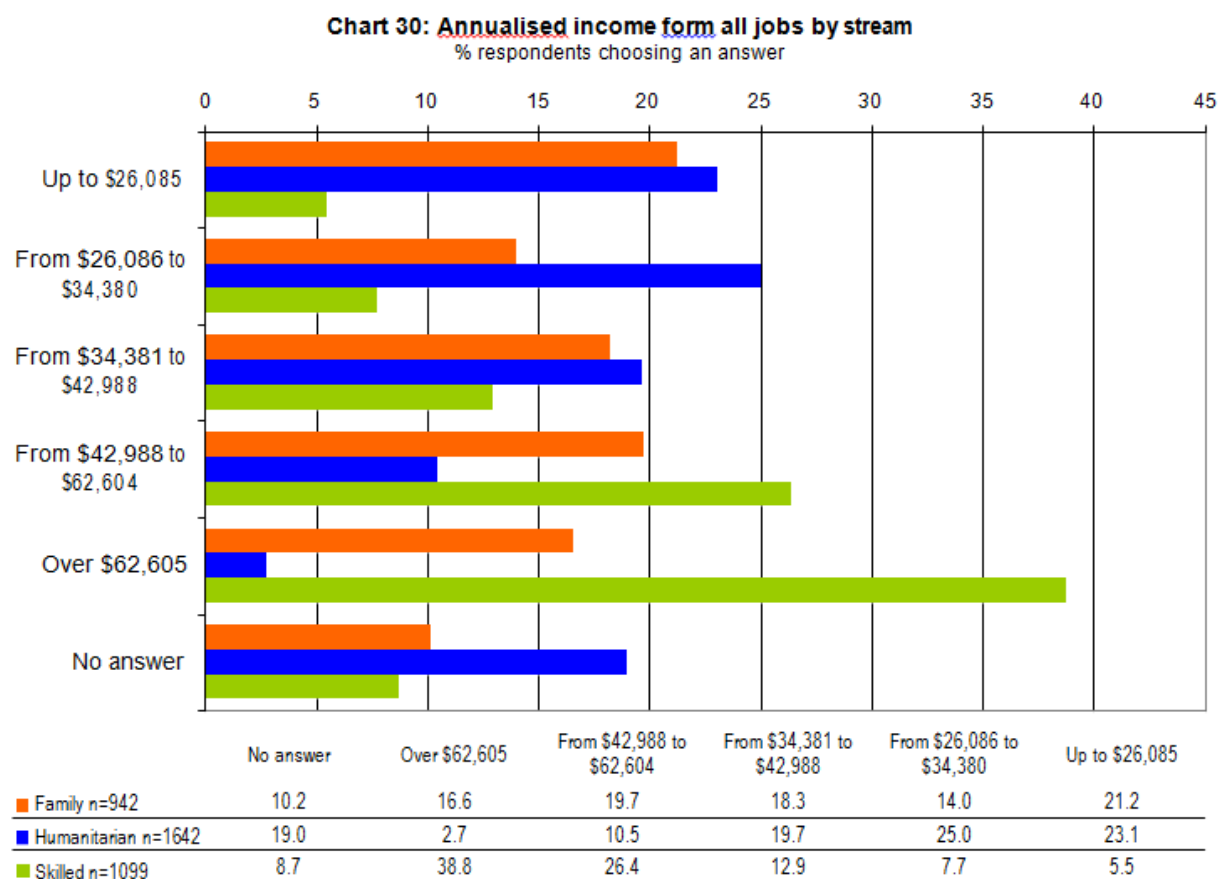


Table 14 shows statistical comparisons Humanitarian entrants' incomes. The weighted average (mean) income for those who earn income is considerably lower than the other two streams, as is the median score (50th percentile). Humanitarian entrants' standard deviation (spread of answers) is less than the other two streams indicating that more Humanitarian entrants earn similar amounts, particularly when compared with Skilled migrants who earn a greater spread of incomes. The minimum and maximum amounts are outliers, that is, the extreme of answers. ASR is not able to offer an explanation as to why people have claimed these amounts, except to say that possibly these people are self-employed, or run relatively large organisations and participate in profit-shares or bonus schemes.

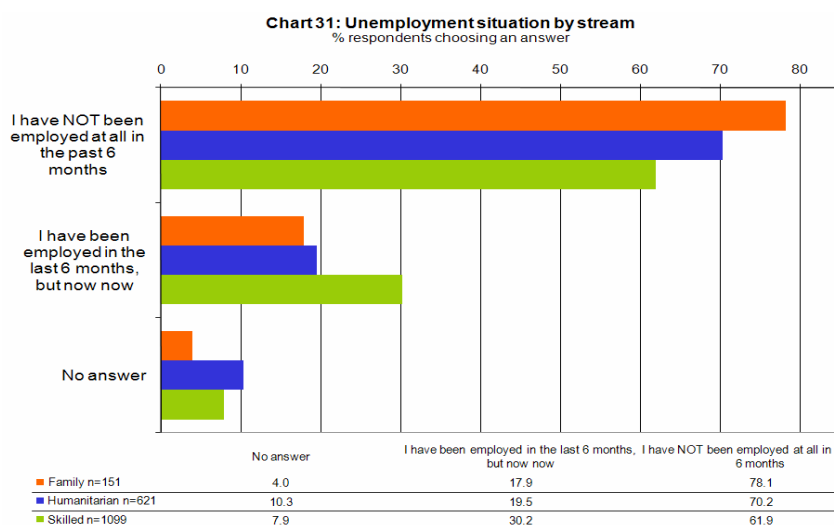
Table 14: Annualised income by migration stream (*no answers excluded*)

Annual income statistics	Family n=846	Humanitarian n=1330	Skilled n=1003
Mean	\$51,278.40	\$34,171.60	\$76,094.00
Median	\$39,000.00	\$31,615.50	\$58,000.00
Standard deviation	\$73,795.80	\$31,550.40	\$103,273.20
Minimum	\$50.00	\$48.00	\$120.00
Maximum	\$1,356,576.00	\$1,017,432.00	\$2,000,000.00

Unemployment

Length of unemployment follows a similar pattern irrespective of stream: unemployment tends to exist for a considerable time. However, there are large differences in absolute numbers: 63 Skilled migrant respondents indicated that they were unemployed, while Humanitarian entrants were ten times this number.

Note that the people who answered this question about length of unemployment were those who indicated that they were unemployed in some form in an earlier question (see chart 25) about main activity.



Borrowings

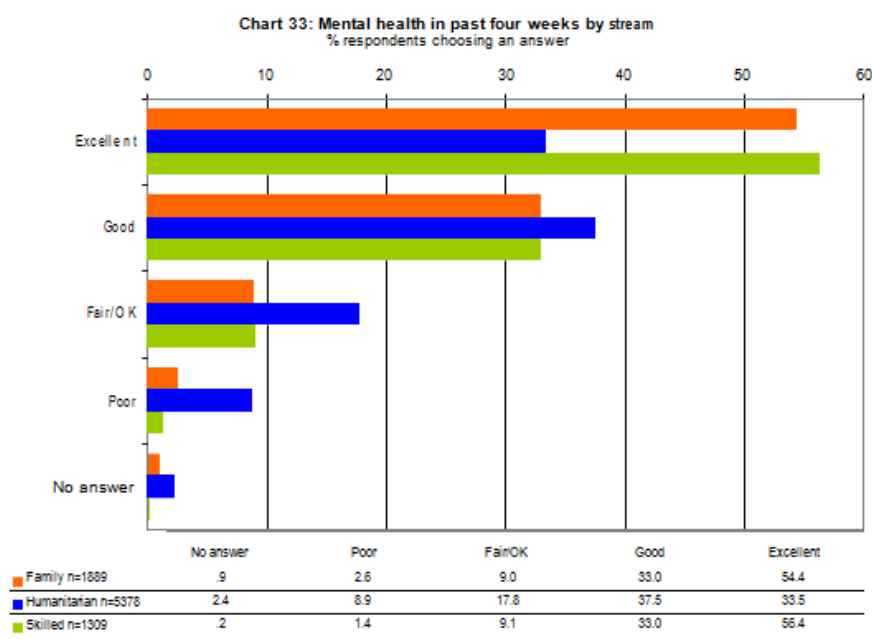
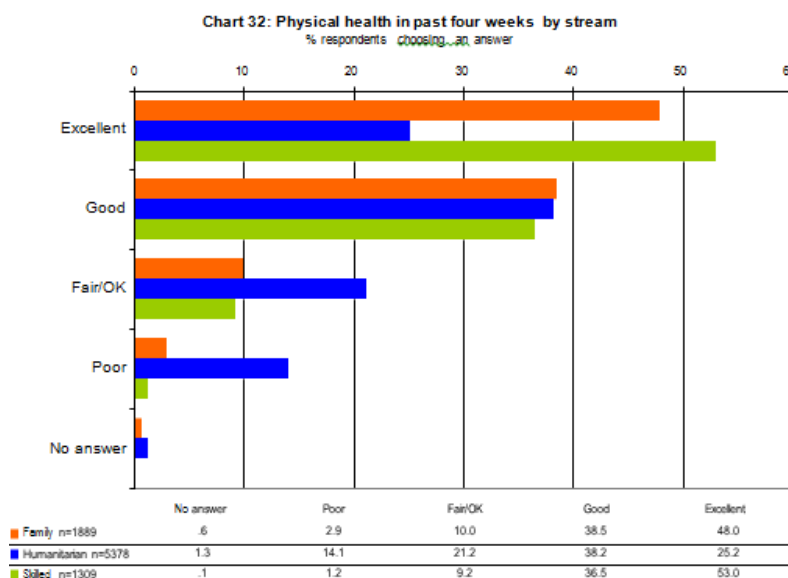
Respondents were also asked to provide information about their household borrowings. We caution that these figures should be treated as indicative only for two reasons: a considerable portion of the response sample did not answer and many people with poor English skills do not understand the concept of borrowing or debt. See table 15 for the relevant statistics for this item. The higher amounts are likely to be related to house mortgages or business loans. Again, the median is likely to provide a more realistic picture of central tendency than the mean in this item. From the data collected, Humanitarian entrants have considerably lower borrowings than other streams.

Table 15: Household borrowings by migration stream

Borrowing statistics	Family	Humanitarian	Skilled
Valid answers	866	1382	780
Missing answers	1023	3996	529
Mean	\$174,706.75	\$62,316.24	\$212,224.97
Median	\$140,000.00	\$4,500.00	\$210,000.00
Standard deviation	\$197,485.61	\$116,463.32	\$218,074.57
Minimum	\$0	\$0	\$0
Maximum	\$1,450,000	\$600,000	\$1,500,000

Health

Charts 32 and 33 show that a majority of Humanitarian entrants have *excellent* or *good* physical and mental health, but that there are more Humanitarian entrants with *fair* or *poor* mental health compared with other streams. All streams have similar proportions of people with *good* physical and mental health.



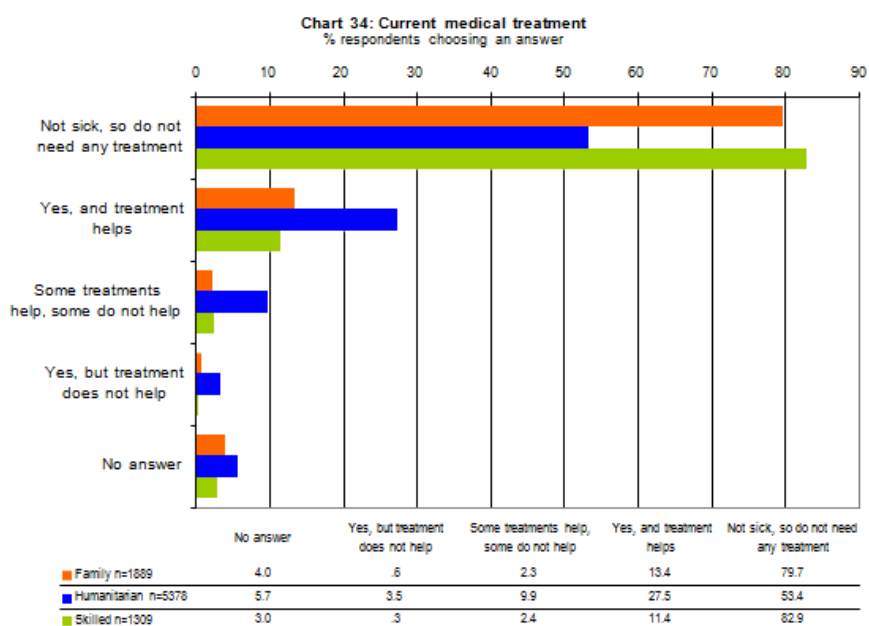
Of all the concepts and variables covered in the survey, physical and mental health are the most highly correlated and while only at a moderate level of correlation ($r=0.608$) it is still statistically significant. The bold yellow highlight in table 16 shows the direct correlation between physical and mental health. The italic blue highlights show that a considerable portion of people have a lower level of physical health than their current level of mental health.

Table 16: Humanitarian physical and mental health (*no answers excluded*)

Humanitarian entrants		MENTAL health over last four weeks					Total
(mental health as % of physical health)		Excellent	Good	Fair/OK	Poor		
PHYSICAL health over last four weeks	Excellent	n	1141	147	32	11	1331
		%	85.7%	11.0%	2.4%	0.8%	100.0%
	Good	n	435	1329	213	40	2017
		%	21.6%	65.9%	10.6%	2.0%	100.0%
	Fair/OK	n	156	408	475	88	1127
		%	13.8%	36.2%	42.1%	7.8%	100.0%
	Poor	n	60	120	233	331	744
		%	8.1%	16.1%	31.3%	44.5%	100.0%
	Total	n	1792	2004	953	470	5219
		%	34.3%	38.4%	18.3%	9.0%	100.0%

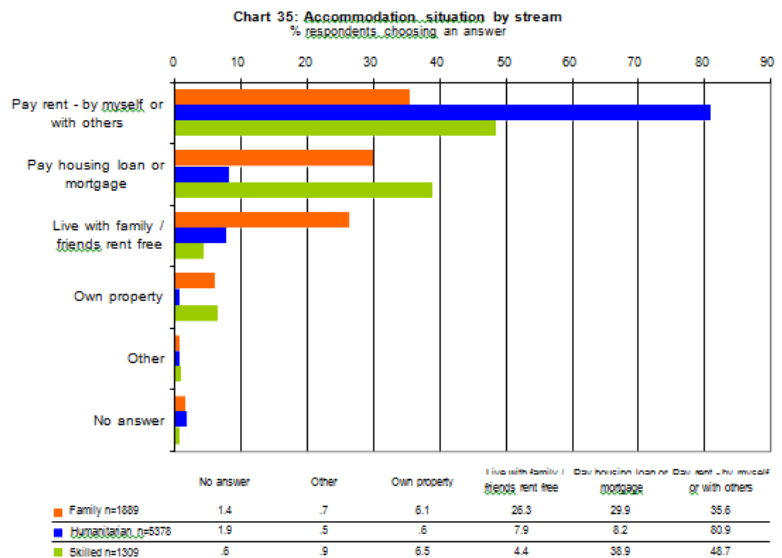
In terms of obtaining treatment, a majority of all people in all streams indicated that they were not ill, but the level of wellness is significantly lower for Humanitarian entrants. Where treatment was required, more Humanitarian entrants find that treatment helps compared with other streams.

The major reason given by respondents from all streams about why treatments do not help or only partially help is because the medical illness being treated is chronic, incurable, long-term or complex.

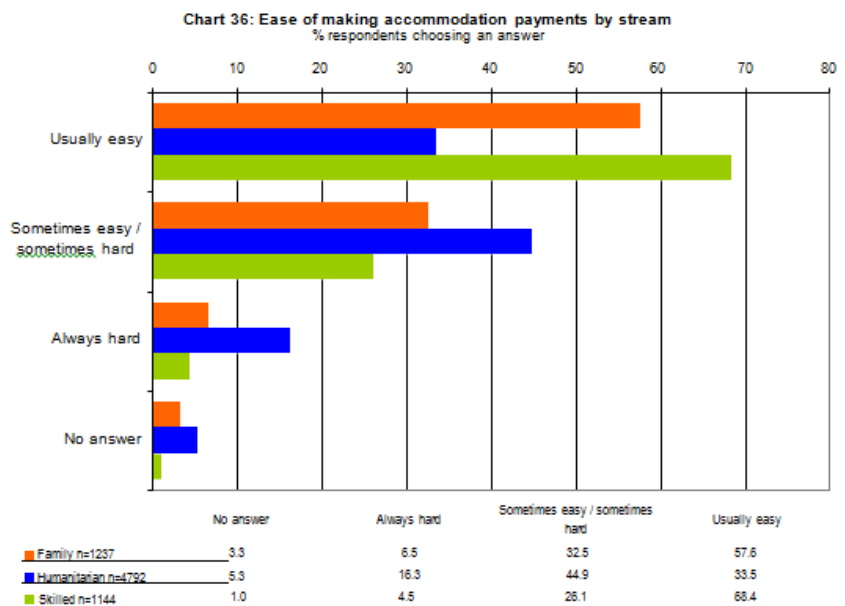


Accommodation

Most commonly for all streams, people pay rent, either on their own or with the others in the household. However, a vast majority and a much higher proportion of Humanitarian entrants pay rent compared with other streams that are paying off or own a house. Not surprisingly, a considerable number of Family migrants live with family.



Those who paid rent or mortgages were asked about the ease of making payments. Humanitarian entrants usually found it more difficult to pay for their accommodation.

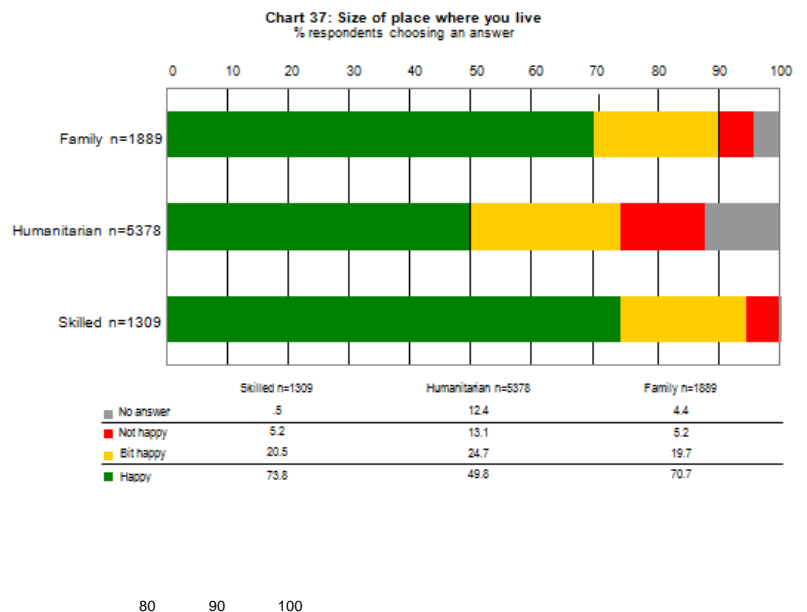


Respondents were asked to rate a number of factors about where they live. They were also advised to not answer an item that was not applicable to them. For example, if a respondent had no school age children, then they left *close to schools* blank. For this reason, *no answers* in the following charts (grey shading) may be interpreted as *not applicable* rather than the respondent not having a view. However, all respondents could answer about the size of the place where they live, the safety of the area where they live, and friendliness of neighbours but still some people did not answer these questions.

Humanitarian entrants answered all items about where they live less positively than the other two streams.

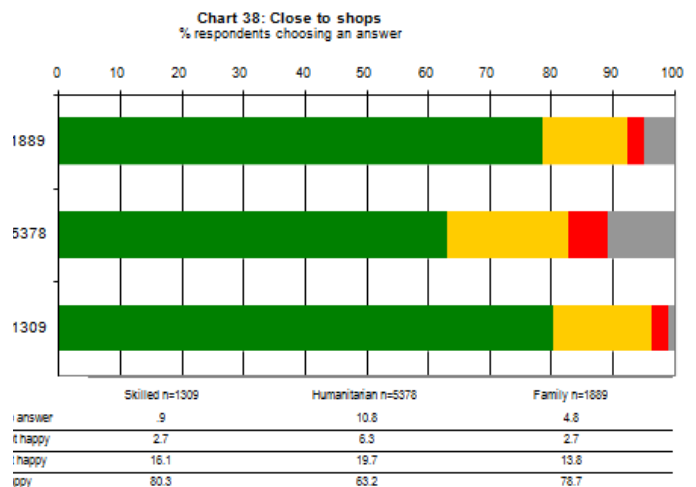
A majority of all people are happy about the size of their accommodation. However, some Humanitarian entrants have some issues with the size of place where they lived. This was reinforced in free text comments, particularly in relation to finding suitable rental accommodation for large families.

Note that more than 10% of Humanitarian entrants did not answer this question.

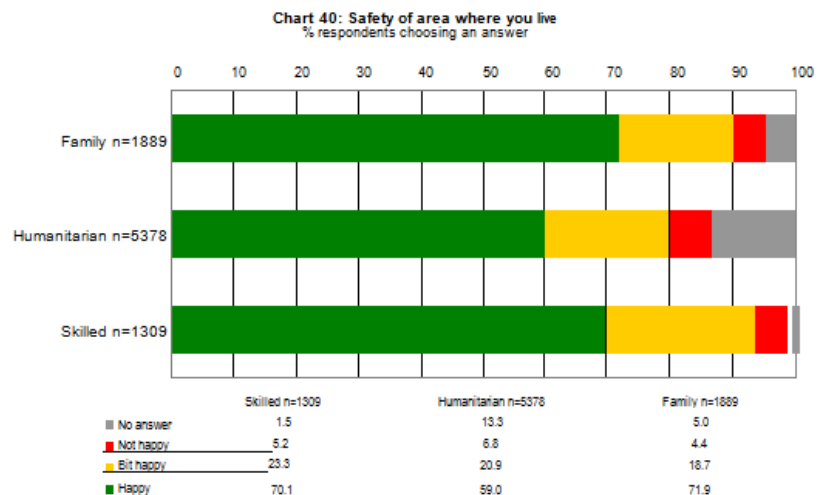
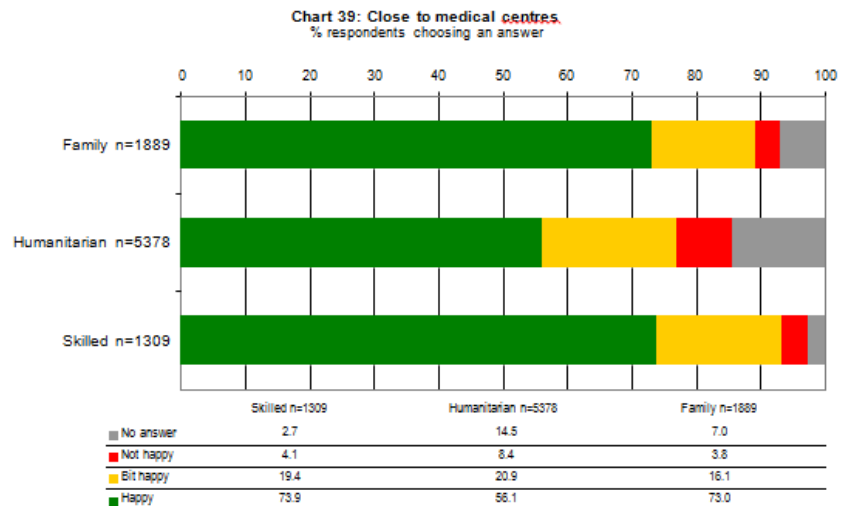


Proximity to shops and medical centres have similar patterns of results for all streams. A majority of people are happy with the proximity of these facilities.

Note that more than 10% of Humanitarian entrants did not answer this or the following question.



Safety of area follows a very similar pattern for all streams: a majority of all respondents feel safe where they live. However, a considerable portion of all respondents are only a bit happy or unhappy with local area safety. In 2005 the Australian Bureau of Statistics reported (ABS ref 4509.0 - Crime and Safety, Australia, April 2005) that around 30% of persons aged 15 years and over perceived that there



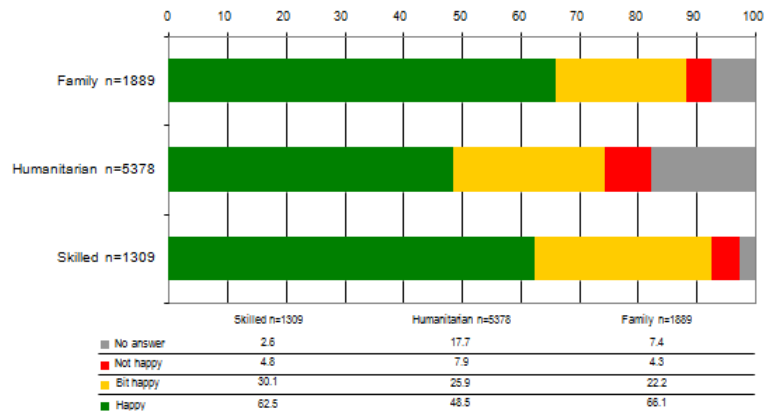
were no problems from crime and/or public nuisance in their neighbourhoods. While there are definitional differences in the two studies, this settlement study presents a more positive view.

Note that more than 10% of Humanitarian entrants did not answer this or the following question.

Friendliness of neighbours follows a similar pattern but slightly more negative to the previous item about safety. Note that all streams have a *not happy* proportion and this is quite similar in proportion to the previous item about safety.

Note that more than 10% of Humanitarian entrants did not answer this or the following question.

Chart 41: Friendliness of neighbours, where you live
% respondents choosing an answer



Under 50% of Humanitarian entrants are happy about the proximity to their workplace. This aspect of accommodation has the highest proportion of negative ratings for all streams. Free text comments about difficulties in finding accommodation indicate that for all streams it is hard to find appropriate and affordable accommodation. Proximity to workplace suffers as a result.

Chart 42: Close to workplace
% respondents choosing an answer

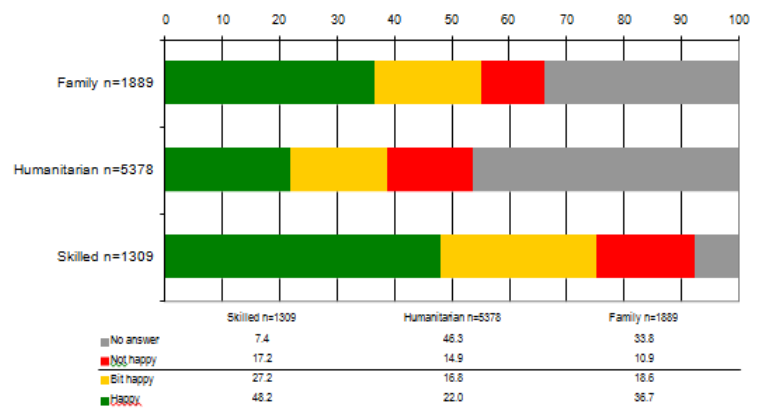
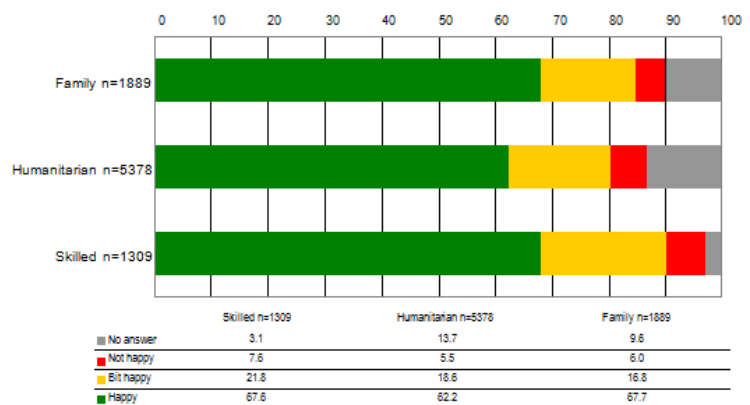


Chart 43: Close to public transport
% respondents choosing an answer



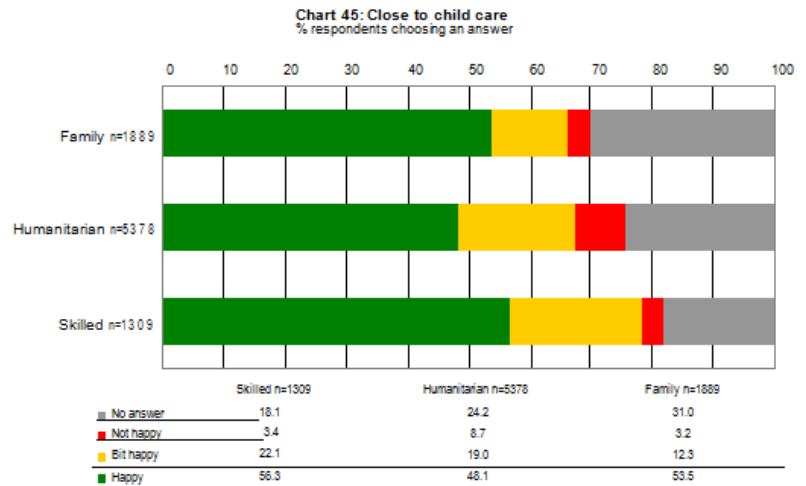
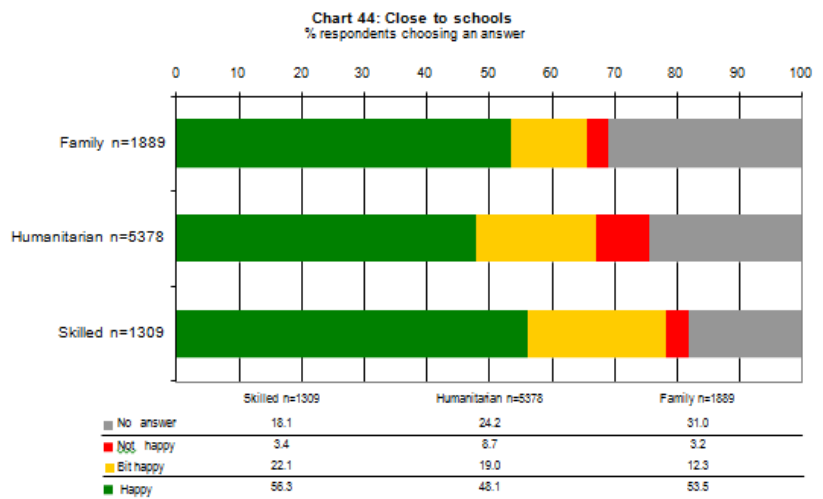
There is a high *no answer* proportion to these items because a considerable proportion of Family and Humanitarian entrants do not work.

Proximity to public transport is rated in similar ways by all streams as the items about proximity to shops and medical centres.

Note that more than 10% of Humanitarian respondents did not answer this question.

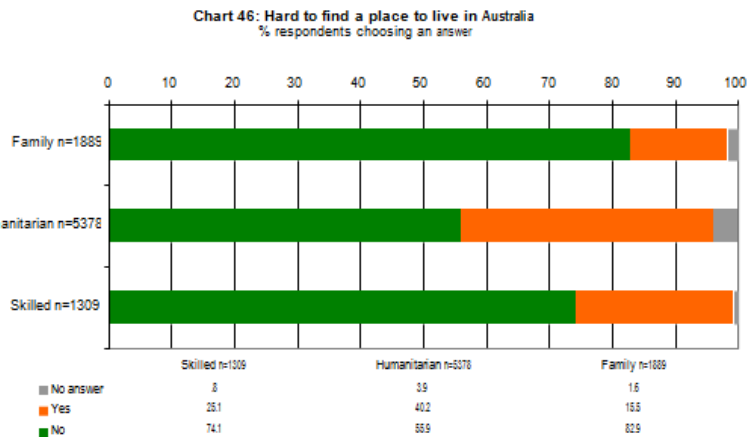
Proximity to schools and child care (chart 45) follow an almost identical pattern for all streams. For Humanitarian entrants around two-thirds of respondents who use schools and child care are happy with these aspects of their accommodation.

Note that more than 10% of Humanitarian respondents did not answer this or the following question.



A majority of people from all streams find it easier (answered *no* to the question asked) rather than harder to find accommodation. Skilled migrants experience the fewest problems in finding accommodation, most probably because they can afford to pay more in rent because of higher incomes. Humanitarian entrants have more problems finding a place to live compared with the other streams.

If a respondent indicated that accommodation was hard to find they were asked to explain what made it difficult. Table 17 outlines the reasons provided by Humanitarian entrants only about what causes difficulties in finding accommodation. Most commonly the reason is high expense followed by difficulty in finding appropriate accommodation. Where large family was mentioned specifically as a problem, this was coded as such. For many, even with small families,



accommodation can be too small and this was coded in the *hard to find appropriate accommodation* category.

Table 17: What makes it hard to find accommodation (*Humanitarian entrants only*)

Primary reason	Count
Too expensive to rent or buy home	760
Hard to find appropriate accommodation - lack of choice, shortage, waiting lists, small size, not near work, not safe area	400
Difficult to find a place due to lack of employment or low income	254
Difficult application process including lack of rental history / referees and ID points	161
Poor English / not able to communicate	161
Large family size	88
Experience discrimination	61
Competition - difficult to find a place to live due to competing renters/purchasers	48
Lack of knowledge, technology, transport, friends, support in how to apply, where to go	41
Difficult real estate agent	39

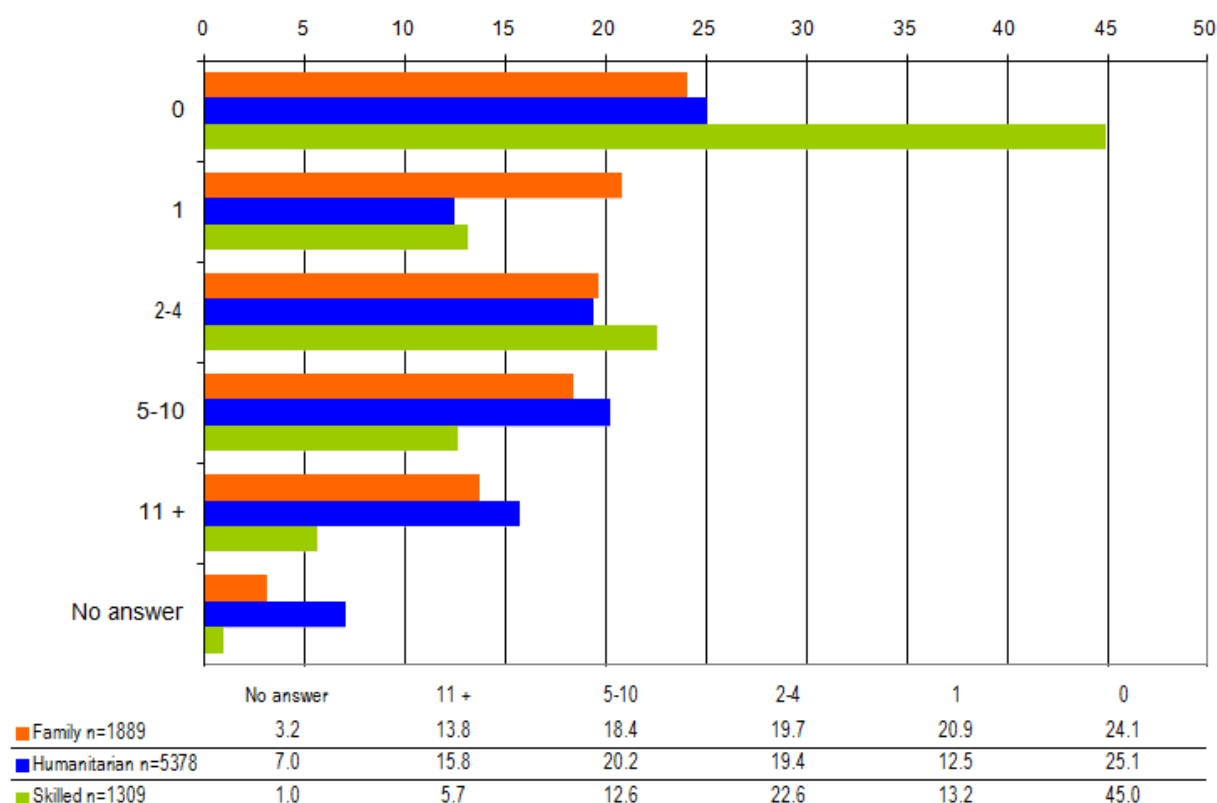
Being connected to others and community

Before arriving

A considerable proportion of all new settlers indicated that they knew no one or only one person already living in Australia before they arrived. Around a quarter of both Humanitarian and Family migrants reported that they knew no one before they arrived and a much higher proportion of Skilled migrants reported having no pre-arrival links. However, Humanitarian entrants are likely to have more links in Australia before arriving than other streams.

For the Family stream having a family member living in Australia is a requirement of being granted a visa within the Family stream, so this may seem a surprising result. Nearly all of the Family migrants who indicated that they had no connections in Australia before arriving arrived on spouse visa sub-classes. They may have arrived in Australia with their Australian citizen spouse and literally known no one (apart from their spouse who may or may not have been living in Australia) before they arrived.

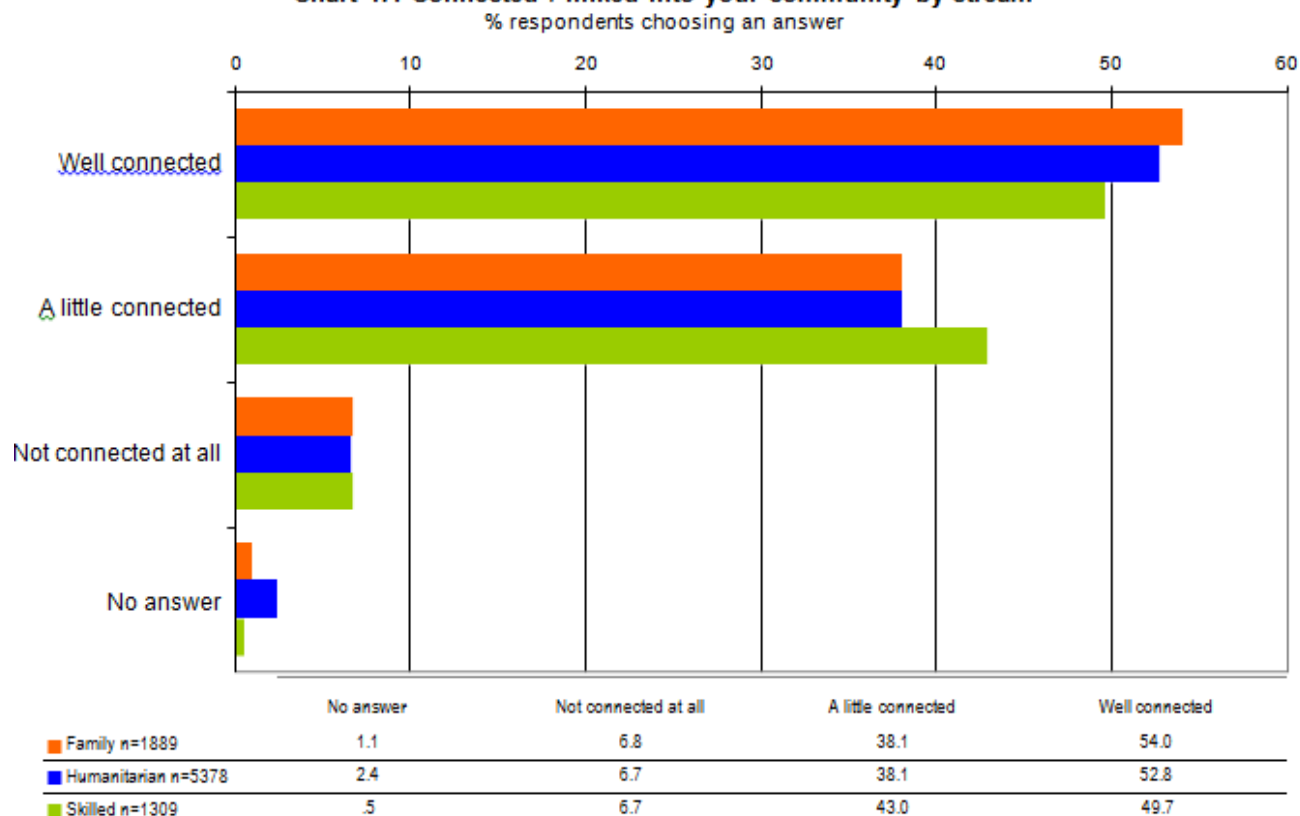
Chart 46: Number of family or close friends already living in Australia by stream
% respondents choosing an answer



Connections after arriving in Australia

A majority of settlers indicated that they were connected or linked into a community (see chart 47). The overall pattern of connection is similar across streams. It is important to recognise that respondents were asked about their links with their community which included family and friends as well as social groups that they met with frequently. If a person indicated that he/she was well connected, it cannot be interpreted that he/she is connected with a physical local community or with mainstream Australians.

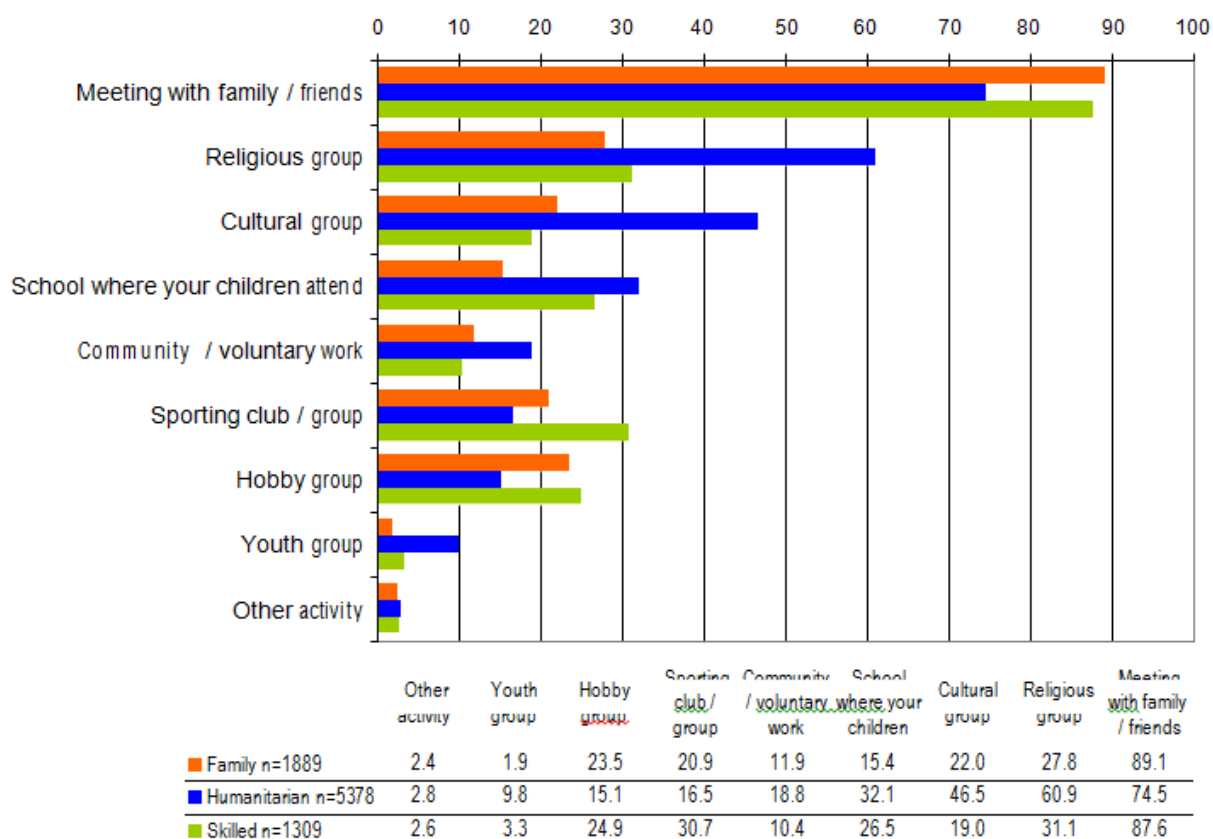
Chart 47: Connected / linked into your community by stream



In terms of community activities (see chart 48), meeting with family and / or friends is the most common way of connecting with others for all streams. Humanitarian entrants are much more likely to connect through their religious or cultural groups compared with the other two streams, and, along with Skilled migrants, also connect through their children's schools

Chart 48: Community activities often involved in over past 12 months by stream

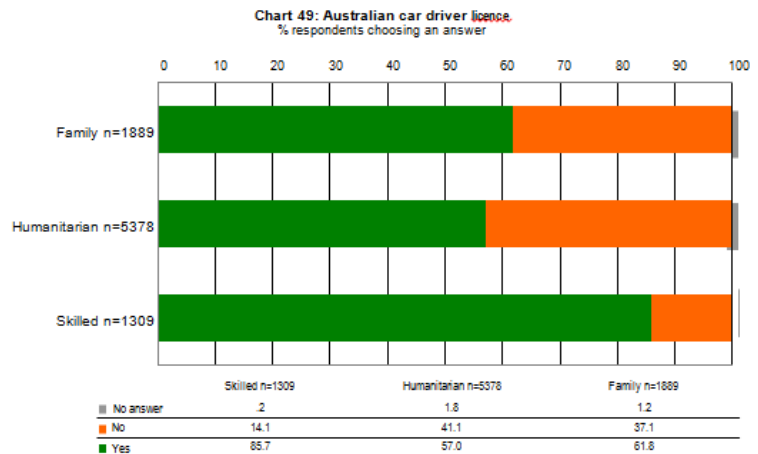
% respondents choosing an answer - multiple answers possible



Driver licence

Having a driver licence and a car can assist people to connect more easily with local physical and social communities.

A majority of all people from all streams are likely to have licences, but Humanitarian entrants have the lowest proportion of licence holders.

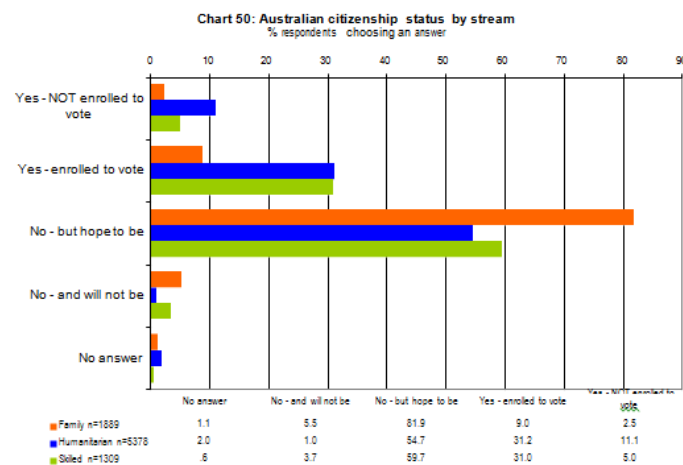


Citizenship

Obtaining or intention to obtain citizenship can be an indicator of *connectedness* for new migrants. Respondents were asked whether or not they were Australian citizens and what their intentions were in either situation. Nearly all respondents indicated that they were or intended to be citizens (*No but hope to be* category). Very few were not intending to become citizens. Given that a large proportion of the response sample have lived in Australia for fewer than 4 years, many would not be eligible to apply for citizenship yet, so realistically there should be a high intention, as distinct from, realised level.

Around 11% of Humanitarian entrants are citizens but have not enrolled to vote and this answer is statistically significantly higher than the other two streams.

Only those who answered that that were not intending to become citizens were asked to explain why (n=207). For Humanitarian entrants the major reasons for not becoming an Australian citizen are that the Australian citizenship test is too hard (n=11) and that they are happy with their current permanent resident status (n=10). These numbers cannot be considered statistically representative so should not be used for any policy or program changes. The major barrier for Family and Skilled migrants becoming citizens is that their original country does not accept dual citizenships (n=67).



Overall well being

Treatment from community

A majority of respondents believe that they are treated well by their local community, but Humanitarian entrants are significantly less positive than Family and Skilled migrants.

This factor is an important contributor to overall settlement outcomes for Humanitarian entrants.

Fewer than 200 respondents in the whole survey indicated that they were not treated well and when asked about what happened the most common

answers are about discriminatory statements or rude treatment. The other common explanation was that they were not involved with the local community or the local community was not aware of them.

In an earlier topic about where a person lives, respondents were asked to rate the friendliness of their neighbours (see chart 41). This produced slightly more negative results than the answers to the question about treatment from local community. When community treatment and friendliness of neighbours are analysed together, results indicate that there is a relationship between community and neighbour relations but the two are not equivalent concepts. See table 18 below, where the bold yellow highlights show the strong but not absolute link between neighbours and community.

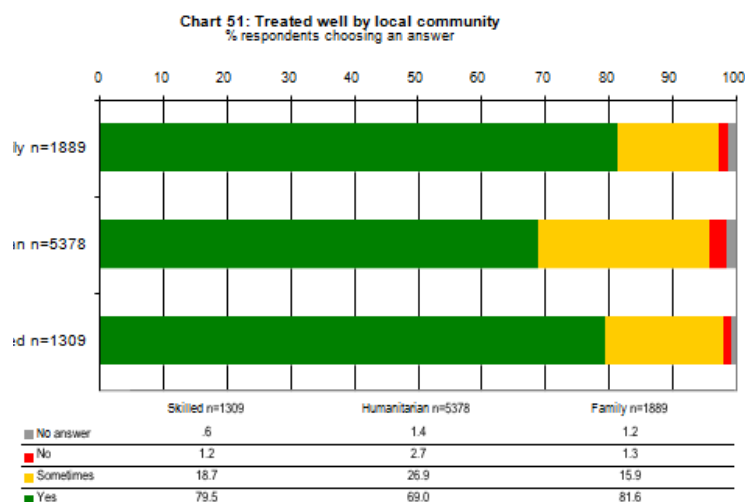


Table 18: Friendliness of neighbours by local community treatment - Humanitarian entrants only

How happy are you with the friendliness of your neighbours (happiness with neighbours by % of treatment from local community)	Treated well by your local community since coming to Australia					
	Yes		Sometimes		No	
	n	%	n	%	n	%
Happy	2080	67.1	463	39.8	33	30.0
Bit happy	846	27.3	503	43.2	32	29.1
Not happy	174	5.6	198	17.0	45	40.9
Total	3100	100.0	1164	100.0	110	100.0

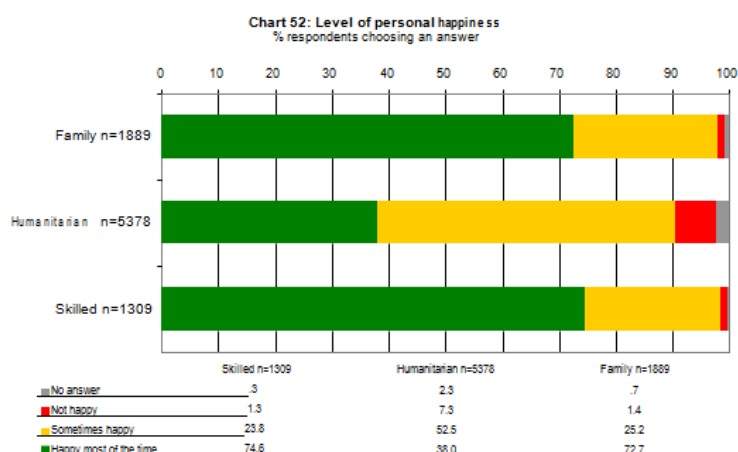
ASR understands from other community studies that it has conducted for DIAC that lack of contact with neighbours is quite common, particularly if a person has only been living for a short while in their area, there is a lot of housing turnover, people live on a corner or on a busy road, or many of the people in a street work long hours or shift work. In contrast, most people have some contact with their local community in the form of shop keepers, social groups, and through schools, as examples. For many, it is easier to make community contacts than neighbour contacts.

Happy, confident, making choices, comfortable

The next topics cover the concepts which make up settlement dimensions and settlement outcome: how happy, confident and comfortable people think they are about living in Australia.

As outlined in the earlier section on predicting settlement, these questions were asked as proxies for some of the dependent variables used in predictive modelling, as well as being measures to compare differences in settlement experiences for various demographic groups. As shown in chart 52, Humanitarian entrants are significantly less happy than Family and Skilled migrants who both have similar average happiness levels.

Happiness, confidence and comfort levels do not change statistically significantly over time, that is, they remain stable over the five year period surveyed.

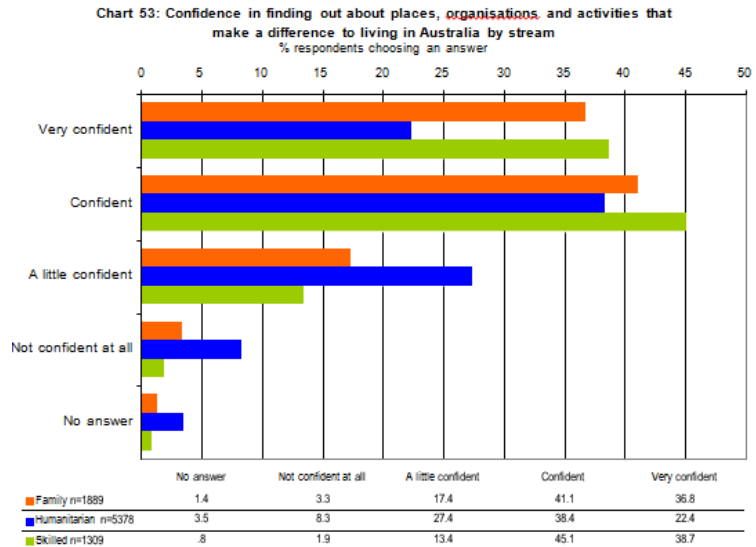


When examined by country of birth, Eritreans and Somalis (one group) and Sri Lankans are significantly more happy than any other country of birth group, while Iranians and Iraqis are significantly less happy. See table 19.

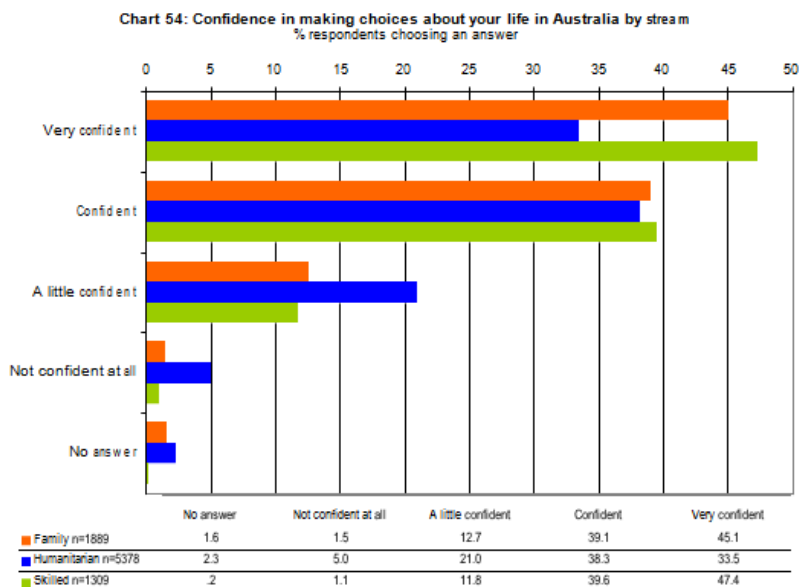
Table 19: Level of happiness by country of birth - Humanitarian entrants only

Country of birth (happiness level as % of country of birth)	Happy most of time	Sometimes happy	Not happy	Total
Afghanistan n=466	42.5	48.0	9.4	100.0
Burma n=887	39.4	58.4	2.2	100.0
Democratic Rep Congo n=140	31.9	59.3	8.9	100.0
Eritrea & Somalia n=105	59.8	34.3	5.9	100.0
Ethiopia n=122	48.7	44.5	6.7	100.0
Iran n=172	26.6	53.3	20.1	100.0
Iraq n=837	30.5	56.6	12.9	100.0
Other Central & W Africa n=298	36.5	55.9	7.6	100.0
Other South & East Africa n=247	42.3	55.2	2.5	100.0
Sierra Leone n=188	34.3	59.1	6.6	100.0
Sri Lanka n=285	60.3	36.5	3.2	100.0
Sudan n=924	31.0	60.8	8.2	100.0
Other n=707	47.8	46.5	5.7	100.0

A majority of Humanitarian entrants (over 60%) are *confident* or *very confident* in relation to finding out about what is happening around them. However, a higher proportion of Humanitarian entrants are *a little confident* or *not confident at all* in relation to finding out, compared with the other two streams.

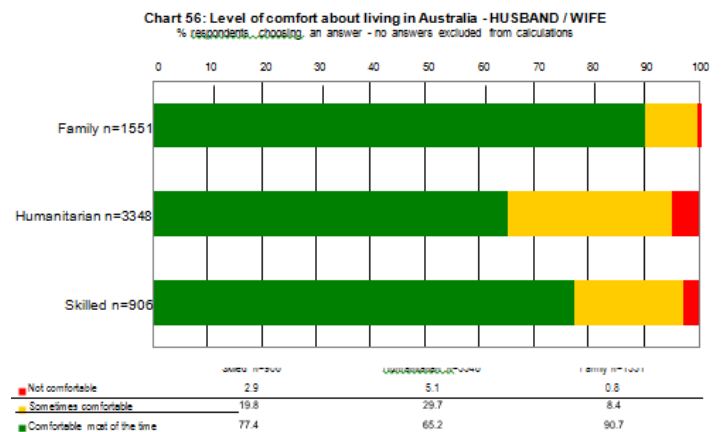
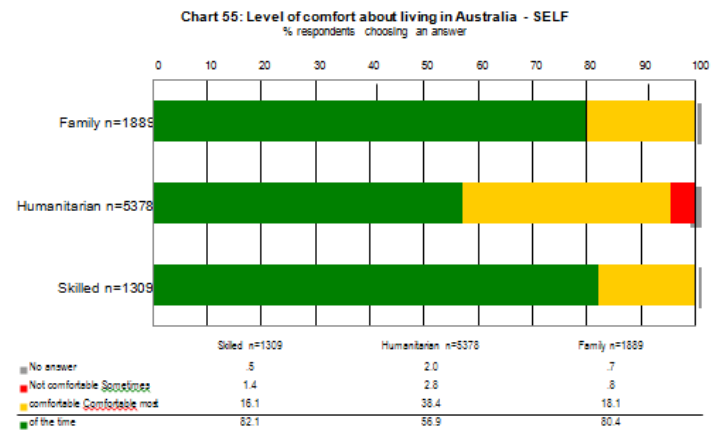


Over 70% of Humanitarian entrants are *confident* or *very confident* about making choices about their life in Australia and this is a higher percentage when compared with their confidence in finding out about things. However, Humanitarian entrants are still significantly less confident on this topic than the two other streams.

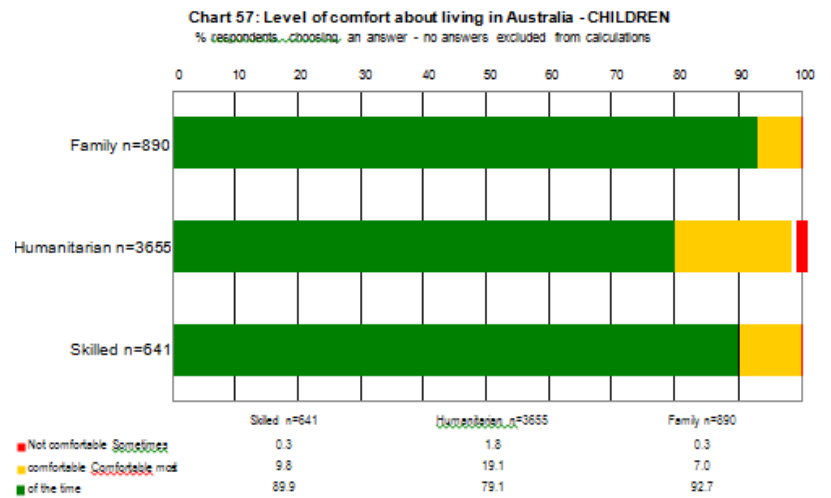


A majority of all settlers, irrespective of stream, are comfortable about living in Australia. Humanitarian entrants and their spouses are all less comfortable about living in Australia than Family and Skilled migrants. However, the Humanitarian respondents in this survey (all primary applicants) report that their children and others they may live with are more comfortable than the other two streams.

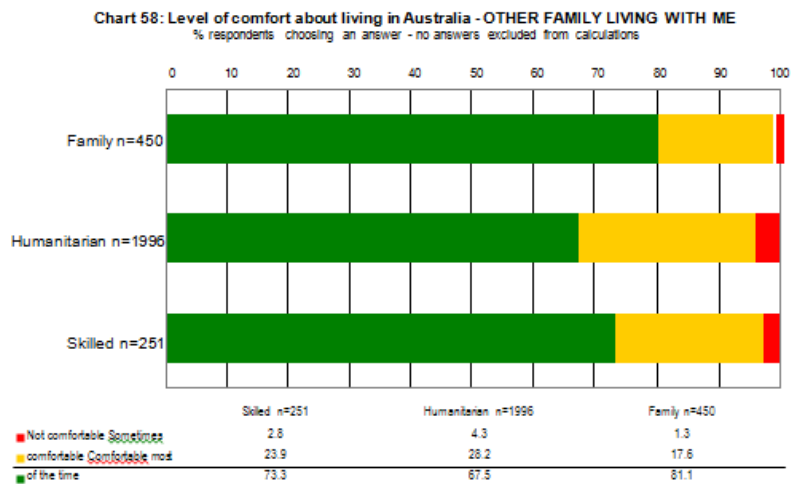
For this and the following charts, the primary applicant reported about others (spouse, children and, other family where they had these relationships). On average, spouses of Humanitarian primary applicants are reported as being more comfortable than primary applicants (where the primary applicant has a spouse). Also, a majority of spouses are reported as being *comfortable most of the time*, irrespective of stream. However, when compared with spouses of migrants from other streams, Humanitarian spouses have the highest proportion of discomfort.



Primary applicants report that, where they have children, their children are all predominantly *comfortable* with living in Australia and are reported as being significantly more comfortable than their Humanitarian parent/s. However, Humanitarian entrants' children are reported as being proportionately *less comfortable* than other streams.

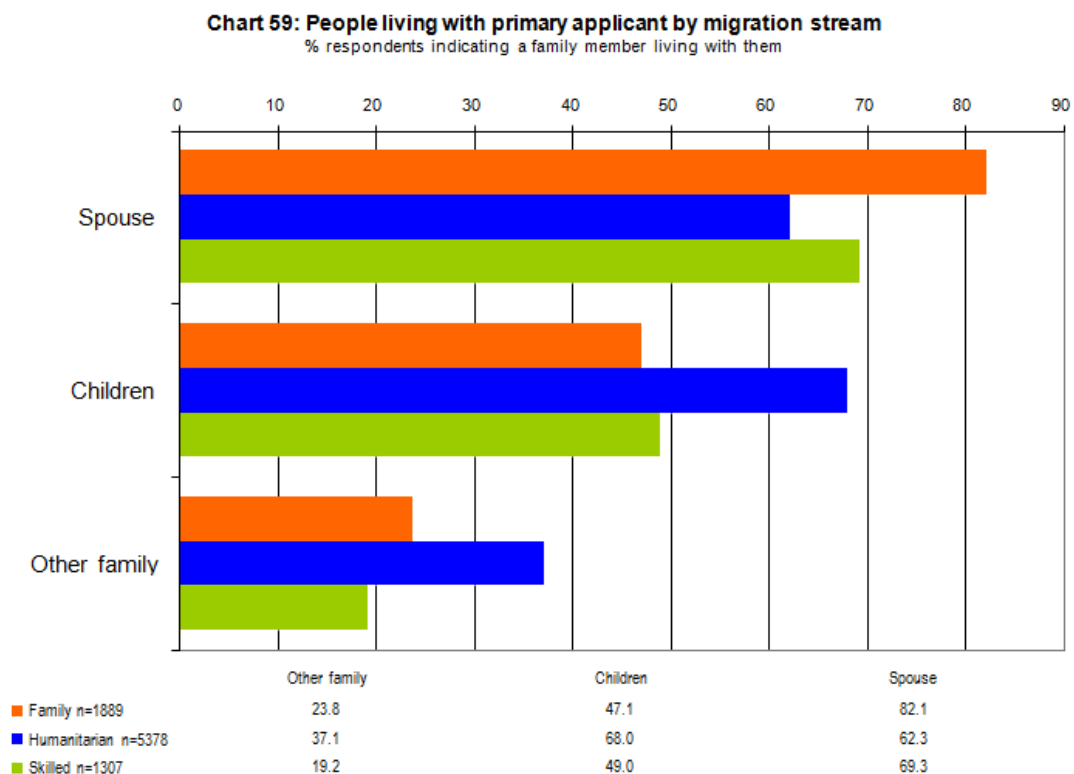


For all streams, other family living with a primary applicant (where this occurs) is reported at similar comfort levels to primary applicants' spouses.



From the way in which people answered the questions about the comfort of other people living with them, we have inferred living arrangements for each migrant stream. For example, if a primary applicant answered about their children's level of comfort we inferred that they had children and similarly if they answered about spouses or other family living with the primary applicant. Chart 59 shows the comparative living arrangements of the three streams.

The results indicate that 62% of Humanitarian entrants are likely to be living with a spouse, but this is below the average of the other two streams. Conversely, Humanitarian entrants are most likely to be living with children and other family members. Family structure may be important particularly as we know it helps predict the settlement concept of connectedness as outlined in the predictive model (see later section).



Demographic analysis of Humanitarian entrants

The following section covers key similarities and differences between several demographic categories **within the Humanitarian stream only**.

It is important to note that for a number of categories, such as cultural background, the sub-group sizes are not similar. This size disparity sometimes distorts the results of significant difference testing, so results for these groups should be treated with caution. All information used to describe demographic variables was taken from the SDB. Information may have been current when initially entered into SDB but it may have changed by the time the settlement outcomes survey was conducted.

We have deliberately not included numerous charts or tables in this section. Instead, we have noted results **where there are statistically significant differences in results between demographic sub-groups or cohorts**.

All significant difference tests have been calculated at the $p < 0.05$ level (that is, 95% confidence). Significant difference reflects difference in the variance in answers rather than absolute amounts. So while some percentages may be quite different in absolute terms, they may not be statistically significantly different.

Length of time in Australia

Respondents were categorised into four groups and each sample time cohort is statistically representative of its population cohort. Table 20 below displays the profile of the Humanitarian sample. Note that each year cohort is of roughly of similar size which is good for comparative purposes.

Table 20: Length of time in Australia - Humanitarian stream only

Length of time in Australia	n	%
1 and up to 2 years	1155	21.5
2 and up to 3 years	1218	22.6
3 and up to 4 years	1619	30.1
4 and up to 5 years	1386	25.8
Total	5378	100.0

As a general pattern the longer a respondent has been in Australia survey results on most items slowly increase, such as more obtain a driver licence, get a qualification or increase English speaking proficiency. Items with statistically significant differences over time are:

- Being confident about making life choices takes a little longer and starts to increase around three years of settlement.
- After four years in Australia, Humanitarian entrants are more likely to speak, read and write English *well* or *very well*.
- Longer time cohorts are more likely to obtain additional qualifications, particularly through technical colleges.
- Longer time cohorts are more likely to be Australian citizens and enrolled to vote.
- Longer time cohorts are less likely to indicate that English classes have helped. This could be related to recency: it's easier to recall the impact of English classes if you took them one year ago compared with five years ago or that over time, the amount of impact lessens in relation to other activities. It may also be problematic comparing experiences of English classes of today with English classes of five years ago, as teaching methods, structure and content may have changed over time.

- Those who have been here for four years or more are more likely to be employed in technical or community work than other time cohorts.
- Those who have been here for less than two years more likely to be in the lowest income bracket compared with most other time cohorts.
- The longer term cohorts are more likely to have borrowed more money.
- Shorter time cohorts are more likely to be paying rent while longer time cohorts are more likely to have a mortgage / home loan.
- Newer migrants are less likely to have a driver licence.
- Longer time cohorts generally find it easier to access health and medical services.
- Longer time cohorts are less likely to use translator / interpreter services, but they are more likely to use a community legal centre than the 1-2 year cohort.
- Longer time cohorts are more likely to have a job (19% in the shorter time cohort compared with 34% in the longer time cohort).

In contrast to differences there are a number of factors that remain stable over time and these are the most important in predicting overall settlement outcomes:

- Proportions of Humanitarian entrants with good and excellent physical and mental health remain stable over all time cohorts: they do not increase or decrease over time.
- Happiness, confidence and level of comfort ratings also remain very stable over time.

Age

Respondents were categorised into six age groups for statistical comparisons. There were too few respondents in the 65 year and older groups to allow for meaningful analysis in separate sub-groups so they have been merged into one group. Table 21 below displays the age profile of the Humanitarian sample.

Table 21: Age group - Humanitarian stream only

Age group	n	%
18-24 years	319	5.9
25-34 years	1680	31.2
35-44 years	1771	32.9
45-54 years	992	18.4
55-64 years	427	7.9
65 years +	189	3.5
Total	5378	100.0

The greatest differences in findings related to age occur between the youngest and older cohorts, that is, 18-24 years olds compared with 55 years and older. In general, younger people are more positive or find things easier than older people. In many instances patterns appear to follow general norms within society, such as younger people find it easier to use the internet than older people, younger people obtain qualifications, older people find it harder to find a job, etc.

There are a number of differences that relate just to the 45-54 year cohort and these differences are possibly related to having a family. For example, this age group is least satisfied with the size of the place they live in, are more likely to be paying a mortgage / loan and find it more difficult to make these payments.

Statistically significant differences are:

- Younger people (18-34 years) are more likely to speak, read and write better English.
- Younger people are more likely to do some sort of study after arrival.

- Younger people are more likely to have primary or high school and older respondents more likely to have trade college and university qualifications before arriving – a society-wide pattern.
- The youngest cohort is least likely to be Australian citizens, but the majority are intending to become citizens. Those in the youngest age group who are Australian citizens are most likely to have enrolled to vote particularly when compared with the 45-54 age group who are significantly less likely to have enrolled.
- Those aged 25-34 are least happy about the safety of the area where they live compared with those aged 45 years and older.
- Younger people are less happy with proximity of accommodation to schools than the 35-44 age group, but younger people are more likely to have younger children or are attending these schools.
- In general younger people find it easier to use services surveyed, particularly the internet and telephone.
- Younger people are less likely to have used translator / interpreters – a consequence of having better English skills.
- Younger people (18-44 years) are more confident than 45 years and older people.
- Those in the 45-54 cohort are least satisfied with the size of the place where they live and this is the group that is most likely to have larger or extended families.
- The 45-64 cohort find it most difficult to pay rent / mortgage.
- The 45-54 year cohort is the least *happy* of all age cohorts (in answer to the question about “How happy do you feel about yourself?”)
- Older cohorts are more likely to be happy with friendliness of neighbours, compared with the 25-34 year cohort.
- 65s and over are less likely to be paying rent. If aged between 25 and 54 migrants are more likely than other age groups to be paying off a mortgage.
- Older cohorts are less likely to have a driver licence.
- Older people less likely to be employed and therefore more likely to receive Centrelink payments.
- Older age cohorts are less confident about finding out about places, organisations, etc, that make a difference to living in Australia.
- Older groups are less likely to have good physical or mental health.

Cultural background

With guidance from DIAC 10 key ethnic groups were selected for analysis. These were categorised using the SDB country of birth field as the closest equivalent field available in the database, as the ethnicity field was not complete for a significant number of records. Three other groups were categorised by ASR and these have been italicised in table 22. There were too few respondents from Eritrea and Somalia to conduct meaningful analysis using these countries as separate categories so they were combined into one group. It is important to note that sub group sizes are not similar and so any statistically significant differences should be interpreted with caution.

Table 22: Country of birth - Humanitarian stream only

Country of birth	n	%
Afghanistan	466	8.7
Burma	887	16.5
Democratic Republic Of Congo	140	2.6
Eritrea & Somalia	105	2.0
Ethiopia	122	2.3
Iran	172	3.2
Iraq	837	15.6
Sierra Leone	188	3.5
Sri Lanka	285	5.3
Sudan	924	17.2
<i>Other Central & West Africa</i>	298	5.5
<i>Other Southern & East Africa</i>	247	4.6
<i>Other</i>	707	13.1
Total	5378	100.0

Below are the significant differences (at the $p < 0.05$ level) between the countries of birth of Humanitarian entrants:

- Afghans are quite different from other cultural backgrounds on a number of key items. They have amongst the poorest English skills, are the least educated before arrival and the least likely to obtain a qualification after arrival. However, they are more likely to borrow larger amounts of money, more likely to be paying a mortgage or housing loan (26% compared with the average of 8% and therefore least likely to be paying rent) and more likely to be finding it difficult to do so. In contrast to the relatively high proportion that have home loans, they are less likely to be employed and 94% of Afghan households are in receipt of Centrelink payments.

Afghans are least likely to have a driver licence compared with most other groups. Generally Afghans find it hardest to use services and are far less likely to use help from a religious group or a migrant resource centre but they are most likely to use interpreter / translator services. Afghans are least likely to learn about life in Australia from English classes. Along with a few other groups, they have the poorest mental and physical health.
- Those from Afghanistan and Burma have the poorest spoken English, written English and reading skills.
- Burmese and Other Southern & East Africans are more likely to have only primary school qualifications.
- Those from Iraq, Iran, and Congo more likely to have university qualifications before arriving in Australia.
- Sierra Leonens are most likely to obtain trade qualifications after arrival and along with Sri Lankans they are more likely to obtain a university qualification after arrival.
- Confidence about finding out about places, organisations, etc, that make a difference to living in Australia is highest amongst Sierra Leonens and Sri Lankans.
- Sierra Leonens have the highest proportion of employment compared with all other countries.
- Burmese who are Australian citizens are less likely to be enrolled to vote compared with all other countries of birth.
- Fewer Ethiopians and Sierra Leonens intend to become Australian citizens.

- Iranians are less likely to have been treated well by their local community and are least happy with the friendliness of their neighbours.
- For Other Central & West Africans, English classes were rated as less helpful for learning English compared with other countries of birth.
- Iraqis are more likely to be managers / professionals than Burmese, Sudanese, and Sierra Leonens.
- Burmese, Sudanese, Eritreans and Somalians more likely to be machinery operators, driver or labourers.
- Sri Lankans and Burmese are most satisfied with the size of the place where they live.
- Burmese find it easiest to make accommodation payments.
- Afghans, Iraqis and Burmese used translators and interpreters most.
- Eritreans and Somalians are more likely to use legal advice centres.
- Burmese and Congans are more likely to use their cultural groups for support.
- Sri Lankans and Ethiopians are less likely to be receiving Centrelink benefits than most other groups.
- Iraqis and Afghans have the poorest physical health.
- Iraqis, Iranians and Afghans have the poorest mental health.
- Iranians and Iraqis are more likely to indicate that they are *not happy*.
- Burmese are the least confident about making choices in relation to life in Australia.

Australian location

Two separate sets of analysis were conducted regarding location. The first focused on whether a respondent lived in a metropolitan or regional area, as defined by DIAC postcode, and the second was state of residence as held in SDB.

Metro / regional

DIAC provided ASR with a list of Australian postcodes and whether or not they belonged to a regional or metropolitan area as defined for DIAC settlement grant purposes. This is different to the Accessibility/Remoteness Index Australia (ARIA) in that settlement grants definitions classify Darwin and Hobart as regional and Wollongong and Geelong as metropolitan.

Using SDB-provided postcodes (which may not be where a respondent currently resided), ASR classified respondents into metropolitan or regional categories. In total 42 Humanitarian entrants were located in Hobart and Darwin and these 42 have been classified as regional for this analysis. Table 23 displays the sample profile.

Table 23: Metro or regional location - Humanitarian stream only

Location	n	%
Metropolitan	4826	89.7
Regional	552	10.3
Total	5378	100.0

As a general observation, regionally located migrants are more likely to have higher or more positive scores on most items surveyed compared with their metropolitan counterparts. From this study we cannot ascertain why this is the case, but selection criteria may significantly contribute to more positive views or experience. In other words, those who DIAC assessed as being more likely to settle better may have been chosen to settle in regional areas.

There are a few areas where regional migrants score less well than metropolitan migrants but these are on items like proximity to public transport and medical treatment - issues experienced by all who live in Australian regional areas.

The significant differences for **regional** migrants compared with their metropolitan counterparts are displayed below. Note that this is a list of differences only and regional/metropolitan location cannot be assumed as the cause of the differences. It may be a contributing factor, but the extent, if any, of the contribution cannot be assessed from this study.

- More likely to speak English well.
- More likely to obtain trade or university qualifications after arrival.
- Happier with the size of their house but proximity to public transport is an issue.
- Less likely to be living with family/friends or to be paying a mortgage or loan.
- Find it easier to make rent / mortgage payments than those in metro areas.
- Find it easier to use translator / interpreter.
- More likely to use help from cultural or religious groups and migrant resource centres.
- More likely to be employed.
- More likely to have good physical and mental health. However when sick, they are less likely to receive helpful treatment compared with metropolitan migrants (not a surprise).
- More likely to be very confident about making choices in relation to life in Australia.

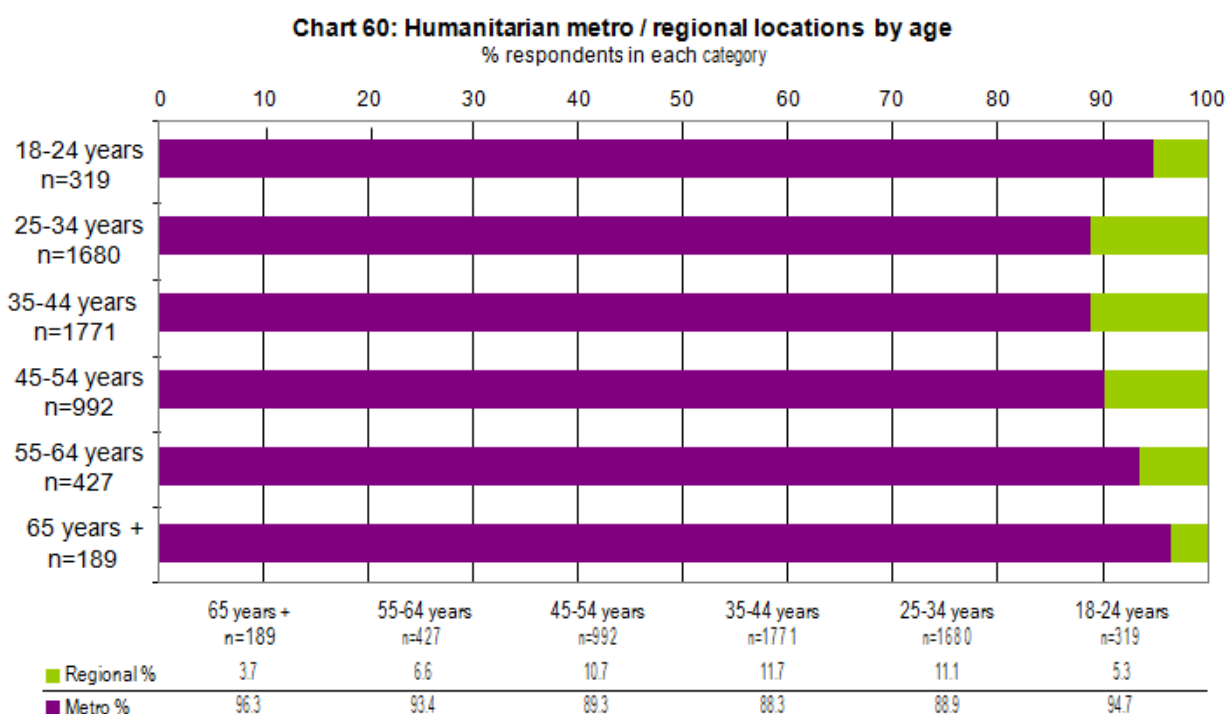
When metropolitan Humanitarian entrants were analysed by age, there were significant differences between most age groups on many questions. Younger cohorts scored better (more positively) than older. In contrast, all regional Humanitarian entrants had similar positive experiences across age cohorts; there was a more consistent pattern in their answering, irrespective of age group, and there were no significant differences between regional age cohorts.

Where there were significant differences in age cohorts across the board (all Humanitarian entrants analysed as a whole), most significant differences in age cohorts were between youngest and oldest groups. In contrast, there are not many younger or older Humanitarian entrants in regional locations so there were fewer differences related to age. Most regional Humanitarian entrants are in the middle age cohorts, not the extremes. See table 24.

Table 24: Age by metro/rural location - Humanitarian stream only

Age cohort (% total by location)	Metro		Regional		Total	
	n	%	n	%	n	%
18-24 years	302	94.7	17	5.3	319	100.0
25-34 years	1494	88.9	186	11.1	1680	100.0
35-44 years	1563	88.3	208	11.7	1771	100.0
45-54 years	886	89.3	106	10.7	992	100.0
55-64 years	399	93.4	28	6.6	427	100.0
65 years +	182	96.3	7	3.7	189	100.0
Column total	4826		552		5378	100.0

Chart 60 is a chart of the figures in table 24.



State

Table 25 displays the breakdown of Humanitarian respondents by state of residence as held in SDB. Note that there are only a small number of respondents are from the ACT and NT.

Table 25: State of residence - Humanitarian stream only

State	n	%
Australian Capital Territory	63	1.2
New South Wales	1738	32.3
Northern Territory	47	.9
Queensland	556	10.3
South Australia	554	10.3
Tasmania	142	2.6
Victoria	1619	30.1
Western Australia	659	12.3
Total	5378	100.0

The significant differences between states are:

- Queensland migrants are less likely to have been treated well compared with those in New South Wales and Victoria.
- English classes in Queensland are more likely to help you make friends than classes for those located in New South Wales and Victoria. In New South Wales English classes are least helpful for finding a job than in all other states.
- Migrants in South Australia are more likely to borrow \$100,000 to \$300,000 than other states.

- Migrants living in Australian Capital Territory and Victoria are less likely to have used their highest level of education often or always in their jobs, indicating that they are the most under-employed group (by state).
- Migrants in South Australia and Northern Territory are more likely to have a driver licence.
- Tasmanian migrants it is easier to access health and medical services than those in South Australia and Victoria.
- Migrants living in Tasmania and Australian Capital Territory are most likely to use help from migrant resource centres.
- Migrants in Northern Territory, Western Australian and Queensland more likely to be employed especially compared with Victoria.
- Migrants in New South Wales and South Australia have the poorest physical health.

Marital status

Marital status was grouped into three categories as displayed in table 26. *Other* includes never married or de facto (a single and not mutually exclusive category as held in SDB) and engaged. If a respondent's marital status was unknown they were not included in statistical comparisons.

Migrants in the *other* category are very likely to be younger (<35 years) and more likely to be from Ethiopia, Iran, Sri Lanka or Other Central & West Africa.

Table 26: Marital status - Humanitarian stream only

State	n	%
Married or de facto	3374	62.7
Divorced, separated or widowed	695	12.9
Other	1262	23.5
Unknown	47	.9
Total	5378	100.0

It is interesting to note that in many instances those in the *other* group are likely to be settling better than those in the *married or de facto* group or those who are *divorced, separated or widowed*. *Others* are more likely to be employed and employed, be happy with their living conditions, have a better grasp of the English language and are less reliant on external sources of help. They also report the best physical and mental health of the three groups. The *divorced, separated or widowed* group find it most difficult to use services, are less likely to have a job and are the least happy of the three groups.

Significant differences between groups are:

- *Others* are more likely to speak, read and write English well and are more likely to have some sort of education before coming and more likely to obtain some sort of education after arrival. English classes more likely to help migrants in this group find jobs.
They are more happy with size of place they live in and generally finding it easier to use all services. *Others* are less likely to use translator / interpreter services and generally less likely to use any services to obtain help. They are less likely to receive Centrelink payments and more likely to find it easy to make accommodation payments. They are the most confident in finding out about things and have best physical and mental health.
- The *divorced, separated or widowed* group are more likely to have borrowed no money than other groups. They are less likely to have a driver licence, find it harder to use the internet and generally find it harder to use services than other groups. They are less likely to have a job, have poorer physical health and are the least happy when compared with other marital status groups.

- The *married or de facto* group are more likely to have borrowed more, probably because they are more likely to have families to support.

Linked before arrival

For this analysis we have classified a Humanitarian migrant as *linked* if they knew one or more people (family and/or friends) **before** arriving in Australia. *Unlinked* means that a respondent indicated that they knew no-one before arrival. The concept of *linked* in this study is different from the concept of *connectedness* covered earlier in the report. *Connectedness* is about relationships with local communities which have developed **after** arriving in Australia.

In conducting the significant difference analysis, those who gave no answer to the links in Australia question were excluded.

Table 27 shows the breakdown of Humanitarian entrants by the number of people they knew before arriving in Australia.

An *unlinked* Humanitarian migrant is more likely to be younger and from Africa (excluding Sierra Leone and Sudan). More than 60% of Afghanis knew none or only one person on arrival. Very few older people (>55 years) are *unlinked*.

Table 27: Number of links before arriving - Humanitarian stream only

Number of links	Freq	%
0	1349	25.1
1	670	12.5
2-4	1044	19.4
5-10	1088	20.2
11 +	848	15.8
No answer	379	7.0
Total	5378	100.0

There are quite distinct differences between the *linked* and *unlinked* groups. Significant differences are:

- *Unlinked* migrants are more likely to speak, read and write well, more likely to obtain some sort of qualification after arrival, more likely to be employed, least satisfied with most aspects of their accommodation and in particular size of house, proximity to shops, schools and medical centres, not likely to be living with family or friends, find it easier to use police, and are less likely to have used translators / interpreters than most other groups.
- English classes are less likely to help migrants with only 1 link to find a job or to find out about living in Australia, compared to those with 0 or 2 or more links.
- Those with 1 link are more likely to be paying a mortgage or loan and more likely to always find it hard to make payments compared with those with 0 or 2-4, and less likely to have driver licence, find it harder to use Centrelink.
- Those with 11 or more links rate AMEP as harder to use.
- Those with 5-10 links more likely to use cultural or community group help.

Predicting Humanitarian settlement

The analysis and all of the discussion in this section is restricted to data collected from **Humanitarian entrants only**. Using the framework outlined in table 1 (see earlier section on previous studies and model), ASR conducted statistical analysis of survey data to predict settlement outcome. In other words, we looked at what variables contributed to settlement (either successful or unsuccessful). A number of statistical techniques including regression and classification techniques were used.

Initially the data was tested to determine how well it was suited to different types of multivariate analysis. Internal relationships within the data were explored using bivariate and multivariate analyses. We extensively explored potential relationships within and between demographic attributes, settlement indicators, settlement dimensions and settlement outcome. In other words, we looked for relationships along the continuum of independent to dependent variables, and between variables. The analysis indicated that there were minimal relationships between all independent variables. This means for example, that we did not find a relationship between drivers licence and the use of community services, or between English language proficiency and participation in education and training.

In general, we found no evidence to support the overall hypothetical framework and its constructs and in particular very limited evidence to support how items were grouped and what related to what (construct structure and relationships) with the exception of personal well-being. The strongest relationship between two variables - physical and mental health - was only moderately correlated. The next strongest relationships were between speaking, reading and writing English, and these were also only moderately correlated.

We found limited evidence linking settlement indicators with settlement dimensions, with the exception of personal well-being. Mental and physical health and a proxy for self-esteem (confidence about finding out about places, etc) together predicted *happiness* (our proxy for the settlement indicator of personal well-being). Only the personal well-being settlement dimension was linked to settlement outcome. However, some settlement indicators were directly linked to settlement outcome. Many of the initially identified settlement indicators did not predict anything.

So we conclude that the model as a whole could not be supported, but the statement is strongly qualified with *using this dataset*. We note that the data set had more than sufficient records for this type of analysis and contained a considerable number of variables for exploration. Paucity of data was not an issue for exploring the model.

This means that the way in which agencies define settlement outcomes for clients (for example that clients participate socially and economically, have a certain level of independence and have sufficient levels of personal well being) differs from how Humanitarian entrants themselves define successful settlement (for example, when they feel they live comfortably in Australia).

We were able predict settlement outcome (*level of comfort* about living in Australia - our proxy for settlement) and a construct called *connectedness* with a local community. ASR has created the construct of *connectedness*. This construct was not in the original hypothetical model. It groups a number of variables; all related to being part of a community. It can be considered a sub-set of the settlement dimension of social participation, as it is more limited in scope. *Connectedness* means participation in family/friend and religious/ethnic group activities (a Humanitarian entrant's community) and should not be taken to mean participation in mainstream Australian activities such as a geographical community.

The final outcome of the multivariate analysis was to produce a predictive model of settlement outcome (*comfort*) and a model for *connectedness* that can be considered a new settlement indicator. Results of this analysis can be used to help decision makers focus on factors that are most important for Humanitarian entrants themselves and have the greatest impact on *comfort*

and *connectedness*. We repeat that this model only fits within the current data set; any changes within the data set will change the predictive power and nature of the model.

Predicting *comfort*

Four items best predict level of *comfort* (the proxy used for the concept of settling in Australia). The model aligns very well with the Humanitarian migrant data set with over 90% of the data correctly predicted and incorporating 91% of the Humanitarian survey sample. This is a robust model.

The variables which make a significant contribution to *comfort* were (in descending order of impact):

- how happy a person feels with his/her self.
- confidence about making choices about their life in Australia.
- being treated well by the local community since coming to Australia.
- difficulty of finding a place to live in Australia.

In other words, if taken together, a Humanitarian entrant who felt happy about themselves, was confident about making life choices, was treated well by their local community and who found it easy to find a place to live (which is different from a good place to live), could be considered well settled in Australia. The variable that contributes most of all to a positive settlement experience is personal *happiness*.

Level of happiness is further predicted in order of impact of contribution by level of mental health, degree of *connectedness* and level of physical health. Note that the predictors of happiness are probabilities only – not absolutes. The more healthy a Humanitarian entrant is, the more they are likely to be happy, but it is not a certain outcome.

It is important to understand that this analysis included all independent demographic variables such as age, gender, location, etc, as well as the more independent variables such as employment status, receipt of Centrelink payments, possession of driver licence, citizenship, etc.

As outlined before, the level of *happiness* does NOT change with the length of time a Humanitarian entrant has lived in Australia. In other words, Humanitarian entrants do not feel happier about themselves as they live longer in Australia, nor does their mental or physical health change over the five year time period covered in this study. As a result, and supported by the answers to the overall settlement question (proxy *comfortable* about living in Australia), perceived level of comfort in living in Australia does not change as Humanitarian entrants live longer in Australia.

In summary the analysis shows that happier people are more likely to be better settled people. A person's happiness level is primarily determined by their level of mental health.

The study results show that health and happiness levels do not change over a five year period, and therefore settlement outcomes remain the same (also do not change) over this period.

Predicting *connectedness* to community

Multivariate analysis identified nine key variables that best predict *connectedness*. Note that the concept of *connectedness* is about being part of the local community. It is not about the number of links that a Humanitarian entrant had in Australia before and after arriving here.

The model included 85% of the Humanitarian stream sample. The analysis demonstrated that the model aligned very well with the data and correctly classified over 90% of cases. The nine variables that best predict *connectedness* are:

- how happy a person feels with his/her self.

- being treated well by the local community since coming to Australia.
- degree of confidence about finding out about places, organisations and activities that make a difference to living in Australia.
- degree of mental health.
- involvement with family or friends.
- whether or not a Humanitarian entrant had links/contacts in Australia before arrival (note just linked or unlinked and not distinguishing between number of links).
- involvement with a religious group.
- involvement with a cultural group.
- male gender.

Importantly *happiness* has the greatest effect on *connectedness* – as well as the greatest effect on *comfort*. Increases in *happiness* positively predicted the amount of *connectedness*. In other words, the concepts of *comfort* and *connectedness* are both most contributed to by a person's level of *happiness*. A *happy* person is a *connected* person. A *happy* and *connected* person is a well settled person.

In all of this discussion, level of *happiness* is crucial, and *comfort* (success of settlement), mental health and *connectedness* are all interrelated. Missing from the model because they did not make any predictive contribution are:

- language skills.
- education.
- citizenship.
- source of income.
- driver licence.
- ability to access and use community services.
- satisfaction with accommodation.

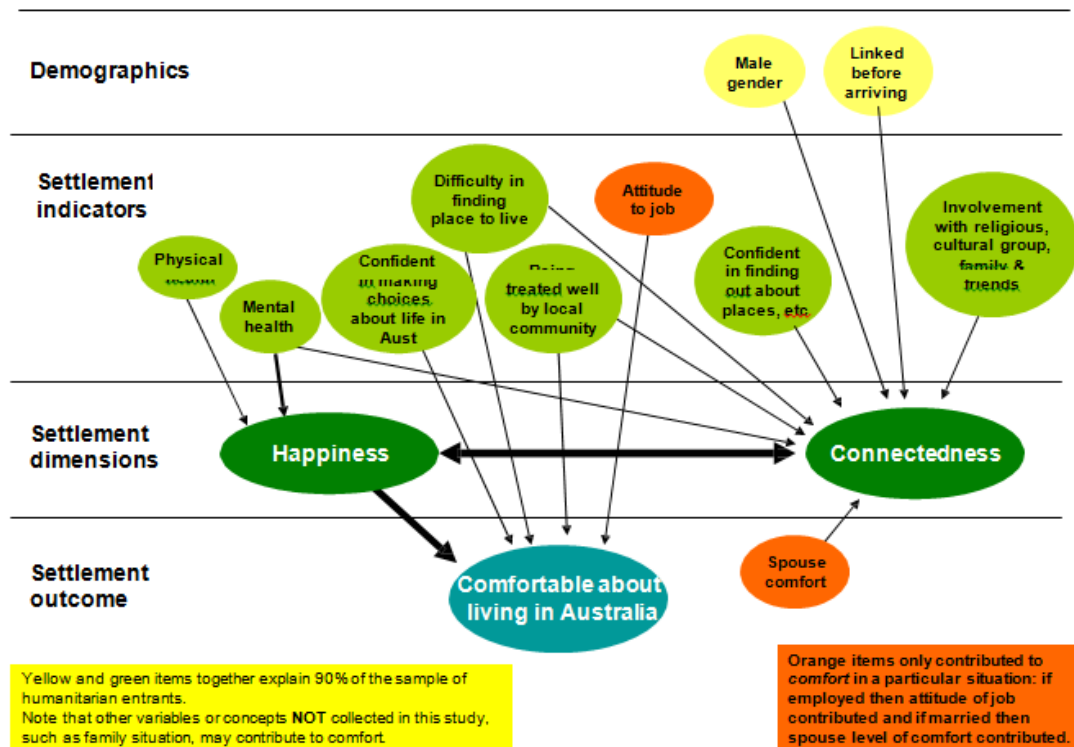
Work and marriage

Note that all items related to employment and employment income were not included in the predictive model because the items only applied to a small proportion of the Humanitarian sample. For those who had a job, their attitude to their job was a significant contributor to *comfort*, but happiness still remained the strongest predictor. Similarly, for those who were married, comfort of spouse was a key contributor to *connectedness*, but not all migrants are married, so this item was excluded from the overall model.

Predicting settlement outcome

Figure 1 is a diagram of the previous discussion of the concepts of *comfort*, *happiness* and *connectedness* and what contributes to predicting them.

Figure 1: Predicting humanitarian settlement outcome
from humanitarian primary applicant data collected in the June 2010 study only



Revisiting the hypothetical model

We have taken the findings from the predictive analysis and applied them to the original hypothetical framework. In table 28 CAPITAL LETTERS indicate a proxy question for the key settlement dimensions and outcome.

Blue words show where statistical links have been found. The green highlight (job satisfaction) only applies where a Humanitarian entrant is employed. The predictive statistical analysis has shown that involvement with family and friends is another settlement indicator which makes some contribution to overall settlement success (COMFORT). Spouse level of comfort (where a Humanitarian entrant has a spouse), is also a previously unidentified contributor.

It is important when looking at the participation in community life item in the table 2 that this should not be interpreted as participation in mainstream Australian community activities but, rather, focused on the religious and cultural activities of the ethnic group that the Humanitarian entrant identifies with. The strength of this concept of immediate group connectedness is one of the pieces of information we have used to shape our recommendation about further study of enclaves.

While it was hypothesised that satisfaction with accommodation might be a settlement indicator, a better indicator appears to be ease/difficulty of finding a place to live in Australia. Hence accommodation is marked as a contributor to COMFORT (and displayed in orange in table 2) but not in the form originally presented in the model.

Table 28: Revisiting the conceptual framework for hypothesising about settlement outcome

Demographic attributes <i>Primary independent variables</i>	Settlement indicators <i>Secondary independent variables</i>	Key settlement dimensions <i>Secondary dependent variables</i>	Settlement outcome <i>Primary dependent variable</i>
Gender (male) Country of birth Age Length of time in Australia Marital status at time of arrival Postcode of residence <i>(All above from Settlement Database)</i> Links before arriving in Australia (Qn 37)	English proficiency (Qn 1) Participation in education and training (Qn 7) Participation in community life (limited) (Qn 33) Citizenship intention (Qn 12) Amount of community acceptance (Qn 34)	Social participation CONNECTED WITH COMMUNITY (Qn 32)	Settlement outcome COMFORT (Qn 38)
	Level of income (Qn 20) Job satisfaction (Qn 18) Satisfaction with accommodation (Qn 27) [finding a place to live Qn 28] Level of debt (Qn 29)	Economic well-being HOME OWNERSHIP OR INCOME MINUS DEBT (Qn 25 OR Qn 20 and Qn 29)	
	Drivers licence (Qn 30) Ability to access and use community services (Qn 10 & 11) Source of income: govt vs employment (Qn 13) Ability to make choices about own life (Qn 36)	Independence CONFIDENCE IN MAKING CHOICES ABOUT YOUR LIFE IN AUSTRALIA (Qn 36)	
	Physical health (Qn 22) Mental health (Qn 23) Level of personal confidence CONFIDENCE THAT YOU CAN FIND OUT ABOUT PLACES, ETC THAT MAKE A DIFFERENCE TO LIVING IN AUSTRALIA (Qn 35)	Personal well-being HAPPINESS (Qn 31)	

Progressing the model

We believe, but cannot prove with the data available, that there are some limitations to the model, simply because of the limit to the number and complexity of constructs that could be explored through a relatively short, self-completion questionnaire and the nature of the SDB data available. We believe that other variables which may contribute to primary applicant settlement outcomes include current household and family size and structure, current marital status, and current links with an ethnic or cultural group. Using a longer time period, possibly up to 10 years, may also reveal more relationships or effects.

We believe that the predictive model for second generation Humanitarian entrants is likely to be considerably different to the one displayed in figure 1. Probably some different concepts such as strength (not necessarily number) of family and cultural group links, number of long-term Australian friends or contacts as well as level of education and income may appear as significant contributors. Ethnic group may also make some contribution. However, we believe that *happiness* and *connectedness* are still likely to be key contributors as these are known universal contributors to the concept of personal happiness/well-being and therefore apply irrespective of background and circumstance.

Conclusions

1. ASR can only make conclusions based on the data collected in this study. We may have excluded crucial factors which have a considerable impact on the settlement experience, such as current family situation and extent and strength of cultural group support.
2. The study collected a robust set of data from a large sample of migrants. Detailed and representative analysis could be conducted on the sample. The results can be interpreted with a high degree of confidence.
3. At this time, the originally proposed settlement framework of settlement dimensions and indicators is unsupportable. However, we have gained an understanding of the key variables that contribute to settlement success. In addition, the descriptive analysis in its own right provides valuable insights about settlement experiences.
4. As a general statement, the positive Humanitarian entrant experience appears to be similar to non-migrants' experiences of living in Australia, considering that well-adjusted people of any sort are more likely to have community connections, be involved in a range of activities, have good mental health, and be happy with their lot. This is not denying that some Humanitarian entrants experience considerable difficulties when settling in Australia.
5. A key finding of the study is that DIAC defines successful settlement differently from how Humanitarian entrants think about settling in well (where the proxy in this study was *living comfortably in Australia*). Where DIAC, like other agencies, defines successful outcomes in terms of **systemic outcomes** (social participation, economic well being, level of independence, and personal well being), Humanitarian entrants define settlement in terms of **life outcomes** (personal happiness and community connectedness).

6. Language

Humanitarian migrants are split fairly evenly on speaking/writing/reading English very well or well, compared with not well or not at all. A large majority (72%) have studied or are studying English in Australia. 85% of Humanitarian entrants find the English language classes provided appropriate. Those who found the classes not to be appropriate named the length of the program as the main reason (510 hours of study was deemed to be too few).

Class attendance turns out to be crucial for learning English. With active class attendance the proportion of people *speaking well* increases over time, whilst the proportion who *do not speak English at all* decreases over time.

English offers considerable opportunities other than just simply learning the language. Respondents mentioned in particular that classes offered opportunities to make friends and learn about living in Australia.

7. Education

75% of Humanitarian entrants arrive with at least *high school level* education in Australia. Around a quarter of Humanitarian entrants obtain a technical or university qualification after arriving in Australia. Nearly 50% of those who arrive with *trade qualifications* go on to obtain more technical or university qualifications in Australia. 43% of those arriving with a *university degree* on arrival obtain further university qualifications after arrival.

In total nearly 35% Humanitarian entrants have a technical or university qualification either before or after arrival in Australia – compared to 39% of the Australian population 15 years and older. The most common fields of study for Humanitarian entrants are in the humanities and in health care.

8. Interaction with government

Humanitarian entrants are heavily dependent on Centrelink payments and based on information reported in this survey that dependency reduces only slightly over time.

Most have used an interpreter in the first six months, and more than half of the Humanitarian entrants who used an interpreter found them easy to use.

The majority of Humanitarian entrants interacting with DIAC have indicated that the interaction was *easy*. AMEP participants also find it easy to access public support services, though in comparison with other streams Humanitarian entrants find it harder to use these services. The main reasons mentioned were communication problems, including limited ability to speak English.

9. Employment and income

Of the migration streams represented in this survey, Humanitarian entrants are most likely to be unemployed, even after five years of settlement. Conversely, Humanitarian entrants display a higher involvement in further education activities. Most Humanitarian entrants are strongly focused on creating a new life and studying for a qualification in Australia is an important step in this journey.

If they are working (mostly those less than 45 years of age who tend to speak better English), they tend to work in jobs with fewer hours and receive less remuneration. Job satisfaction levels were not high.

10. Health and personal well being

Humanitarian entrants mostly report excellent or good physical and mental health, though less overwhelmingly so than other migrant streams. Humanitarian entrants' health appears to remain constant over time. Where treatment was required, a larger proportion of Humanitarian entrants compared with other migrants considered treatment to be successful.

Similarly, personal well being (levels of happiness, confidence and comfort) is considerably lower than for other migrants, and these levels do not change significantly over time – or at least not in the five years covered in this study.

11. Accommodation

Humanitarian entrants experience similar accommodation issues to other migrants, just more negatively: it is hard to find appropriate and affordable accommodation.

12. Connections to others and the community

Around a quarter of both Humanitarian entrants and Family migrants reported that they knew no one before they arrived. However, Humanitarian entrants are likely to have more links in Australia before arriving than other streams.

Paradoxically, having no links in Australia prior to arrival appears to make Humanitarian entrants more economically independent as indicated by the speed of learning English and of obtaining a qualification and paid employment. Still, having pre-existing links before arriving makes a small but significant positive contribution to overall settlement outcomes.

Overall, Humanitarian entrants are as well connected in their *own* communities as other migrants, and even more so in terms of religious, cultural and school connections. This is important as connectedness is a key predictor of how well Humanitarian entrants feel they have settled in Australia. However, if a person indicated that (s)he was well connected, this does not necessarily mean they feel connected with the local community in which they reside or with the broader Australia.

The majority of respondents believe that they are treated well by their local community.

Obtaining or intending to obtain citizenship can be seen as an indicator of connectedness for new migrants. Nearly all respondents indicated that they were or intended to be citizens. However, 10 % of those Humanitarian entrants who had already become citizens have not enrolled to vote.

13. Other key findings

Time lived in Australia affects a number of aspects of settlement, such as having better language skills and increased education and employment. However, it does not appear to affect a Humanitarian migrant's sense of personal well-being.

Increased age appears to reflect a society-wide pattern: younger people do more of everything. Older people are more likely to be dependent on others in some form and less likely to have a job.

Afghans have a different settlement experience compared with most other cultural groups, such as having poorer English skills and lower qualification levels. Yet they are more likely to borrow money, obtain mortgages, and experience difficulties in paying for them.

Regional settlement appears to contribute positively to the settlement process, including socially, economically and in terms of personal well-being.

State of residence has little overall impact on the settlement experience. State experiences vary somewhat but generally similar patterns prevail.

Recommendations

ASR's recommendations focus on methodological enhancements, potential areas for future research as well as possible enhancements to records about migrants and new entrants to Australia. No recommendations are offered about detailed migration policy and program changes, as we believe these are only within DIAC's domain.

Methodology

1. The deployment method was successful but involved a number of compromises because of the self-completion aspect. Language and concepts had to be at a basic level for ease of understanding. We needed to consider the amount of time it would take to respond and respond with an interpreter if required. For this reason the questions and answer options had to be relatively short.

For future studies, wherever possible, we recommend the use of a continuous scale (strongly disagree, disagree, etc) so that there can be more discrimination between answers and more powerful models can be constructed. Structural equation modelling requires continuous answering scales. But for this population continuous scales could be challenging as each rating point will probably need to be described in order to provide some sense of consistency or comparability.

2. Future studies could make use of out-of-field studies for comparative purposes such as the Australian well-being index conducted by the Australian Centre on Quality of Life (Deakin University). This would allow for comparison with the broader Australian community and not just other migration streams. While it is very useful to compare between streams, understanding how Humanitarian entrants compare with the wider community will also be useful.
3. Future studies may also benefit from using mixed modes of data collection to ensure that there are no methodological biases. Currently the first wave of CSAM is conducted using a self-completion paper questionnaire (same as this study), so no biases could be detected between studies. But budgets will need to allow for increased costs, and extra data will need to be collected and updated in SDB, particularly updated addresses and phone numbers, name changes and email addresses.

Content

4. ASR recommends that in future studies, a migrant's current family situation, as distinct from what was on the applicant form and held in SDB, should be collected. While easy to say, this is challenging to do, as there are many ways of describing and determining a partner and a similar problem for the definition of a family. However, there is considerable benefit in understanding a person's marital or partner situation, number in household, ages of people in household and types of relationships within a household. We believe that relationships and household structure (or lack thereof) are likely to have a considerable impact on the settlement experience.
5. There needs to be a greater understanding of migrants' personal or household dependency on Centrelink payments. Understanding the proportion of income will be useful as well as understanding when dependency reduces and under what circumstances. Centrelink may also be interested in research to explore both the amount and types of payments.
6. It may be useful to understand Humanitarian migrant's intent to stay in Australia. This data will probably need to be collected using qualitative, even face-to-face, techniques and as part of a broader study.

7. Given that connection is a central concept to settlement, it would be useful to further explore the nature and degree of support that Humanitarian entrants receive from local community and that they return to the community.
8. ASR believes that understanding why people choose to live where they live (as distinct from when they have no choice) may generate insight about the settlement experience, particularly where migrants have prior links in Australia. We believe that understanding the impact of enclaving, if and when it occurs, may explain a considerable portion of some people's settlement experience (both positive and negative) and may help explain continuing dependence on Centrelink payments.
9. ASR is aware that DIAC is already beginning to research second generation migrants. This study focused on primary applicants and it may be of great value to understand the personal well-being experiences in particular of dependent applicants. Identifying and contacting them will be challenging but not impossible.
10. There is considerable opportunity to understand the impact of language acquisition on job seeking and finding appropriate accommodation (as one tiny example). This may also be associated with the concept of enclaving: the stronger an enclave is within a cultural community, the less need there is for English language skills, but there are often greater opportunities for employment within the enclave.
11. While this study focused on the 12-60 month experience, results indicate that it may take longer to settle, or that significant changes may occur in the 5-10 year period. Future studies could have an extended time scope, especially for Humanitarian entrants.
12. Similarly, very little Australian research exists on the settlement process of long term on-shore applicants. It may be fruitful to understand what has helped those to stay for long periods and to make the decision to migrate and to transfer these lessons to other groups of migrants. In reverse, it may be useful to understand what makes people leave after long periods of living in Australia.
13. ASR recommends that quantitative studies with regional migrants themselves (not through third parties) would be beneficial in understanding their settlement experiences. These could be followed up with qualitative interviews to drill down further from quantitative results. ASR is aware that qualitative studies have been completed in several areas, but with limited direct contact with migrants.
14. That 30% of Humanitarian entrants do not use any government-related support services may benefit from further investigation. It may be fruitful for program delivery to understand what types of people do not use these services and what do they use, if anything, as an alternative? The results of this type of investigation may be linked to the concept of enclaving.

Settlement records

15. Considerable portions of DIAC's information about newly arrived settlers (the Settlement Database or SDB) are:
 - incomplete (missing important data fields such as current contact information or missing data within fields such as ethnicity).
 - not consistently updated (so often lacking current information).
 - duplicated records as in repeated records of what appears to be the same person with very slightly different details such as a different spelling of family name, but all other details identical, or a different country of birth but all other details identical.
 - inconsistently coded (inferring that there is very little data validation at time of entry). An example is that there are well over 15 ways that United Kingdom has been described in SDB, including misspellings.

Some aspects of some records are incorrect, like a year of birth leading to someone being 130 years old.

In addition, no single, master data dictionary exists so it is difficult for many people within the department to know what a particular data field refers to and/or where and when it was sourced and updated.

The department has few resources to administer and interrogate the database.

There appears to be little or no corporate knowledge of the use of data extracted from the database, which means that some people (records) could be contacted several times within a given period for similar activities or studies, but others may not be contacted at all.

A considerable number of newly arrived migrants through this and other similar studies have contacted ASR advising that they have updated their names and/or their addresses with DIAC, sometimes more than once, and that they have received information from DIAC with their updated details. These people are confused and concerned that DIAC has responded correctly on a previous occasion to their updated details, but apparently reverted to older details with later correspondence.

To help ensure accurate long-term records and reliable research information, the process around sourcing, maintaining and administering and managing the SDB, as well as the structure and platform of the database, needs to be considerably reviewed and upgraded.

Appendix A: Glossary and bibliography

Glossary of terms

Abbreviation	Term
ABS	Australian Bureau of Statistics
AMEP	Adult Migrant Education Program
AMES	Adult Multicultural Education Services
ANZSCO	Australian and New Zealand Standard Classification of Occupations
ASCED	Australian Standard Classification of Education
ASR	Australian Survey Research
CSAM	Continuing Survey of Australian Migrants – a paper survey conducted every six months with a new cohort of Skilled and Family migrants and followed up six months later with a phone interview. Focuses primarily on economic contribution.
DIAC	Department of Immigration and Citizenship
LLP	Language and Literacy Program
LSIA	Longitudinal Survey of Immigrants to Australia. Three waves have been conducted to date.
SDB	DIAC's settlement database

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Attachment B: Sample profiles

Population figures have been sourced from DIAC SDB data. The confidence interval figures in the farthest right column reflect the confidence that can be placed in the sample being representative of the population at the 95% confidence level ($p < 0.05$). Demographic sub-groups with more than $\pm 5\%$ confidence interval are highlighted in yellow.

The first table shows the demographic breakdown of the responses that were returned in the study. The second table shows the same breakdown by records that were not returned. Within the sample response all but one demographic sub-groups (Skilled migrants aged 18-24) are closely representative of their populations. The second table shows the same breakdown for non-responses and the figures indicate that there is no non-response bias.

The yellow highlighted cells indicate that the confidence interval is beyond $\pm 5\%$ - the normally accepted level for this type of research – and that the cells are slightly under-represented in the overall sample. This is not surprising as the categories of these highlighted cells are the smallest sub-groups in the population as well. This result does not affect the overall findings or results in any way as the regions, marital status and ages were grouped for stratification and analysis purposes.

Demographic	Response sample		Population		Conf interval
Stream	Freq	%	Freq	%	
Family	1889	22.0	4016	19.9	$\pm 1.64\%$
Humanitarian	5378	62.7	12196	60.3	$\pm 1.00\%$
Skilled	1309	15.3	4011	19.8	$\pm 2.22\%$
Total	8576	100.0	20223	100.0	$\pm 0.80\%$
State					
NSW & ACT	3013	35.1	7501	37.1	$\pm 1.38\%$
Other	2836	33.1	6474	32.0	$\pm 1.38\%$
VIC & TAS	2727	31.8	6248	30.9	$\pm 1.41\%$
Total	8576	100.0	20223	100.0	
Region (categorised for stratification)					
Asia, Africa & Middle East	2090	24.4	5290	26.2	$\pm 1.67\%$
Asia & Pacific and the rest	1698	19.8	3493	17.3	$\pm 1.71\%$
Africa (ex South Africa)	2143	25.0	5318	26.3	$\pm 1.64\%$
Middle East & SW Asia	1538	17.9	3385	16.7	$\pm 1.85\%$
Other	1107	12.9	2737	13.5	$\pm 2.27\%$
Total	8576	100.0	20223	100.0	
Major region					
Americas	164	1.9	435	2.2	± 6.05
North Africa & Middle East	2232	26.0	5549	27.4	± 1.60
North-east Asia	933	10.9	2341	11.6	± 2.49
North-west Europe	622	7.3	1606	7.9	± 3.07
Oceania & Antarctica	72	.8	169	.8	± 8.78
South-east Asia	1637	19.1	3115	15.4	± 1.67
Southern & Central Asia	1344	15.7	3471	17.2	± 2.09
Southern & Eastern Europe	212	2.5	439	2.2	± 4.85
Sub-Saharan Africa	1354	15.8	3072	15.2	± 1.99
Missing data from SDB	6	.1	26	.1	
Total	8576	100.0	20223	100.0	

Demographic	Response sample		Population		Conf interval
Gender					
Female	4143	48.3	9258	45.8	±1.13
Male	4432	51.7	10963	54.2	±1.14
Missing	1	.0	2	.0	
Total	8576	100.0	20223	100.0	
Months in Australia					
1-2 years	1764	20.6	3660	18.1	±1.68
2-3 years	1857	21.7	4045	20.0	±1.67
3-4 years	2558	29.8	6155	30.4	±1.48
4-5 years	2397	28.0	6363	31.5	±1.58
Total	8576	100.0	20223	100.0	
Marital status					
De facto partner	234	2.7	607	3.0	±5.03
Divorced	178	2.1	378	1.9	±5.35
Engaged	244	2.8	539	2.7	±4.65
Married	4892	57.0	10359	51.2	±1.02
Never married or de facto	2054	24.0	5997	29.7	±1.75
Separated	126	1.5	306	1.5	±6.71
Widowed	502	5.9	1223	6.0	±3.36
Missing data from SDB	346	4.0	814	4.0	
Total	8576	100.0	20223	100	
Metro / regional Australian address					
Metro	7752	90.4	18458	91.3	±0.85
Regional	824	9.6	1765	8.7	±2.49
Total	8576	100.0	20223	100.0	
Age category					
18 – 24	475	5.5	1236	6.1	±3.53
25 – 44	5851	68.2	14549	71.9	±0.99
Over 44	2250	26.2	4438	21.9	±1.45
Total	8576	100.0	20223	100.0	
Hum stream and age category					
Humanitarian (18-24)	319	5.9	770	6.3	±4.20
Humanitarian (25-44)	3451	64.2	8241	67.6	±1.27
Humanitarian (over 44)	1608	29.9	3185	26.1	±1.72
Total Hum	5378	100.0	12196	100.0	
Family stream and age category					
Family (18-24)	127	6.7	308	7.7	±6.68
Family (25-44)	1315	69.6	2891	72.0	±2.00
Family (over 44)	447	23.7	817	20.3	±3.11
Total Family	1889	100.0	4016	100.0	
Skilled stream and age category					
Skilled (18-24)	29	2.2	158	3.9	±16.50
Skilled (25-44)	1085	82.9	3417	85.2	±2.46
Skilled (over 44)	195	14.9	436	10.9	±5.22
Total Skilled	1309	100.0	4011	100.0	

Demographic	Non-response sample		Population		Conf interval
Stream	Freq	%	Freq	%	
Family	2127	18.3	4016	19.9	±1.46%
Humanitarian	6818	58.5	12196	60.3	±0.79%
Skilled	2702	23.2	4011	19.8	±1.08%
Total	11647	100.0	20223	100.0	
State					
NSW & ACT	4488	38.5	7501	37.1	±0.93%
Other	3639	31.2	6474	32.0	±1.08%
VIC & TAS	3520	30.2	6248	30.9	±1.09%
Total	11647	100.0	20223	100.0	
Major region					
Americas	271	2.3	435	2.2	±3.66%
North Africa & Middle East	3317	28.5	5549	27.4	±1.08%
North-east Asia	1408	12.1	2341	11.6	±1.65%
North-west Europe	984	8.4	1606	7.9	±1.94%
Oceania & Antarctica	97	.8	169	.8	±6.51%
South-east Asia	1479	12.7	3115	15.4	±1.85%
Southern & Central Asia	2126	18.3	3471	17.2	±1.32%
Southern & Eastern Europe	227	1.9	439	2.2	±4.53%
Sub-Saharan Africa	1718	14.8	3072	15.2	±1.56%
Missing data from SDB	20	.2	26	.1	
Total	11647	100.0	20223	100.0	
Gender					
Female	5116	43.9	9258	45.8	±0.92%
Male	6530	56.1	10963	54.2	±0.77%
Missing	1	.0	2	.0	
Total	11647	100.0	20223	100.0	
Metro / regional Australian address					
Metro	10673	91.6	18458	91.3	±0.62%
Regional	974	8.4	1765	8.7	±2.1%
Total	11647	100.0	20223	100.0	
Marital status					
Married	5466	46.9	10359	51.2	±0.91%
Engaged	295	2.5	539	2.7	±3.84%
De facto partner	373	3.2	607	3.0	±3.15%
Never married or de facto	3944	33.9	5997	29.7	±0.91%
Separated	180	1.5	306	1.5	±4.68%
Widowed	721	6.2	1223	6.0	±2.34%
Divorced	200	1.7	378	1.9	±4.76%
Missing data from SDB	468	4.0	814	4.0	
Total	11647	100.0	20223	100	

Demographic	Non-response sample		Population		Conf interval
Months in Australia					
1-2 years	1896	16.3	3660	18.1	±1.56%
2-3 years	2188	18.8	4045	20.0	±1.42%
3-4 years	3597	30.9	6155	30.4	±1.05%
4-5 years	3966	34.1	6363	31.5	±0.96%
Total	11647	100.0	20223	100.0	
Age categories					
18 – 24	761	6.5	1236	6.1	±2.2%
25 – 44	8698	74.7	14549	71.9	±0.67%
Over 44	2188	18.8	4438	21.9	±1.49%
Total	11647	100.0	20223	100.0	
Hum stream & age category					
Humanitarian (18-24)	451	6.6	770	6.3	±2.96%
Humanitarian (25-44)	4790	70.3	8241	67.6	±0.92%
Humanitarian (Over 44)	1577	23.1	3185	26.1	±1.75%
Total Humanitarian	6818	100.0	12196	100.0	
Family stream & age category					
Family (18-24)	181	8.5	308	7.7	±4.68%
Family (25-44)	1576	74.1	2891	72.0	±1.67%
Family (Over 44)	370	17.4	817	20.3	±3.77%
Total Family	2127	100.0	4016	100.0	
Skilled stream & age category					
Skilled (18-24)	129	4.8	158	3.9	±3.71%
Skilled (25-44)	2332	86.3	3417	85.2	±1.14%
Skilled (Over 44)	241	8.9	436	10.9	±4.23%
Total Skilled	2702	100.0	4011	100.0	

Attachment C: Detailed figures

DIAC Settlement Outcomes
Stream (all questions)

n=8576

Q1.1 How well do you SPEAK English?	Family		Humanitarian		Skilled		SD=significantly different		
	Count	Col %	Count	Col %	Count	Col %			
Very well	818	43.3	615	11.4	815	62.3	SD		
Well	620	32.8	1925	35.8	421	32.2	SD		
Not well	377	20.0	2220	41.3	67	5.1	SD		
Not at all	67	3.5	561	10.4	5	.4	SD		
No answer	7	.4	57	1.1	1	.1			
Total	1889	100.0	5378	100.0	1309	100.0			
Q1.2 How well do you READ English?									
Very well	853	45.2	746	13.9	896	68.4	SD		
Well	590	31.2	1705	31.7	360	27.5	SD		
Not well	313	16.6	1928	35.8	29	2.2	SD		
Not at all	81	4.3	700	13.0	8	.6	SD		
No answer	52	2.8	299	5.6	16	1.2			
Total	1889	100.0	5378	100.0	1309	100.0			
Q1.3 How well do you WRITE English									
Very well	789	41.8	571	10.6	811	62.0	SD		
Well	546	28.9	1525	28.4	422	32.2			
Not well	411	21.8	2225	41.4	50	3.8	SD		
Not at all	95	5.0	749	13.9	10	.8	SD		
No answer	48	2.5	308	5.7	16	1.2			
Total	1889	100.0	5378	100.0	1309	100.0			
Q2. Have you studied English in Australia?	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
No - English was already good	866	45.8	650	12.1	938	71.6	SD		
No - no time because of work or family reasons	132	7.0	384	7.1	54	4.1	SD		
No - other reason	143	7.6	338	6.3	61	4.7	SD		
Yes	717	38.0	3860	71.8	253	19.3	SD		
No answer	31	1.6	146	2.7	3	.2			
Total	1889	100.0	5378	100.0	1309	100.0			
Only those who answered yes in Q2 were required to answer Q3, Q4 and Q5									
Q3. Where did you learn or where are you now learning English in Australia?	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
<i>Multiple response so respondents allowed to choose more than one option</i>									
Adult Migrant English Program (AMEP) - no cost to me	498	69.5	2554	66.2	40	15.8	SD		
Language, Literacy and Numeracy Program (LLNP) - no cost to	47	6.6	659	17.1	17	6.7	SD		
TAFE - I or my family / friends paid for me	118	16.5	874	22.6	47	18.6	SD		
Other program - I or my family / friends paid for me	104	14.5	119	3.1	148	58.5	SD		
Do not know	12	1.7	113	2.9	9	3.6			

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Q4. How do these English classes help you? <i>Multiple response so respondents allowed to choose more than one option</i>	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Help me to learn English	599	83.5	3008	77.9	192	75.9	SD			
Help me to make friends	391	54.5	1812	46.9	100	39.5	SD			
Help me to shop and use public transport	303	42.3	2012	52.1	55	21.7	SD			
Help me to find a job	207	28.9	1513	39.2	70	27.7	SD			
Help me to learn about living in Australia	428	59.7	2403	62.3	128	50.6	SD			
Do not know yet - too early to know as I have just started	23	3.2	161	4.2	3	1.2				
Q5. Are the English classes appropriate?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Yes	635	88.6	3281	85.0	231	91.3	SD			
No	72	10.0	480	12.4	16	6.3	SD			
No answer	10	1.4	99	2.6	6	2.4				
Total	717	100.0	3860	100.0	253	100.0				
Q5.Text If no, why are the English classes not appropriate?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Need more hours, more time to learn	22	31.9	196	41.2	4	28.6				
Not taught at right level	2	2.9	15	3.2	1	7.1				
Class level was too high or classes too hard	7	10.1	35	7.4	0	.0				
English is hard to learn / still don't speak English well	4	5.8	38	8.0	1	7.1				
Teaching ineffective / poor teacher / poor teaching methods	10	14.5	37	7.8	6	42.9				
Too old to learn	1	1.4	9	1.9	0	.0				
Illness/injury affected class attendance	0	.0	13	2.7	0	.0				
Working affected class attendance	3	4.3	14	2.9	0	.0				
Taking care of dependents (Children, caring for ill family members etc) affected class attendance	4	5.8	18	3.8	0	.0				
Have not studied before, illiterate, poor memory	1	1.4	13	2.7	0	.0				
Other	4	5.8	51	10.7	1	7.1				
Students all speak same other language so little English is learnt	1	1.4	7	1.5	0	.0				
Too far to travel	0	.0	5	1.1	0	.0				
Need higher level / more intensive classes	3	4.3	9	1.9	1	7.1				
Too many levels in same class	4	5.8	10	2.1	0	.0				
Need to focus on speaking, conversation, daily life more	3	4.3	6	1.3	0	.0				

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Q6. What was your highest level of education before coming to Australia?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
None	33	1.7	931	17.3	1	.1	SD			
Primary or elementary school	98	5.2	1059	19.7	14	1.1	SD			
High school	525	27.8	2050	38.1	181	13.8	SD			
Trade college or similar	313	16.6	403	7.5	250	19.1	SD			
University or similar	901	47.7	838	15.6	846	64.6	SD			
No answer	19	1.0	97	1.8	17	1.3				
Total	1889	100.0	5378	100.0	1309	100.0				
Q7. What is the highest level of education you have completed since arriving in Australia?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
No new qualification	1283	67.9	3312	61.6	683	52.2	SD			
Primary or elementary school	1	.1	32	.6	1	.1	SD			
High school	58	3.1	307	5.7	5	.4	SD			
Trade college or similar (such as TAFE)	328	17.4	1047	19.5	176	13.4	SD			
University or similar	162	8.6	203	3.8	424	32.4	SD			
No answer	57	3.0	477	8.9	20	1.5				
Total	1889	100.0	5378	100.0	1309	100.0				
Q8. In Australia, what did you study at trade college or university?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Natural and Physical Sciences	13	2.9	34	3.0	17	3.2				
Information technology	13	2.9	49	4.3	72	13.4	SD			
Engineering and related technologies	27	6.0	96	8.5	89	16.5	SD			
Architecture and building	10	2.2	25	2.2	5	.9				
Agriculture, environmental and related studies	4	.9	4	.4	5	.9				
Health	74	16.5	256	22.7	47	8.7	SD			
Education	5	1.1	6	.5	10	1.9				
Management and commerce	158	35.3	163	14.5	208	38.7	SD			
Society and culture	98	21.9	413	36.6	39	7.2	SD			
Creative arts	13	2.9	18	1.6	6	1.1				
Food, hospitality and personal services	26	5.8	42	3.7	35	6.5				
Mixed field programmes	7	1.6	21	1.9	6	1.1				

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Q9. What help have you or your household used in the last 12 months?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Translator or interpreter	242	13.1	2308	44.4	56	4.3				
Citizens advice bureau or community legal centre	47	2.6	351	6.7	26	2.0				
Cultural organisation or community group help	80	4.3	1116	21.4	40	3.1				
Help through a church, mosque, temple or other religious organisation	96	5.2	967	18.6	71	5.5				
Help from a migrant resource centre or similar	64	3.5	1282	24.6	44	3.4				
None of these	1426	77.4	1594	30.6	1103	85.2	SD			
Q10. How easy is it to use the following services?	Family		Humanitarian		Skilled			Family	Hum	Skilled
	Count	Col %	Count	Col %	Count	Col %		Valid %	Valid %	Valid %
The internet										
Easy	1244	65.85	1869	34.75	1035	79.13	SD	82.5	45.8	93.4
Sometimes hard	167	8.84	1077	20.02	65	4.97	SD	11.1	26.4	5.9
Hard	97	5.13	1139	21.17	8	.61	SD	6.4	27.9	.7
No answer	381	20.17	1293	24.06	201	15.29	SD			
Total	1889	100.00	5378	100.00	1309	100.00		100.0	100.0	100.0
Telephone (landline or mobile)										
Easy	1343	71.10	2937	54.61	982	75.02	SD	87.2	69.2	91.4
Sometimes hard	165	8.73	966	17.96	75	5.73	SD	10.7	22.8	7.0
Hard	33	1.75	340	6.32	17	1.30	SD	2.1	8.0	1.6
No answer	348	18.42	1135	21.10	235	17.95				
Total	1889	100.00	5378	100.00	1309	100.00		100.0	100.0	100.0
Translator or interpreter										
Easy	429	22.71	2003	37.24	222	16.96	SD	65.9	56.0	67.1
Sometimes hard	166	8.79	1182	21.98	81	6.19	SD	25.5	33.0	24.5
Hard	56	2.96	393	7.31	28	2.14		8.6	11.0	8.5
No answer	1238	65.54	1800	33.47	978	74.71				
Total	1889	100.00	5378	100.00	1309	100.00		100.0	100.0	100.0
Health and medical services (like doctor and dentist)										
Easy	1115	59.03	2238	41.61	804	61.42	SD	75.5	55.1	77.8
Sometimes hard	306	16.20	1329	24.71	200	15.28	SD	20.7	32.7	19.3
Hard	55	2.91	497	9.24	30	2.29	SD	3.7	12.2	2.9
No answer	413	21.86	1314	24.43	275	21.01				
Total	1889	100.00	5378	100.00	1309	100.00		100.0	100.0	100.0

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Q11. How easy is it to use or get into these services?										
	Family		Humanitarian		Skilled			Family	Hum	Skilled
	Count	Col %	Count	Col %	Count	Col %		Valid %	Valid %	Valid %
Police										
Easy	706	37.4	1848	34.4	604	46.1	SD	80.0	63.7	86.2
Sometimes hard	127	6.7	538	10.0	71	5.4	SD	14.4	18.5	10.1
Hard	49	2.6	516	9.6	26	2.0	SD	5.6	17.8	3.7
No answer	1007	53.3	2476	46.0	608	46.4				
Total	1889	100.0	5378	100.00	1309	100.00		100.0	100.0	100.0
Department of Immigration and Citizenship										
Easy	871	46.1	2030	37.7	706	53.9	SD	71.0	58.2	79.0
Sometimes hard	275	14.6	815	15.2	152	11.6	SD	22.4	23.4	17.0
Hard	80	4.2	643	12.0	36	2.8	SD	6.5	18.4	4.0
No answer	663	35.1	1890	35.1	415	31.7				
Total	1889	100.0	5378	100.00	1309	100.00		100.0	100.0	100.0
Centrelink										
Easy	692	36.6	3251	60.4	520	39.7	SD	71.9	72.2	77.8
Sometimes hard	199	10.5	919	17.1	121	9.2		20.7	20.4	18.1
Hard	71	3.8	330	6.1	28	2.1	SD	7.4	7.3	4.2
No answer	927	49.1	878	16.3	640	48.9				
Total	1889	100.0	5379	100.0	1308	99.9		100.0	100.0	100.1
Adult Migrant English Program (AMEP)										
Easy	521	27.6	2559	69.5	188	14.4	SD	74.4	69.4	70.4
Sometimes hard	138	7.3	769	20.9	56	4.3		19.7	20.9	21.0
Hard	41	2.2	356	9.7	23	1.8	SD	5.9	9.7	8.6
No answer	1189	62.9	1693	31.5	1042	79.6				
Total	1889	100.0	5378	100.00	1309	100.00		100.0	100.0	100.0
Job Services Australia (formerly the Job Network)										
Easy	313	16.6	1762	32.8	207	15.8		54.1	53.7	57.2
Sometimes hard	151	8.0	802	14.9	95	7.3		26.1	24.4	26.2
Hard	115	6.1	720	13.4	60	4.6		19.9	21.9	16.6
No answer	1310	69.3	2094	38.9	947	72.3				
Total	1889	100.0	5378	100.00	1309	100.00		100.0	100.0	100.0

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How easy is it to use or get into these services?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Little or limited English / communication problems such as hearing	98	27.1	654	43.8	14	4.1				
Unemployed, problem finding employment, problem using job search	40	11.0	166	11.1	44	12.9				
Cannot use or access IT facilities	2	.6	84	5.6	4	1.2				
Staff / service / process not helpful, rude, racist, intrusive, stressful	74	20.4	110	7.4	68	19.9				
Long queues / waiting periods	42	11.6	52	3.5	72	21.1				
Need interpreter / help of others or interpreter not available or used	18	5.0	98	6.6	0	.0				
Difficult to find and get to services including transport, long way	34	9.4	102	6.8	18	5.3				
Working so limited time	6	1.7	20	1.3	10	2.9				
Not used service before so not familiar, don't know how to use services	26	7.2	106	7.1	16	4.7				
Old / get pension	0	.0	18	1.2	2	.6				
No or slow response to request	12	3.3	28	1.9	26	7.6				
Sick / can't work	0	.0	28	1.9	0	.0				
Other	10	2.8	28	1.9	67	19.6				
Total	362	100.0	1494	100.0	341	100.0				
Q12. Are you an Australian citizen?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Yes - and have NOT enrolled to vote	47	2.5	597	11.1	66	5.0	SD			
Yes - and have enrolled to vote	170	9.0	1680	31.2	406	31.0	SD			
No - but hope to be an Australian citizen in the future	1548	81.9	2940	54.7	781	59.7	SD			
No - and will not be an Australian citizen in the future	103	5.5	56	1.0	48	3.7	SD			
No answer	21	1.1	105	2.0	8	.6				
Total	1889	100.0	5378	100.0	1309	100.0				
Q12, If you will not be an Australian citizen, please explain why	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Can't do test / test is too hard (Citizenship) / Language barrier	2	2.3	11	45.8	1	2.3				
Happy with permanent resident status	6	6.8	10	41.7	4	9.3				
No desire to obtain Citizenship	17	19.3	1	4.2	10	23.3				
Country of origin does not permit dual / triple citizenship (DC)	46	52.3	0	.0	21	48.8				
Unsure	7	8.0	0	.0	4	9.3				
Too old	7	8.0	0	.0	0	.0				
Other	3	3.4	2	8.3	3	7.0				
Q13. Do you or any members of your household receive an	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Yes	727	38.5	4598	85.5	365	27.9	SD			
No	1140	60.3	722	13.4	938	71.7	SD			
No answer	22	1.2	58	1.1	6	.5				
Total	1889	100.0	5378	100.0	1309	100.0				

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Q14. In a normal week what do you do most of the time?	Family		Humanitarian		Skilled					
<i>Multiple response so respondents allowed to choose more than one option</i>	Count	Col %	Count	Col %	Count	Col %				
Work for wage or salary	822	43.5	1296	24.1	1010	77.2	SD			
Run my own business	92	4.9	88	1.6	97	7.4	SD			
Study and work	119	6.3	543	10.1	70	5.3	SD			
Study full-time	74	3.9	1095	20.4	25	1.9	SD			
Study and look after my family	125	6.6	873	16.2	23	1.8	SD			
Unemployed and looking for work	158	8.4	608	11.3	67	5.1	SD			
Unemployed and NOT looking for work	12	.6	179	3.3	3	.2	SD			
Setting up a business but not yet making money	22	1.2	35	.7	20	1.5	SD			
Look after my family	468	24.8	975	18.1	72	5.5	SD			
Retired, no longer working	102	5.4	236	4.4	4	.3	SD			
Voluntary or other unpaid work	29	1.5	102	1.9	10	.8	SD			
<i>Respondents were moved through the questionnaire depending on their answer to Q14 above. There were 3 pathways respondents could have taken. They are show in the table below</i>										
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Employed	942	50.3	1642	31.0	1099	84.4				
Unemployed	151	8.1	621	11.7	63	4.8				
Unemployed other	781	41.7	3027	57.2	140	10.8				
<i>Q15 through Q20 were only answered by the group who selected employed in the table above, n=3683</i>										
Q15. What is your main job where you work?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Managers	74	8.1	19	1.2	117	10.8	SD			
Professionals	174	18.9	96	6.3	458	42.2	SD			
Technicians and trade workers	88	9.6	145	9.5	154	14.2	SD			
Community and personal service workers	131	14.3	288	18.8	83	7.6	SD			
Clerical and administrative workers	147	16.0	70	4.6	139	12.8	SD			
Sales workers	87	9.5	75	4.9	53	4.9	SD			
Machinery operators and drivers	51	5.5	158	10.3	30	2.8	SD			
Labourers	167	18.2	681	44.4	52	4.8	SD			

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Q16. What are the main tasks of this job?										
<i>Q16 was asked to help provide more information for coding Q15. It is not necessary for analysis</i>										
	Family		Humanitarian		Skilled					
Q17. How often do you use your highest level of education in your main job?	Count	Col %	Count	Col %	Count	Col %				
Often or always	423	44.9	580	35.3	737	67.1	SD			
Sometimes	230	24.4	425	25.9	221	20.1	SD			
Rarely or never	225	23.9	282	17.2	129	11.7	SD			
Do NOT have a qualification	55	5.8	292	17.8	7	.6	SD			
No answer	9	1.0	63	3.8	5	.5				
Total	942	100.0	1642	100.0	1099	100.0				
	Family		Humanitarian		Skilled					
Q18. What do you think about your main job?	Count	Col %	Count	Col %	Count	Col %				
Like my job	533	56.6	695	42.3	610	55.5	SD			
My job is OK but could be better	325	34.5	611	37.2	412	37.5				
Do not really care - it is just a job	47	5.0	162	9.9	47	4.3	SD			
Do not like my job	26	2.8	96	5.8	19	1.7	SD			
No answer	11	1.2	78	4.8	11	1.0				
Total	942	100.0	1642	100.0	1099	100.0				
	Family		Humanitarian		Skilled					
Q19. How many hours each week do you work in all your jobs?	Count	Col %	Count	Col %	Count	Col %				
2-30 hours	251	26.6	470	28.6	110	10.0	SD			
31-38 hours	264	28.0	596	36.3	321	29.2	SD			
39-40 hours	226	24.0	286	17.4	383	34.8	SD			
Over 40 hours	187	19.9	185	11.3	277	25.2	SD			
No answer	14	1.5	105	6.4	8	.7				
Total	942	100.0	1642	100.0	1099	100.0				
How many hours each week do you work in all your jobs?	Family	Humanitarian	Skilled							
Valid	928	1537	1091							
Missing	14	105	8							
Mean	36.39	34.63	40.48							
Median	38.00	38.00	40.00							
Std. Deviation	11.475	12.180	9.492							
Minimum	3	2	5							
Maximum	90	88	90							

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Q20. What is your total income from all your jobs?	Family		Humanitarian		Skilled					
<i>Annualised</i>	Count	Col %	Count	Col %	Count	Col %				
Up to \$26085	200	21.2	379	23.1	60	5.5	SD			
From \$26086 to \$34380	132	14.0	411	25.0	85	7.7	SD			
From \$34381 to \$42988	172	18.3	323	19.7	142	12.9	SD			
From \$42988 to \$62604	186	19.7	172	10.5	290	26.4	SD			
Over \$62605	156	16.6	45	2.7	426	38.8	SD			
No answer	96	10.2	312	19.0	96	8.7				
Total	942	100.0	1642	100.0	1099	100.0				
What is your total income from all your jobs? (\$)	Family	Humanitarian	Skilled							
Valid	846	1330	1003							
Missing	96	312	96							
Mean	51278.4	34171.6	76094.0							
Median	39000.0	31615.5	58000.0							
Std. Deviation	73795.8	31550.4	103273.2							
Minimum	50.0	48.0	120.0							
Maximum	1356576.0	1017432.0	2000000.0							
<i>Q21 was only answered by the group who selected unemployed in the groups for Q14, n=835</i>										
Q21.1 Which of the following best describes your unemployment situation?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
I have NOT been employed at all in the past 6 months	118	78.1	436	70.2	39	61.9				
I have been employed in the last 6 months, but not now	27	17.9	121	19.5	19	30.2				
No answer	6	4.0	64	10.3	5	7.9				
Total	151	100.0	621	100.0	63	100.0				
Q22. Over the last four weeks how was your physical health?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Excellent	906	48.0	1353	25.2	694	53.0	SD			
Good	727	38.5	2056	38.2	478	36.5				
Fair/OK	189	10.0	1140	21.2	120	9.2	SD			
Poor	55	2.9	759	14.1	16	1.2	SD			
No answer	12	.6	70	1.3	1	.1				
Total	1889	100.0	5378	100.0	1309	100.0				

DIAC Settlement Outcomes
Stream (all questions)

n=8576

Q23. Over the last four weeks how was your mental health?									
	Family		Humanitarian		Skilled				
Excellent	1028	54.4	1799	33.5	738	56.4	SD		
Good	624	33.0	2018	37.5	432	33.0	SD		
Fair/OK	170	9.0	958	17.8	119	9.1	SD		
Poor	50	2.6	476	8.9	18	1.4	SD		
No answer	17	.9	127	2.4	2	.2			
Total	1889	100.0	5378	100.0	1309	100.0			
Q24. Are you getting treatment that makes you better?									
	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
Not sick, so do not need any treatment	1505	79.7	2874	53.4	1083	82.9	SD		
Yes, and treatment helps	253	13.4	1479	27.5	149	11.4	SD		
Some treatments help, some do not help	44	2.3	531	9.9	32	2.4	SD		
Yes, but treatment does not help	12	.6	186	3.5	4	.3	SD		
No answer	75	4.0	308	5.7	39	3.0			
Total	1889	100.0	5378	100.0	1307	100.0			
If not helping or only some help: explanations									
	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
Chronic problem / incurable / complex / long term injury or disease	4	9.8	99	24.6	7	26.9			
Treatment not effective / does not help	7	17.1	82	20.3	4	15.4			
Stress/ anxiety / mental illness	4	9.8	77	19.1	2	7.7			
Cause of illness not yet known / conflicting opinions / undiagnosed / don't know why	4	9.8	51	12.7	1	3.8			
Waiting for initial / further consultation or results / time to recover	5	12.2	42	10.4	5	19.2			
Other	8	19.5	34	8.4	2	7.7			
Barriers - language, cost, work pressure, migrant status	6	14.6	14	3.5	2	7.7			
Medical / treatment system not effective, incl dental treatment	3	7.3	4	1.0	3	11.5			
Total	41	100.0	403	100.0	26	100.0			
Q25. How do you currently live?									
	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
Pay rent - by myself or with help from others I live with	672	35.6	4353	80.9	636	48.7	SD		
Live with family / friends and pay NO rent	497	26.3	424	7.9	58	4.4	SD		
Pay housing loan or mortgage	565	29.9	439	8.2	508	38.9	SD		
Own my own property with no loan, debt or mortgage	116	6.1	32	.6	85	6.5	SD		
Other	13	.7	29	.5	12	.9			
No answer	26	1.4	101	1.9	8	.6			
Total	1889	100.0	5378	100.0	1307	100.0			

DIAC Settlement Outcomes
Stream (all questions)

n=8576

<i>Other form of accommodation</i>	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Company / organisation provides housing	4	26.7	1	4.0	6	46.2				
Building house	1	6.7	1	4.0	3	23.1				
Other	8	53.3	17	68.0	4	30.8				
Temporary accommodation / homeless	2	13.3	6	24.0	0	.0				
Q26 was only answered by those who indicated they paid rent or paid a housing loan or mortgage										
Q26. How easy is it to pay your rent, mortgage or housing loan?										
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Usually find it easy to make payments	713	57.6	1605	33.5	783	68.4	SD			
Sometimes find it easy / sometimes hard to make payments	402	32.5	2152	44.9	299	26.1	SD			
Always find it hard to make payments	81	6.5	782	16.3	51	4.5	SD			
No answer	41	3.3	253	5.3	11	1.0				
Total	1237	100.0	4792	100.0	1144	100.0				
Q27. How happy are you with the following aspects of where you live?										
	Family		Humanitarian		Skilled					
<i>Size of place where you live</i>	Count	Col %	Count	Col %	Count	Col %				
Happy	1336	70.7	2678	49.8	964	73.8	SD			
Bit happy	372	19.7	1331	24.7	268	20.5	SD			
Not happy	98	5.2	704	13.1	68	5.2	SD			
No answer	83	4.4	665	12.4	7	.5				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Close to shops</i>	Family		Humanitarian		Skilled					
Happy	1487	78.7	3398	63.2	1050	80.3	SD			
Bit happy	261	13.8	1062	19.7	210	16.1	SD			
Not happy	51	2.7	338	6.3	35	2.7	SD			
No answer	90	4.8	580	10.8	12	.9				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Close to medical centres</i>	Family		Humanitarian		Skilled					
Happy	1379	73.0	3019	56.1	966	73.9	SD			
Bit happy	305	16.1	1126	20.9	253	19.4	SD			
Not happy	72	3.8	453	8.4	53	4.1	SD			
No answer	133	7.0	780	14.5	35	2.7				
Total	1889	100.0	5378	100.0	1307	100.0				

DIAC Settlement Outcomes
Stream (all questions)

n=8576

<i>Safety of the area where you live</i>	Family		Humanitarian		Skilled					
Happy	1359	71.9	3175	59.0	916	70.1	SD			
Bit happy	353	18.7	1122	20.9	304	23.3	SD			
Not happy	83	4.4	366	6.8	68	5.2	SD			
No answer	94	5.0	715	13.3	19	1.5				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Friendliness of your neighbours</i>	Family		Humanitarian		Skilled					
Happy	1248	66.1	2607	48.5	817	62.5	SD			
Bit happy	419	22.2	1394	25.9	393	30.1	SD			
Not happy	82	4.3	424	7.9	63	4.8	SD			
No answer	140	7.4	953	17.7	34	2.6				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Close to workplace</i>	Family		Humanitarian		Skilled					
Happy	694	36.7	1185	22.0	630	48.2	SD			
Bit happy	351	18.6	902	16.8	355	27.2				
Not happy	206	10.9	802	14.9	225	17.2	SD			
No answer	638	33.8	2489	46.3	97	7.4				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Close to public transport</i>	Family		Humanitarian		Skilled					
Happy	1278	67.7	3347	62.2	883	67.6	SD			
Bit happy	317	16.8	1001	18.6	285	21.8	SD			
Not happy	113	6.0	295	5.5	99	7.6				
No answer	181	9.6	735	13.7	40	3.1				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Close to schools</i>	Family		Humanitarian		Skilled					
Happy	1010	53.5	2585	48.1	736	56.3	SD			
Bit happy	232	12.3	1021	19.0	289	22.1	SD			
Not happy	61	3.2	468	8.7	45	3.4	SD			
No answer	586	31.0	1304	24.2	237	18.1				
Total	1889	100.0	5378	100.0	1307	100.0				
<i>Close to child care centres</i>	Family		Humanitarian		Skilled					
Happy	828	43.8	1762	32.8	577	44.1	SD			
Bit happy	236	12.5	763	14.2	265	20.3	SD			
Not happy	54	2.9	391	7.3	56	4.3	SD			
No answer	771	40.8	2462	45.8	409	31.3				
Total	1889	100.0	5378	100.0	1307	100.0				
Q28. Has it been hard to find a place to live in Australia?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
No	1566	82.9	3006	55.9	969	74.1	SD			
Yes	292	15.5	2162	40.2	328	25.1	SD			
No answer	31	1.6	210	3.9	10	.8				
Total	1889	100.0	5378	100.0	1307	100.0				

DIAC Settlement Outcomes
Stream (all questions)

n=8576

If yes, what has made it hard?	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Too expensive to rent or buy home	170	49.0	823	32.4	168	43.1				
Hard to find appropriate accommodation - lack of choice, shortage, waiting lists, small size, not near work, not safe area	74	21.3	529	20.8	91	23.3				
No job or low income - Difficult to find a place to live due to lack of employment or low income	24	6.9	323	12.7	12	3.1				
Difficult application process - Experiencing difficulties due to application process, lack of rental history / referees	21	6.1	203	8.0	45	11.5				
Poor English / not able to communicate	6	1.7	200	7.9	2	.5				
Other	8	2.3	109	4.3	5	1.3				
Large family size	0	.0	95	3.7	1	.3				
Experience discrimination	3	.9	82	3.2	5	1.3				
Competition - Difficult to find a place to live due to competing renters/purchasers	27	7.8	69	2.7	48	12.3				
Lack of knowledge, support, technology, transport, friends, support in how to apply, where to go	4	1.2	57	2.2	5	1.3				
Difficult real estate agent	10	2.9	50	2.0	8	2.1				
Total	347	100.0	2540	100.0	390	100.0				
Q29. How much money has your household borrowed from other people or organisations?										
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
\$0	217	11.5	289	5.4	178	13.6				
\$1 - \$5000	46	2.4	458	8.5	36	2.8				
\$5001 - \$100000	157	8.3	350	6.5	114	8.7				
\$100001 - \$300000	272	14.4	191	3.6	205	15.7				
Over \$300000	174	9.2	94	1.7	247	18.9				
No answer	1023	54.2	3996	74.3	527	40.3				
Total	1889	100.0	5378	100.0	1307	100.0				
Q29.1 How much money has your household borrowed from other people or organisations? (\$)										
	Family	Humanitarian	Skilled							
Valid	866	1382	780							
Missing	1023	3996	529							
Mean	174706.75	62316.24	212224.97							
Median	140000.00	4500.00	210000.00							
Std. Deviation	197485.613	116463.315	218074.573							
Minimum	0	0	0							
Maximum	1450000	600000	1500000							

DIAC Settlement Outcomes
Stream (all questions)

n=8576

Q29.2 How much money has your household borrowed from other people or organisations?										
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
0	311	30.2	1278	31.6	183	34.1				
Don't know	719	69.8	2764	68.4	353	65.9				
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Q30. Do you have an Australian car drivers licence?										
Yes	1167	61.8	3068	57.0	1120	85.7	SD			
No	700	37.1	2211	41.1	184	14.1	SD			
No answer	22	1.2	99	1.8	3	.2				
Total	1889	100.0	5378	100.0	1307	100.0				
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Q31. How happy do you feel about yourself?										
Happy most of the time	1373	72.7	2042	38.0	975	74.6	SD			
Sometimes happy	476	25.2	2822	52.5	311	23.8	SD			
Not happy	27	1.4	391	7.3	17	1.3	SD			
No answer	13	.7	123	2.3	4	.3				
Total	1889	100.0	5378	100.0	1307	100.0				
	Family		Humanitarian		Skilled					
	Count	Col %	Count	Col %	Count	Col %				
Q32. How are you connected or linked into your community?										
Well connected	1021	54.0	2839	52.8	650	49.7	SD			
A little connected	720	38.1	2049	38.1	562	43.0	SD			
Not connected at all	128	6.8	360	6.7	88	6.7				
No answer	20	1.1	130	2.4	7	.5				
Total	1889	100.0	5378	100.0	1307	100.0				

DIAC Settlement Outcomes
Stream (all questions)

n=8576

Q33. Which of these activities are you are your immediate family often involved in over the past 12 months?			Family		Humanitarian		Skilled					
<i>Multple response so respondents allowed to choose more than one option</i>			Count	Col %	Count	Col %	Count	Col %				
Meeting with family and / or friends			1683	89.1	4004	74.5	1145	87.6				
Religious group			525	27.8	3276	60.9	407	31.1				
Cultural group (with people from your home country or ethnic group)			416	22.0	2503	46.5	248	19.0				
School where your children attend			290	15.4	1727	32.1	347	26.5				
Community or voluntary work			224	11.9	1010	18.8	136	10.4				
Sporting club or group			394	20.9	890	16.5	401	30.7				
Hobby group (examples include gardening, car, dancing, cooking)			443	23.5	813	15.1	326	24.9				
Youth group			35	1.9	529	9.8	43	3.3				
Other activity			46	2.4	148	2.8	34	2.6				
Q34. Have you been treated well by your local community since coming to Australia?			Family		Humanitarian		Skilled					
			Count	Col %	Count	Col %	Count	Col %				
Yes			1541	81.6	3711	69.0	1039	79.5	SD			
Sometimes			301	15.9	1448	26.9	244	18.7	SD			
No			25	1.3	143	2.7	16	1.2	SD			
No answer			22	1.2	76	1.4	8	.6				
Total			1889	100.0	5378	100.0	1307	100.0				
Q34.1 If no, what has happened to you?			Family		Humanitarian		Skilled					
			Count	Col %	Count	Col %	Count	Col %				
Discriminatory statements, rude treatment			8	33.3	32	28.3	3	21.4				
Lack of involvement / awareness of local community			9	37.5	23	20.4	2	14.3				
Other			6	25.0	49	43.4	8	57.1				
Physical abuse			0	.0	4	3.5	1	7.1				
Robbed, property abuse			1	4.2	5	4.4	0	.0				
Q35. How confident are you that you can find out about places, organisations and activities that make a difference to living in Australia			Family		Humanitarian		Skilled					
			Count	Col %	Count	Col %	Count	Col %				
Very confident			695	36.8	1202	22.4	506	38.7	SD			
Confident			777	41.1	2065	38.4	590	45.1	SD			
A little confident			328	17.4	1475	27.4	175	13.4	SD			
Not confident at all			63	3.3	448	8.3	25	1.9				
No answer			26	1.4	188	3.5	11	.8				
Total			1889	100.0	5378	100.0	1307	100.0				

DIAC Settlement Outcomes
Stream (all questions)

n=8576

Q36. How confident are you that you can make choices about your life in Australia?									
	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
Very confident	852	45.1	1801	33.5	619	47.4	SD		
Confident	738	39.1	2058	38.3	517	39.6			
A little confident	239	12.7	1128	21.0	154	11.8	SD		
Not confident at all	29	1.5	269	5.0	14	1.1	SD		
No answer	31	1.6	122	2.3	3	.2			
Total	1889	100.0	5378	100.0	1307	100.0			
Q37. When you arrived in Australia, how many of your family members or close friends were already living in Australia?									
	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
0	455	24.1	1349	25.1	588	45.0	SD		
1	394	20.9	670	12.5	172	13.2	SD		
2-4	372	19.7	1044	19.4	295	22.6			
5-10	348	18.4	1088	20.2	165	12.6	SD		
11 +	260	13.8	848	15.8	74	5.7	SD		
No answer	60	3.2	379	7.0	13	1.0			
Total	1889	100.0	5378	100.0	1307	100.0			
Q38. How comfortable are you about living in Australia so far?									
	Family		Humanitarian		Skilled				
	Count	Col %	Count	Col %	Count	Col %			
Comfortable most of the time	1518	80.4	3058	56.9	1073	82.1	SD		
Sometimes comfortable	341	18.1	2065	38.4	210	16.1	SD		
Not comfortable	16	.8	150	2.8	18	1.4	SD		
No answer	14	.7	105	2.0	6	.5			
Total	1889	100.0	5378	100.0	1307	100.0			
Q39.a How comfortable is MY HUSBAND / WIFE about living in Australia so far?									
	Family		Humanitarian		Skilled		Family	Hum	Skilled
	Count	Col %	Count	Col %	Count	Col %	Valid %	Valid %	Valid %
Comfortable most of the time	1407	74.5	2183	40.6	701	53.6	SD 90.7	65.2	77.4
Sometimes comfortable	131	6.9	994	18.5	179	13.7	SD 8.4	29.7	19.8
Not comfortable	13	.7	171	3.2	26	2.0	SD 0.8	5.1	2.9
No answer	338	17.9	2030	37.7	401	30.7			
Total	1889	100.0	5378	100.0	1307	100.0	100.0	100.0	100.0

DIAC Settlement Outcomes
Stream (all questions)

n=8576

Q. 39b How comfortable are MY CHILDREN about living in Australia so far?

	Family		Humanitarian		Skilled			Family	Hum	Skilled
	Count	Col %	Count	Col %	Count	Col %		Valid %	Valid %	Valid %
Comfortable most of the time	825	43.7	2891	53.8	576	44.1 SD		92.7	79.1	89.9
Sometimes comfortable	62	3.3	697	13.0	63	4.8 SD		7.0	19.1	9.8
Not comfortable	3	.2	67	1.2	2	.2 SD		0.3	1.8	0.3
No answer	999	52.9	1723	32.0	666	51.0				
Total	1889	100.0	5378	100.0	1307	100.0		100.0	100.0	100.0

Q 39c How comfortable are my OTHER FAMILY LIVING WITH ME about living in Australia so far?

	Family		Humanitarian		Skilled			Family	Hum	Skilled
	Count	Col %	Count	Col %	Count	Col %		Valid %	Valid %	Valid %
Comfortable most of the time	365	19.3	1347	25.0	184	14.1 SD		81.1	67.5	73.3
Sometimes comfortable	79	4.2	563	10.5	60	4.6 SD		17.6	28.2	23.9
Not comfortable	6	.3	86	1.6	7	.5 SD		1.3	4.3	2.8
No answer	1439	76.2	3382	62.9	1056	80.8				
Total	1889	100.0	5378	100.0	1307	100.0		100.0	100.0	100.0



Living in Australia Survey



1800 068 489
Local call fee only

You are invited to participate in this important survey. The survey will help the Department of Immigration and Citizenship to understand the experiences of migrants and improve services. Please answer the questions and return the completed form in the envelope provided by (no stamp required). The form is designed to be quick and easy to complete. However, if you have any concerns or need assistance in your language, please phone Australian Survey Research on 1800 068 489 during office hours (9am – 5pm, Monday – Friday).

Your answers are confidential

Any information you provide will be treated with the strictest confidence. It will only be used by the Department of Immigration and Citizenship for statistical and research purposes. None of the information collected will be used for any other administrative purpose whatsoever. No individual person will be identified in any published findings.

Marieke Kleiboer

Director, Settlement Planning and Information
Department of Immigration and Citizenship

**THANK YOU FOR HELPING WITH THIS SURVEY.
YOUR ANSWERS ARE VERY IMPORTANT TO US.**

Please answer with ✓ using a pen. If you want to change your answer, please clearly cross out: ☐ ☒ ☐ ☐

After choosing an answer, if you are told to go to a question (example → GO TO QUESTION 6) please do NOT answer the questions in between.

1 How well do you speak, read and write English? • Please answer ALL 3 questions	<table border="1"><thead><tr><th></th><th>Very well</th><th>Well</th><th>Not well</th><th>Not at all</th></tr></thead><tbody><tr><td>→ Speak English</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>→ Read English</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>→ Write English</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></tbody></table>		Very well	Well	Not well	Not at all	→ Speak English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Read English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Write English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very well	Well	Not well	Not at all																	
→ Speak English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
→ Read English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
→ Write English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
2 Have you studied English in Australia? • Please choose only 1 answer for this question. • If you learned English from family or friends, please select the answer No - other reason.	<table border="1"><tbody><tr><td><input type="checkbox"/> No – English was already good → GO TO QUESTION 6</td></tr><tr><td><input type="checkbox"/> No – no time because of work or family reasons → GO TO QUESTION 6</td></tr><tr><td><input type="checkbox"/> No – other reason → GO TO QUESTION 6</td></tr><tr><td><input type="checkbox"/> Yes</td></tr></tbody></table>				<input type="checkbox"/> No – English was already good → GO TO QUESTION 6	<input type="checkbox"/> No – no time because of work or family reasons → GO TO QUESTION 6	<input type="checkbox"/> No – other reason → GO TO QUESTION 6	<input type="checkbox"/> Yes													
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<input type="checkbox"/> No – other reason → GO TO QUESTION 6																					
<input type="checkbox"/> Yes																					
3 Where did you learn or where are you now learning English in Australia?	<table border="1"><tbody><tr><td><input type="checkbox"/> Adult Migrant English Program (AMEP) - no cost to me</td></tr><tr><td><input type="checkbox"/> Language, Literacy and Numeracy Program (LLNP) - no cost to me</td></tr><tr><td><input type="checkbox"/> TAFE - I or my family/friends paid for me</td></tr><tr><td><input type="checkbox"/> Other program - I or my family/friends paid for me</td></tr><tr><td><input type="checkbox"/> Do not know</td></tr></tbody></table>				<input type="checkbox"/> Adult Migrant English Program (AMEP) - no cost to me	<input type="checkbox"/> Language, Literacy and Numeracy Program (LLNP) - no cost to me	<input type="checkbox"/> TAFE - I or my family/friends paid for me	<input type="checkbox"/> Other program - I or my family/friends paid for me	<input type="checkbox"/> Do not know												
<input type="checkbox"/> Adult Migrant English Program (AMEP) - no cost to me																					
<input type="checkbox"/> Language, Literacy and Numeracy Program (LLNP) - no cost to me																					
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<input type="checkbox"/> Other program - I or my family/friends paid for me																					
<input type="checkbox"/> Do not know																					
4 How do these English classes help you? • You can choose many answers for this question.	<table border="1"><tbody><tr><td><input type="checkbox"/> Help me to learn English</td></tr><tr><td><input type="checkbox"/> Help me to make friends</td></tr><tr><td><input type="checkbox"/> Help me to shop and use public transport</td></tr><tr><td><input type="checkbox"/> Help me to find a job</td></tr><tr><td><input type="checkbox"/> Help me to learn about living in Australia</td></tr><tr><td><input type="checkbox"/> Do not know yet – too early to know as I have just started</td></tr></tbody></table>				<input type="checkbox"/> Help me to learn English	<input type="checkbox"/> Help me to make friends	<input type="checkbox"/> Help me to shop and use public transport	<input type="checkbox"/> Help me to find a job	<input type="checkbox"/> Help me to learn about living in Australia	<input type="checkbox"/> Do not know yet – too early to know as I have just started											
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<input type="checkbox"/> Help me to learn about living in Australia																					
<input type="checkbox"/> Do not know yet – too early to know as I have just started																					
5 Are the English classes appropriate? • Appropriate might mean enough hours, easy to get to and taught at the right level.	<table border="1"><tbody><tr><td><input type="checkbox"/> Yes</td></tr><tr><td><input type="checkbox"/> No → If no, why are the English classes not appropriate?</td></tr></tbody></table> <div></div>				<input type="checkbox"/> Yes	<input type="checkbox"/> No → If no, why are the English classes not appropriate?															
<input type="checkbox"/> Yes																					
<input type="checkbox"/> No → If no, why are the English classes not appropriate?																					

Living In Australia Survey

6 What was your highest level of education before coming to Australia?

- ☐ None
☐ Primary or elementary school
☐ High school
☐ Trade college or similar
☐ University or similar

7 What is the highest level of education you have completed since arriving in Australia?

• If you are still studying or have not yet completed a qualification in Australia then please select **No new qualification**.

- ☐ No new qualification → GO TO QUESTION 9
☐ Primary or elementary school → GO TO QUESTION 9
☐ High school → GO TO QUESTION 9
☐ Trade college or similar (such as TAFE)
☐ University or similar

8 In Australia, what did you study at trade college (like TAFE) or university?

• Your answer might be something like teaching, car mechanics, medicine, nursing, child care, carpentry.

9 What help have you or your household used in the last six months?

• Your household includes the people in your family who are living with you in the same place.
 • You can choose more than 1 answer for this question.

- ☐ Translator or interpreter
☐ Citizens advice bureau or community legal centre
☐ Cultural organisation or community group help
☐ Help through a church, mosque, temple or other religious organisation
☐ Help from a migrant resource centre or similar
☐ None of these

10 How easy is it for you to use these services?

• Only answer for services you have used.

	Easy	Sometimes hard	Hard
The internet – in your home, a friend's home or at an internet café or library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone (landline or mobile)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Translator or interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and medical services (like doctor and dentist)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11 How easy is it for you to use or to get into these services?

• Only answer for services you have used.

Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department of Immigration & Citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centrelink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Migrant English Program (AMEP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Services Australia (formerly the Job Network)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If it is hard to use or get into one of the above, please explain why.

12 Are you an Australian citizen?

• Please choose only 1 answer for this question.

- ☐ Yes - and have NOT enrolled to vote
☐ Yes - and have enrolled to vote
☐ No – but hope to be an Australian citizen in the future
☐ No – and will not be an Australian citizen in the future
 → If you will NOT be an Australian citizen, please explain why.

13 Do you or any members of your household receive any payments from Centrelink?

• Payments such as Austudy, Crisis or Parenting payments, Mature age, Newstart, Partner, Sickness, Widow or Youth allowances, or a Centrelink Special Benefit.

- ☐ Yes
☐ No

14 In a normal week what do you do most of the time?

• Wage and salary earner includes being an employee and being on contract employment such as through an employment agency.
 • Please choose only one answer for this question – the one most like you.

- ☐ Work for wage or salary
☐ Run my own business
☐ Study and work
☐ Study full-time → GO TO QUESTION 22
☐ Study and look after my family → GO TO QUESTION 22
☐ Unemployed and looking for work → GO TO QUESTION 21
☐ Unemployed and NOT looking for work → GO TO QUESTION 21
☐ Setting up a business but not yet making money → GO TO QUESTION 22
☐ Look after my family → GO TO QUESTION 22
☐ Retired, no longer working → GO TO QUESTION 22
☐ Voluntary or other unpaid work → GO TO QUESTION 22

15 What is your main job when you work?

• For example, write something like farm hand, shop assistant, cleaner, civil engineer, nurse, taxi driver.
 • If you have several jobs, give details for the job where you work the most hours in a normal week.

16 What are the main <u>tasks</u> in this job? <i>• Examples: driving a truck and delivering parcels, cooking take-away food, writing software code, selling mobile phones.</i>	<input type="text"/> <input type="text"/>			
17 How often do you <u>use</u> your highest level of education in your main job?	<input type="checkbox"/> Often or always <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely or never <input type="checkbox"/> Do NOT have a qualification			
18 What do you <u>think</u> about your main job?	<input type="checkbox"/> Like my job <input type="checkbox"/> My job is OK but could be better <input type="checkbox"/> Do not really care – it is just a job <input type="checkbox"/> Do not like my job			
19 How many hours each <u>week</u> do you work in ALL your jobs? <i>• If working hours change from week to week, estimate the hours in a normal week.</i>	<input type="text"/> <input type="text"/> hours worked in a normal week – estimate is OK			
20 What is your <u>total income</u> from ALL your jobs? <i>• Total income is your gross or complete income before tax, superannuation or other deductions are made</i> <i>• Please indicate the time period that the income applies to. Mark 1 box only.</i> <i>• Estimate if necessary.</i>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> earned in a week → GO TO QUESTION 22 <input type="checkbox"/> earned in a fortnight → GO TO QUESTION 22 <input type="checkbox"/> earned in a month → GO TO QUESTION 22 <input type="checkbox"/> earned in a year → GO TO QUESTION 22			
21 Which of the following best describes your <u>unemployment</u> situation?	<input type="checkbox"/> I have NOT been employed at all in the past 6 months <input type="checkbox"/> I have been employed in the last 6 months, but not now If you worked in the last 6 months, how long were you employed? <input type="text"/> <input type="text"/> weeks of employment in the last 6 months			
22 Over the last four weeks how was your <u>physical</u> health? <i>• Physical health problems such as being short of breath, dizzy, racing heart, cold or flu, headache and muscle pains.</i>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair/OK <input type="checkbox"/> Poor			
23 Over the last four weeks how was your <u>mental</u> health? <i>• Mental health problems such as feeling depressed, anxious, or having a sense of hopelessness.</i>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair/OK <input type="checkbox"/> Poor			
24 Are you getting treatment that makes you better? <i>• Treatment may be for physical and/or mental health.</i>	<input type="checkbox"/> Not sick, so do not need any treatment <input type="checkbox"/> Yes, and treatment helps <input type="checkbox"/> Some treatments help, some do not help <input type="checkbox"/> Yes, but treatment does not help → If not helping or only some help, please explain. <input type="text"/>			
25 How do you currently live?	<input type="checkbox"/> Pay rent – by myself or with help from others I live with <input type="checkbox"/> Live with family/friends and pay NO rent → GO TO QUESTION 27 <input type="checkbox"/> Pay housing loan or mortgage <input type="checkbox"/> Own my own property with no loan, debt or mortgage → GO TO QUESTION 27 <input type="checkbox"/> Other – please specify <input type="text"/>			
26 How easy is it to <u>pay</u> your rent, mortgage or housing loan?	<input type="checkbox"/> Usually find it easy to make payments <input type="checkbox"/> Sometimes find it easy / sometimes hard to make payments <input type="checkbox"/> Always find it hard to make payments			
27 How happy are you with the following aspects of <u>where you live</u> ? <i>• If an item does not apply to you, then leave blank (empty).</i>		Happy	Bit happy	Not happy
Size of place where you live		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to shops		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to medical centres		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of the area where you live		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of your neighbours		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to workplace		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to public transport		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to schools		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to child care centres		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Living in Australia Survey

28 Has it been hard to find a place to live in Australia?

- ☐ No
☐ Yes → If yes, what has made it hard?

29 How much money has your household borrowed from other people or organisations?

- Borrowed money includes a house loan or mortgage if you have one
- Other people and organisations may include your sponsor, banks, government agencies and credit card companies.

\$ OK to estimate

OR

- ☐ Don't know

30 Do you have an Australian car drivers licence?

- Overseas licence and learner's permit do NOT count.

- ☐ Yes (includes provisional licence – P plates)
☐ No (includes learners permit)

31 How happy do you feel about yourself?

- Happiness includes level of feeling good about yourself, pleased, cheerful and general well-being.

- ☐ Happy most of the time
☐ Sometimes happy
☐ Not happy

32 How are you connected or linked into your community?

- Connected means that you can get help when you need it. It is about the number of people or places you know.
- Your community is where you live as well as your close friends and family and the social groups that you meet with frequently.

- ☐ Well connected
☐ A little connected
☐ Not connected at all

33 Which of these activities are you and/or your immediate family often involved in over the past 12 months?

- Often means daily, weekly or monthly.
- You can choose many answers to this question.

- ☐ Religious group
☐ Meeting with family and / or friends
☐ School where your children attend
☐ Sporting club or group
☐ Youth group
☐ Cultural group (with people from your home country or ethnic group)
☐ Community or voluntary work
☐ Hobby group (examples include gardening, car, dancing, cooking, etc)
☐ Other activity – please specify

34 Have you been treated well by your local community since coming to Australia?

- Treated well means show respect and be friendly.
- Local community is your neighbourhood, and the people who live near and around you.

- ☐ Yes
☐ Sometimes
☐ No → If no, what has happened to you?

35 How confident are you that you can find out about places, organisations and activities that make a difference to living in Australia?

- These could include government offices and help, employment, training and education and what is happening in your community.

- ☐ Very confident ☐ Confident
☐ A little confident ☐ Not confident at all

36 How confident are you that you can make choices about your life in Australia?

- ☐ Very confident ☐ Confident
☐ A little confident ☐ Not confident at all

37 When you arrived in Australia, how many of your family members or close friends were already living in Australia?

Enter number or enter 0 if you had no family or friends in Australia

38 How comfortable are you about living in Australia so far?

- Comfortable means ideas like you fit in, you can get on with your life, Australian life suits you and you feel relaxed and settled here.

- ☐ Comfortable most of the time
☐ Sometimes comfortable
☐ Not comfortable

39 How comfortable are the people in your household about living in Australia so far?

- If you do not have a husband/wife, or you do not have children or other relatives living with you, then leave the answers for them blank (empty).
- If you do not know, leave blank (empty).

	Comfortable most of time	Sometimes comfortable	Not comfortable
My husband/wife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other family living with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for taking to the time to answer these questions. Please return your completed questionnaire in the enveloped provided.

NO stamp is required if you use the reply paid envelope provided or if you mail to:

Living in Australia Survey
 Reply Paid 3111 Nunawading VIC 3131