



Government of **Western Australia**  
Office of **Multicultural Interests**

# **SETTLEMENT ISSUES FOR AFRICAN HUMANITARIAN ENTRANTS IN WESTERN AUSTRALIA**

## **IMPLEMENTATION REPORT**

**Final Report  
24 April 2009**

Prepared by the Office of Multicultural Interests

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## 1. EXECUTIVE SUMMARY

This report details the status of implementation of recommendations made in the Discussion Paper produced by the *Across-Government Working Party on African Humanitarian Settlement Issues* (the Working Party) that was tabled in Cabinet in May 2006. The recommendations arose from consultations conducted by the Office of Multicultural Interests (OMI) in 2005 in response to the need for assistance in addressing the complex and high needs of recent arrivals to Western Australia from African countries.

Implementation of the recommendations has been overseen by an across-government African Implementation Committee. As many of the recommendations relate to Commonwealth Government agencies and responsibilities, input has also been provided by Centrelink and the Department of Immigration and Citizenship (DIAC).

The report reveals the following:

- In general, both Commonwealth and State Government agencies have been active in responding to the needs of African humanitarian entrants and/or addressing the recommendations made by the Working Party. Some agencies have implemented new programs to address the needs of African humanitarian clients and others have identified existing programs that may be accessed.
- In the three years since consultations were conducted, agencies have become more knowledgeable and experienced in dealing with the issues identified for African Humanitarian Entrants.
- In recent years, there has been a reduced level of intake of people from African countries through Australia's Humanitarian Program, from 71 per cent in 2004-05 to 30 per cent in 2007-08.
- The drop in the proportion of humanitarian entrants arriving from African countries does not mean that the needs of those who are entering from these countries, including those who arrived in recent years, are any lower or less complex.
- Given the changing profile of people entering Australia through the Humanitarian Program, there is a need for flexibility in government policies and programs to adapt to the differing needs of each intake.
- In order for government agencies to adequately and appropriately respond to Australia's changing demographics, there is a need for agencies to improve data collection, increase the cultural competency of staff, and review and adapt programs to meet the varying needs of a diverse client base.<sup>1</sup>
- Models of service delivery that not only target the needs of a specific group but also focus on integration and coordination of services, such as the Integrated Services Centres (ISCs) coordinated by OMI in partnership with the Department of Health (DoH) and the Department of Education and Training (DET), are highly successful in

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<sup>1</sup> This was also one of the findings detailed in the Western Australian Auditor General's Performance Review *Lost in Transition: State Services for Humanitarian Entrants* – Report 3 (June 2008)

delivering an effective, responsive, culturally appropriate service that does not duplicate, and alleviates pressure on, existing services.

- Other positive initiatives of state government agencies include:
  - provision of three year funding by OMI to Multicultural Services Centre of WA for delivery of an ethno-specific mental health service (MAITRI);
  - the Department of Health Migrant Health Unit;
  - extensive community engagement efforts by WA Police including development of DVDs, seminars, workshops and active recruitment of staff from CaLD backgrounds, as well as diversity training, in particular, for police recruits;
  - consultation and community engagement activities undertaken by the Consumer Protection Division of the Department of Commerce (then Department of Consumer and Employment Protection) and Department of Housing (then Department of Housing and Works) in relation to housing and tenancy issues;
  - the Consumer Protection Division of the Department of Commerce has undertaken targeted education programs for multicultural support workers to address housing and tenancy issues; and
  - the Princess Margaret Hospital Refugee Clinic
- The significant efforts by the Department of Immigration and Citizenship to adapt and develop programs to meet the changing needs of humanitarian entrants.
- Many targeted and successful projects have been subject to short-term funding without the capacity for continued service provision.
- Despite improvements in Commonwealth Government programs such as the Integrated Humanitarian Settlement Strategy (IHSS), Settlement Grants Program (SGP) as well as the introduction of the Complex Case Support program, there is still a role for the State Government to address the ongoing and complex needs of humanitarian entrants in general and African humanitarian entrants in particular.
- Key areas of need that need to be addressed by the State Government include:
  - improved agency data collection to identify client needs and inform policy and planning in relation to service delivery;
  - more comprehensive delivery of quality assured cultural competency training across the public sector;
  - greater diversity in public sector recruitment;
  - implementation of the Western Australian Language Services Policy to address the language and literacy obstacles faced by humanitarian entrants; and
  - coordination of state government services delivered to humanitarian entrants.
- Access to affordable and appropriate housing for African humanitarian entrants remains the primary critical issue.
- It is noted that not all African humanitarian entrants have high and complex needs. In addition, many bring with them a strong work ethic and sense of community, and collectively demonstrate an eagerness to find meaningful employment and to improve not only their own lives and that of their children, but also those of the broader community.

It is proposed that a group, similar in composition to the African Implementation Committee, and chaired by OMI, be established to oversee a program of action in relation to the recommendations made in the Auditor General's report.

## 2. BACKGROUND

In 2005, in response to concerns raised by government and community agencies regarding the capacity of services to meet the needs of humanitarian entrants of African origin, the Hon Bob Kucera MLA, the then Minister for Citizenship and Multicultural Interests, established an *Across-Government Working Party on Settlement Issues for African Humanitarian Entrants* (the Working Party), chaired by the Hon Margaret Quirk MLA, the then Parliamentary Secretary to the Premier. The aims of the *Working Party* were to:

- identify key emerging settlement issues for African refugees in WA;
- develop strategies for addressing the identified needs; and
- enable better information sharing and coordination of service delivery.

The impetus for forming the Working Party was the increased proportion of humanitarian entrants from Africa coming to WA. In 2004-05 71 per cent of the total number of humanitarian entrants were of African origin, compared with only 25 per cent in 2001-02.

African humanitarian entrants were identified as having very specific settlement needs that were often complex. One in four African refugees who come to Australia have been tortured and seven in ten have had a traumatic experience such as losing a loved one in violent circumstances<sup>2</sup>. Most have experienced displacement from their home country due to war and have spent years in refugee camps with significant health problems resulting from malnutrition and limited access to health care. Their trauma experiences were often compounded by separation from family members and the uncertainty regarding their whereabouts and safety. The impact of torture in particular has a profound and both immediate and long-term impact on physical and psychological health<sup>3</sup>.

Other differentiating factors for these entrants include large family groups, low literacy/numeracy levels in their own language, different cultural awareness and understanding of mental health issues that will influence their capacity to access appropriate mental health services in a timely manner, and limited education. Many of the young people were born and raised in refugee camps and have limited life experiences. Many have witnessed or experienced acts of torture, rape or murder, or have been child soldiers.

A consultation process to identify issues and priorities was conducted by the *Working Party* from October to December 2005. This involved submissions by State Government service providers, the then Department of Immigration and Multicultural Affairs (DIMA) now Department of Immigration and Citizenship (DIAC), key Non-Government Organisations (NGOs) involved in the settlement of humanitarian entrants and African community representatives. The consultations focused on the limited ability of both Commonwealth and State mainstream services to respond to the complex needs of African humanitarian entrants with high levels of need. Overall, the consultations revealed a need for service delivery structures across all government and NGOs to be more responsive to the needs of African humanitarian entrants. The subsequent Discussion Paper identified a range of issues and contained 97 recommendations which were considered by Cabinet in May 2006.

It should be noted that, whilst a significant number of African humanitarian entrants at this time have high and complex needs, not all do. In addition, many bring with them a strong

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<sup>2</sup> Warrnambool City Council, (2005) 'A Warrnambool Welcome: Learning from the Warrnambool Migrant Relocation Project' Vic Health

<sup>3</sup> The Forum of Australian Services for Survivors of Torture and Trauma Website:  
<http://www.fasstt.org.au/impact.html>

sense of community and work ethic, and collectively demonstrate an eagerness to find meaningful employment and to improve not only their own lives and that of their children, but also those of the broader community.

An across-government Implementation Committee was subsequently established in November 2007 to monitor and to report to Cabinet on the implementation of the recommendations. Agency membership comprised OMI, Department of Child Protection, Department of Education and Training, Consumer Protection Division of the Department of Commerce (then Department of Consumer and Employment Protection – DOCEP), Department of Housing (then Department of Housing and Works - DHW), Department of Health (including WA Transcultural Mental Health) and WA Police

In the intervening period, OMI focused on development and implementation of one of the main recommendations of the report, Recommendation 7, which called for the establishment of an African Community Project that would offer an holistic health and education program, relieve some of the pressures on mainstream services, increase accessibility and use of services, and ensure language needs were understood and accommodated. Integrated Services Centres (ISCs) subsequently were established and became operational at Koondoola and Parkwood Primary Schools in April 2007. These schools were chosen as each has an Intensive English Centre (IEC) and are located in the north and south metropolitan areas respectively.

### 3. INTRODUCTION

This report details the status of implementation of recommendations made in the Discussion Paper produced by the Working Party and tabled in Cabinet in May 2006. The recommendations relate to the areas of Settlement Services; Primary and Secondary Education; Vocational Education and Training; Employment; Health; Housing; Police and Justice; and Family and Community

Implementation of the recommendations is being overseen by an across-government African Implementation Committee. As many of the recommendations relate to Commonwealth Government agencies and responsibilities, input has also been sought from Centrelink and DIAC.

This report identifies that, in general, both Commonwealth and State Government agencies have been active in responding to the needs of African humanitarian entrants and addressing the recommendations made by the Working Party. However, as identified in the report of the Western Australian Auditor General *Lost in Transition: State Services for Humanitarian Entrants – Report 3, June 2008*, key issues remain in the areas of health, housing and education.

Since consultations were conducted in 2005, the composition of the Australian Government's Humanitarian Program has also changed significantly. From a high of 73 per cent in 2004-05, the percentage of humanitarian entrants arriving from Africa has steadily decreased: 56 per cent in 2005-06, 52 per cent in 2006-07 and 30 per cent in 2007-8.<sup>4</sup> The Program now comprises equal allocations for the Africa, Asia and Middle-East regions. In 2007-08, refugees from the Middle-East and southwest Asia made up 35 per cent of the program, people from the rest of Asia 34 per cent and people from Africa 30 per cent (see Table 1 below).<sup>5</sup> In 2008-09, Africa, the Middle East and Asia will each be allocated a 33 per cent intake.<sup>6</sup>

**TABLE 1 Humanitarian Entrants - Year of arrival – Australia and WA**

Financial Year	Australia Humanitarian Entrants - Africa, Middle east, Asia, Europe, Americas	Australia Humanitarian Entrants - Africa Region	Australia Humanitarian Entrants Africa Region %	WA Humanitarian Entrants Africa Region	WA Humanitarian Entrants Africa Region%
2001/02	10,123	2,142	22 %	317	13 %
2002/03	9,598	4,113	43 %	424	10 %
2003/04	10,276	6,446	63 %	851	13 %
2004/05	13,179	9,710	71 %	1,487	14 %
2005/06	12,734	7,171	56 %	1,037	14 %
2006/07	12,098	6,348	52 %	1,104	17 %
2007/08	9,892	2,980	30 %	609	20 %

Source: DIAC Settlement database

The reduced intake of humanitarian entrants does not, however, impact on the level or complexity of need of new arrivals from Africa, including those who have arrived in recent

<sup>4</sup> Figures provided by DIAC 3 November 2008 from the DIAC Settlement database

<sup>5</sup> <http://www.minister.immi.gov.au/media/media-releases/2008/ce08080.htm>

<sup>6</sup> <http://www.minister.immi.gov.au/media/media-releases/2008/ce08056.htm>

years. It should be noted that humanitarian entrants from other regions who are replacing the African cohort, including those who originated from Burma, also have high and complex needs that require attention. Further, the Western Australian Auditor General's report noted that the risks for humanitarian entrants and the community if their settlement needs are not addressed include poor physical and mental health and alcohol and drug dependency; poor school achievement and attendance; and homelessness and housing stress.<sup>7</sup> The report further noted that

lack of access to education, health and housing can result in social isolation, unemployment and family breakdown which, in turn, can result in social and economic disengagement, contact with the justice system, and long-term dependence on social support services.<sup>8</sup>

Ongoing action that addresses these risks and acts as a preventative measure against potentially adverse outcomes continues to be necessary.

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<sup>7</sup> Auditor General for Western Australia – Performance Review *Lost in Transition: State Services for Humanitarian Entrants – Report 3* (June 2008) p. 17

<sup>8</sup> *ibid*

## 4. SETTLEMENT SERVICES

### 4.1 Coordination between Service Providers

*The 2005 consultations found a lack of coordination between State Government agencies and also Commonwealth and State Government departments, resulting in a lack of clarity and delineation of responsibilities. The report recommended [Recommendations 1-2].*

- 1. A whole-of-government approach to address the needs of African humanitarian entrants be established through memoranda of understanding between State Government agencies and between the Commonwealth and State Government.*
- 2. Coordination mechanisms be developed and established amongst State Government agencies to enable a higher level of inter-agency coordination to address the lack of information sharing, duplication and resource overlap, and to enable more appropriately targeted service provision.*
- 7. An African Community Project be funded, offering an holistic health and education program, including orientation and cultural transition support, provided by trained professionals in the roles of Psychologist/Trauma Counsellor, Migrant Health Community Nurse and Multicultural Community Liaison Worker. The Project would relieve some of the pressures on mainstream services, increase accessibility and use of services, and ensure language needs are understood and accommodated. It would also promote partnerships and links between relevant agencies and service providers.*

In October 2007, DIAC State Office established an Interagency Settlement Group (ISG) to undertake strategic discussion, exchange of information and coordination of Commonwealth and State Government activities relating to Humanitarian entrants and other eligible migrants (Rec. 1). The focus of the group is to work effectively across portfolio boundaries to achieve an integrated whole-of-government response to improve settlement outcomes for recently – arrived humanitarian entrants.

The Commonwealth Government is represented by Centrelink and the Departments of Education, Employment and Workplace Relations (DEEWR); Health and Ageing (DHA); Infrastructure, Transport, Regional Services and Local Government (DITRLG); and Families, Housing, Community Services and Indigenous Affairs (FHCSIA). State agencies represented are OMI; Departments of Education and Training (DET); Health (DoH); Communities (DfC); then Housing and Works (DHW) now Department of Housing; and the Small Business Development Commission (SBDC). The Western Australian Local Government Association (WALGA) is also a member.

At the state level, some coordination and information sharing is occurring between members of the African Implementation Committee established to monitor and report on implementation of the Working Party recommendations (Rec. 2). Membership comprises representatives of the OMI; DfC; DET; Consumer Protection Division of the Department of Commerce; DoH; Department for Child Protection (DCP); DHW; and WA Police. The primary focus of the Implementation Committee has been on implementation of the Discussion Paper recommendations.

The Auditor General's report found that significant coordination has occurred between OMI, DET and DoH in ISCs at Koondoola and Parkwood Primary Schools with positive results.<sup>9</sup>

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<sup>9</sup> Auditor General for Western Australia – Performance Review “Lost in Transition: State Services for Humanitarian Entrants – Report 3 (June 2008)

The ISCs were established in January 2007 in direct response to Recommendation 7 and provide a holistic service to clients beyond the IHSS time frame. The ISCs are staffed by a community health nurse, counsellor and multicultural community liaison worker and clients are provided with a comprehensive case management service. The project is funded by the State Government and is coordinated by OMI in partnership with DoH and DET and is currently funded to June 2009. DoH provides the community health nurse and the Association for Services to Survivors of Torture and Trauma (ASeTTS) and Edmund Rice Centre are funded to provide the counsellor and multicultural community liaison worker positions.

The pilot project was independently evaluated by Edith Cowan University. The evaluation found the pilot to be successful in relieving pressures on mainstream services (such as allowing Intensive English Centre teachers to focus on teaching rather than settlement issues), increasing accessibility and use of services, ensuring language needs are understood, promoting partnerships and links between relevant agencies and service providers. Agencies, in particular other schools which, like Parkwood and Koondoola Primary Schools, have Intensive English IECs, have called for an extension of the model across the metropolitan area.

Representations by the State to the Commonwealth Government to adopt the ISC model, for example, through its new Complex Case Support (CCS) program have been unsuccessful. WA made another call for DIAC to formally consider the adoption of a national approach to offering settlement services based on the ISC model at the 21 November 2008 meeting of the Standing Committee on Immigration and Multicultural Affairs (SCIMA). The Standing Committee noted the proposals and agreed that the issues raised be brought to the attention of the MCIMA Working Party on Settlement Issues for discussion.

## **4.2 Cultural Information and Orientation**

*Consultations found that information provided by DIAC about and to new arrivals affected the ability of agencies to plan appropriate delivery of services. Consultations also found that pre-embarkation and post-arrival information and cultural orientation programs, provided under the Australian Humanitarian Program, did not provide adequate information and life skills training.*

The report called for DIAC to [Recommendations 3-6, 9, 12]:

- 3. provide earlier notification to relevant agencies of new arrivals to allow for maximum planning capabilities;*
- 4. review and enhance pre-embarkation cultural orientation information and program facilitation methods, and that information be reiterated as soon as practical on arrival in Australia;*
- 5. review post-arrival cultural orientation information and program facilitation methods and that they be enhanced and staggered over a longer period of time, with greater recognition of trauma and culture shock issues; and*
- 6. incorporate life skills training into all cultural orientation programs.*
- 9. Cultural orientation and information provision be improved and staggered over a longer period of time, with greater recognition of trauma and culture shock issues.*
- 12. Educational programs be more flexible to allow for the extension of English language studies as required and to incorporate cultural orientation, life skills and vocational skills into English language programs.*

DIAC currently sends expected arrival numbers by email to members of the Standing Committee on Immigration and Multicultural Affairs (SCIMA) on a monthly basis and provides information about expected arrivals over the coming program year where possible (Rec. 3). OMI has sought – and been granted – DIAC’s permission to make these numbers available to relevant non-government agencies and to publish them on its website.

Teaching of life, cultural and vocational skills is funded by DIAC and delivered at various stages throughout the migration process, as noted above, including through Australian Cultural Orientation (AUSCO) program, Integrated Humanitarian Settlement Strategy (IHSS), Settlement Grants Program (SGP) and Adult Migrant English Program (AMEP). Other Commonwealth departments provide the next steps through further language and vocational training and referral services.

In respect of pre-embarkation programs, DIAC is currently reviewing the AUSCO program and establishing an expert AUSCO Program Consultative Committee, comprising refugee advocates, educational specialists, police, health specialists, IHSS providers and community groups as well as recently arrived refugees and humanitarian entrants, to assist development of curriculum materials and teaching resources for the program and to suggest ongoing enhancements (Rec. 4). The AUSCO program operates in Africa, South Asia, South East Asia and the Middle East. Additional courses are provided in other regions as required.

Post-arrival cultural orientation for humanitarian entrants is delivered through the Commonwealth Government-funded IHSS and SGP (Rec. 9). The AMEP also combines lessons in the English language with practical skills to assist settlement (Rec. 5). Life skills training is offered to entrants through the IHSS (Rec. 6) based on a needs assessment and which includes an array of training and information on:

- nutrition, healthy foods and drinks, school lunches, cooking cheap simple meals
- family budgeting
- rental accommodation and tenancy issues, including looking after a house and garden
- using household appliances
- safety at home and at the beach
- hospitals, doctors, pharmacy and medical benefits
- health and hygiene
- public transport and access to retail outlets
- school enrolment and child care facilities
- Australian law
- family relationship issues.

Activities include mentoring, educational activities of a social and recreational nature, group information sessions, as well as targeted casework for individuals and their families. IHSS service providers case coordinate entrants and provide them with information and referrals to mainstream services, community services and familiarise them with their local environment and available services. Volunteers play an important role in assisting clients to understand Australian culture and provide support and guidance to entrants in the first few weeks in Australia.

DIAC has stated that it is important that services are delivered on a needs basis, that IHSS principles discourage dependency, encourage self-reliance, and that entrants are informed of processes and encouraged to participate in making choices and decisions.

Settlement support services aim to ensure quick and early acquisition of knowledge and skills by entrants, as well as establishing vital links with certain long-term support services such as Centrelink, health services and torture and trauma counselling. Importantly, service providers are required to develop sound community networks and develop collaborative relationships to assist entrants integrate into their new community.

Orientation programs (Rec. 9) provided in WA through SGP grants awarded in 2008-09 are shown in Table 2, below :<sup>10</sup>

**TABLE 2 Settlement Grants Program (SGP) - Orientation Programs 2008-09**

Agency	Area Covered	Agency	Area Covered
Australian Asian Association of WA	North metropolitan area	Mercy Community Services	North, south-east and Central metropolitan area
Centrecare	North, South-east, East and Central metropolitan areas	Metropolitan Migrant Resource Centre	Women
Communicare	South East metropolitan area	Multicultural Services Centre of WA	North and Central metropolitan area
Edmund Rice Centre Mirrabooka	North and Central metropolitan area	Rainbow Coast Neighbourhood Centre	Great Southern region
Muslim Women's Support Centre of WA	Muslim women, youth and families	South West Migrant and Multicultural Service	Bunbury and Vasse regions
Fremantle Multicultural Centre	Mandurah and South-west metropolitan region	UCA Assembly	Pilbara region
The Gowrie	South-east metropolitan area		

The Edmund Rice Centre, Mirrabooka, for example, has developed a specific Life Skills training program (Rec. 12) for delivery through the SGP. The training program provides practical skills in preparation of school lunches, child nutrition, household whitegoods management, personal hygiene, parenting, and cultural awareness.

The *Australia - a new home* onshore settlement DVD, developed in 2007, assists in the delivery of important orientation information and advice to new arrivals and is designed to help African refugees and humanitarian entrants during their first difficult weeks after arriving in Australia (in conjunction with other on-arrival services) (Recs. 6,9). The DVD is voiced in six African languages: Amharic, Dinka, Kirundi, Sudanese Arabic, Swahili, Tigrinya as well as English. Each language option is supported by English subtitles. It is broken into nine chapters: Introduction, Accommodation, Health Services and Emergencies, Education and Learning, Money and Budgeting, Working in Australia, Family and Parenting, Australian Law and Sport, Recreation and Community (Rec. 6).

The DVD's target audience includes both refugees and Sponsored Humanitarian Program (SHP) entrants. It can be viewed in full, or chapter by chapter. Every new family receives a copy of the DVD to watch in their own time, as often as required. Funding is provided to service providers to ensure entrants have access to DVD players. Wide ranging consultation was undertaken with key stakeholders throughout the DVD's development, including African community representatives, service providers and government agencies.

DIAC is currently scoping the development of similar onshore DVDs for Asian humanitarian entrants (particularly Bhutanese and Burmese entrants) and entrants from Middle Eastern countries.

<sup>10</sup> Current SGP service providers in WA in 2008-09 are listed in Appendix 3

Both Western Australian providers of the AMEP, Central TAFE and West Coast College of TAFE, offer a range of courses that teach cultural orientation, life skills and vocational skills (Rec. 12). Similarly to providers throughout Australia, West Coast TAFE and Central TAFE also provide these skills through modules from an award winning learning series, *Get Wise*.

A review of the Adult Migrant English Program (AMEP) is currently underway. In its discussion paper, released in July 2008, DIAC has proposed establishment of two English Language streams: a Settlement for Social Participation Pathway (SSPP) and a Settlement for Employment Participation Pathway (SEPP). Delivery of English language training would be focussed on cultural orientation and life skills through the SSPP and vocational skills through the SEPP (Rec. 12). Further discussion relating to this recommendation is contained in Sections 5.1 and 5.2 of this report.

**4.3 Integrated Humanitarian Settlement Strategy (IHSS)**

*Consultations found that the six-month maximum period of delivery of services through the IHSS program does not allow for the complex settlement needs of most African humanitarian entrants to be adequately addressed and the development of new skills required to function independently will be delayed or simply not acquired.*

The following recommendations were made [Recommendations 8, 11, 13, 84].

- 8. Intensive assistance be provided to new arrivals for longer than the current IHSS timeframe.*
- 11. A more intensive, case management model for each family be adopted, from the time of arrival, to be more needs responsive and provide greater practical assistance than the current model.*
- 13. A longitudinal research study be undertaken to evaluate the effectiveness of DIMA settlement programs among African communities.*
- 84. A longitudinal research study to evaluate the effectiveness of the IHSS program among African communities.*

DIAC has advised that settlement assistance through the IHSS program is not limited to a six month period (Rec. 8) but rather is designed to provide initial, intensive settlement assistance to humanitarian entrants for up to 12 months after arrival. In the last three years, there has been a steady increase in the proportion of entrants receiving IHSS services for longer than six months (see Table 3 below), highlighting the need for ongoing service delivery beyond the initial settlement period.

DIAC has advised that IHSS service providers are required by contract to assess the ongoing settlement needs of entrants prior to exit and link entrants with other settlement support programs such as the SGP or Program of Assistance for Survivors of Torture and Trauma (PASTT) (Recs. 8, 9).

**TABLE 3 Western Australia - Average Time Spent In IHSS Before Exit: 2007-08<sup>11</sup>**

Less than or equal to 6 months	17%
Greater than 6 months and less than or equal to 9 months	49%
Greater than 9 months and less than or equal to 12 months	20%
Over 12 months	12%

<sup>11</sup> Note: Metropolitan Migrant Resource Centre has advised that these statistics do not reflect its client group and that the majority of humanitarian entrants (90 per cent) remain with the IHSS for six months, approximately two per cent exit before six months and eight per cent after more than six months.

#### 2006-07

Less than or equal to 6 months	19%
Greater than 6 months and less than or equal to 9 months	56%
Greater than 9 months and less than or equal to 12 months	19%
Over 12 months	4%

#### 2005-06

Less than or equal to 6 months	62%
Greater than 6 months and less than or equal to 9 months	35%
Greater than 9 months and less than or equal to 12 months	2%
Over 12 months	1%

DIAC has also advised that, through the recent introduction of the Complex Case Support (CCS) program, eligible entrants may access more intensive settlement support for up to two years after arrival. DIAC has advised, however, that the CCS will be subject to a turn-around time of approximately five days with a likelihood of longer waits in the early stages of the program. Central coordination of the program, requiring a referral and application form, assessment by a DIAC officer, and preparation and submission of a case management plan and expected cost of service delivery by the selected NGO, is also likely to limit its responsiveness. The program is also not aimed at those people who require assistance more than two years after arrival.

Delivery of IHSS services is based on an initial, intensive case management and case coordination model (Rec.11). All entrants (and proposers) are needs assessed to determine the level of support they require. Services are then delivered in accordance with the assessment and needs are reviewed throughout the case management period.

The State Government has also provided considerable resources for services post-IHSS through the Integrated Services Centres (ISCs). Eligibility for accessing ISC services is limited to humanitarian entrants who have exited the IHSS, with the exception of clients referred by the DoH Migrant Health Unit.

A longitudinal research study has not been undertaken to evaluate the effectiveness of DIAC settlement programs among African communities (Rec. 13, 84). However, DIAC notes that it monitors and assesses the emerging settlement needs of new arrivals through its settlement planning processes (as articulated in the National Framework for Settlement Planning) and that this information is considered in program design and assists in determining annual SGP priorities.

DIAC also invites comments from service providers regarding unmet needs via email at [wasettlementneeds@immi.gov.au](mailto:wasettlementneeds@immi.gov.au). In addition, following a call for an independent review of post arrival settlement services for migrants and refugees by the Victorian Government, the Ministerial Council on Immigration and Multicultural Affairs (MCIMA) has established a Working Party on Settlement Issues.

The development of a population policy also forms part of the Australian Labor Party platform. DIAC is undertaking work towards improving long-term planning as part of a broader migration planning framework that considers issues such as housing, climate, water and urban planning and which supports longer-term assessment of and planning for the impacts of migration. This will incorporate increased engagement with state governments. DIAC has recently appointed a principal advisor on migration strategies and has created the position of Chief Economist to support this work.

DIAC has also improved its research capability through the creation of a Policy Innovation and Research team that will provide a better research base across a range of departmental programs. Priorities for research are currently being established.

The AMEP Research Centre is currently conducting two projects that are intended to provide a clearer understanding of the effectiveness of language learning for African migrants and migrants in general. The projects, 'Language training and settlement success: are they related?' and 'Measuring the effectiveness of language training for settlement outcomes: a case study with African Migrants', are due for completion in late 2009 and in 2010 respectively. The AMEP Research Centre is funded by DIAC, with research projects proposed to, and assessed by, the department.

#### **4.4 Access to Mainstream Services**

The IHSS provides basic settlement services and relies on the services of State Government agencies and NGOs for ongoing delivery of other key services. *Consultations found, however, that mainstream agencies did not have adequate resources and/or skills to cope with the added demand and complex needs of the African humanitarian entrant client group.*

The report made the following recommendations [*Recommendations 10, 14-16, 85, 86*].

- 10. More funds and resources be provided to research the needs of new arrivals and to develop and implement services and programs to target African humanitarian entrants.*
- 14. Funding and resources be provided to research the needs of new arrivals and to develop and implement services and programs to target African humanitarian entrants.*
- 15. Funding of settlement support services be increased to meet the ongoing settlement needs of African humanitarian entrants. This includes ongoing funding for a range of culturally appropriate services such as trauma counselling, parenting support, youth support, vocational counselling, cultural transition programs and foundation programs, such as cultural orientation and life skills training.*
- 16. Cultural awareness and educational training resources be identified, developed and provided for key mainstream service providers, including General Practitioners (GPs) and hospital personnel, and education, employment and training professionals.*
- 85. Research be undertaken into intervention and interaction methods employed in providing services to African humanitarian entrants. Consultations reported that better integration models need to be developed based on a framework of attachment theory, relational and interpersonal practice, and be presented in a reiterative manner for the African humanitarian cohort.*
- 86. Discrete funding be allocated for mainstream services to research, develop and deliver real solutions for working with African humanitarian entrants.*

Research into the needs of humanitarian entrants, including those from African countries in particular, continues to be undertaken by academic institutions, community organisations and Commonwealth, State and Local Governments (Rec. 10, 14, 85, 86)

Some of the reports produced since consultations were conducted include:

- Aly, Anne and Gaba, Gadija (2007) *No Place To Go To - Report on the Needs Analysis of Crisis Accommodation for Culturally and Linguistically Diverse (CaLD) background people*
- Haig, Yvonne and Oliver, Rhonda (2007) *Waiting in Line - African Refugee Students in Western Australian Schools*, Bunbury, Western Australia.

- Housing Crisis in CaLD Communities Report (April 2008) *Gaps in Housing and Support Services for Humanitarian Entrants*
- Office of Multicultural Interests (2007), *Not Drowning, Waving: Culturally and Linguistically Diverse Young People at Risk in Western Australia*
- Auditor General for Western Australia (June 2008), Performance Review *Lost in Transition: State Services for Humanitarian Entrants – Report 3*

The Australian Government committed \$209.2 million over four years to strengthen the support available to newly arrived humanitarian entrants (Rec. 15). Some of these include \$62.7 million provided to DIAC over four years as follows:

- \$35.2m to deliver specialised and intensive case management support to recently arrived humanitarian entrants with exceptional needs
- \$16.6 m to provide greater support to the proposers of Special Humanitarian Program (SHP) entrants and establish minimum requirements for proposers
- \$8.5m to increase in-kind support under the Integrated Humanitarian Settlement Strategy (IHSS), including greater assistance with rental and utilities costs and public transport tickets for the first four weeks on arrival in Australia
- \$1.5m to support the long term, sustainable settlement of refugees in regional areas, particularly where there are employment opportunities
- \$0.5 million to share best practice and encourage the further development of policing initiatives to educate new arrivals on Australian law and build positive relationships between police and humanitarian communities and
- \$0.4 million to encourage new interpreters in community languages where there are continuing shortages of interpreters.

An additional \$146.5m over four years was directed to other Australian Government agencies to implement the following changes:

- \$127.8 million for the Department of Education, Science and Training to expand the English as a Second Language – New Arrivals program
- \$12.2 million for the Department of Health and Ageing to provide additional funding to the Program of Assistance for Survivors of Torture and Trauma
- \$6.4 million to provide access to Crisis Payment through Centrelink for humanitarian entrants on arrival in Australia.

DIAC has stressed that, under the Government's Access and Equity framework, all government agencies are responsible for providing services that are responsive to Australia's cultural and linguistic diversity. DIAC notes that the proportion of migrants and humanitarian entrants entering Australia is considered in the development of Commonwealth/State funding agreements for health, education and other services.

DIAC has also noted that it funds a range of NGOs to deliver settlement services which play a key role in facilitating access to (but are not replacements for) mainstream programs and assisting new arrivals to develop the skills to negotiate the Australian service environment. DIAC also works to raise the awareness of mainstream agencies (and other stakeholders) of the needs of new arrivals and provides information to assist them in delivering responsive services. This includes the provision of information products such as DIAC's *Community Profile* series as well as direct engagement at the national, state/territory and local level.

DIAC has further advised that, under IHSS contracts, service providers are required to deliver advocacy and training to medical services and other health professionals in relation to the impact of torture and trauma on mental and physical well-being of entrants (Rec. 16). Service providers are required to develop an annual plan of advocacy and training activities and have the plan endorsed by DIAC.

This advocacy and training requirement is in addition to general community awareness raising of the issues affecting humanitarian entrants, which assists integration and inclusion in the community.

DoH reports that resources developed in the mental health sector are disseminated to GPs via the various Divisions of GPs (Rec.16). While many GPs are too busy seeing patients to attend cross-cultural competency training, a robust, accredited and recognised training package specifically developed for GPs is likely to promote interest among GPs to attend such training (Rec.16). New South Wales Transcultural Mental Health Centre has developed such a package for GPs.

The Department of Commerce (DoC) Consumer Protection Division has advised that cross-cultural training is provided to staff to ensure that its officers are adequately trained to service CaLD consumers (Rec. 16).

It has also been noted, however, that whilst 'Cultural Competency Training' is conducted in state public sector agencies, there is a significant absence of evaluation mechanisms to measure the effectiveness and impact of such training. It has been noted that training developed on an ad-hoc 'as needed' basis, delivered by non-certified trainers, with no robust evaluation strategy, will result in questionable competency outcomes. In particular, whether such training effects positive changes in knowledge, attitude and behaviour(s) in training participants as they resume their work with the refugee and migrant population must also be assessed.

There is a need for cross-cultural competency training across the public sector to be accredited via registered and reputable training providers and/or tertiary institutions. Work is currently underway through the WA Equal Opportunity Commission (EOC) to assess the extent and nature of delivery of Cultural Competency Training across the State Public Sector.

Short-term torture and trauma counselling is delivered through the IHSS (Rec. 14). The Commonwealth Department of Health and Ageing delivers the PASTT (delivered through ASeTTS in WA). As part of the case coordination, information and referral service component of the IHSS, service providers are required to have a complete understanding of the services available to their client group and link humanitarian entrants to required services. The SGP and CCS services fund provision of trauma counselling through referral to appropriate services as required.

In addition, FaHCSIA currently administers two programs specific to the social support needs of humanitarian entrants: Family Relationship Services for Humanitarian Entrants and Newly Arrived Youth Support Service.

The State Government has made a unique commitment to provision of additional support services to humanitarian entrants through its ISCs. ISC staff provide trauma counselling, physical and mental health services and community liaison and through these services provide links into mainstream and other services.

The Gowrie also received funding through DIAC's SGP and OMI's Community Grants Program for a Homework Assistance Program that provides free tutoring services to humanitarian entrant high-school students since December 2006. The program is staffed by volunteers on a rotational basis and has assisted approximately 50 students from newly-arrived communities in the south-east metropolitan area.

#### **4.5 Translating and Interpreting Service (TIS)**

*Consultations found that the high cost of interpreting services, and difficulty accessing interpreters in relevant languages or dialects, adversely impacts service delivery. The report recommended that [Recommendations 17-19].*

- 17. The Commonwealth Government reviews its current policy and fees for TIS for humanitarian entrants and service providers.*
- 18. TIS increase the number of document translations in each category that humanitarian entrants are eligible to obtain fee-free.*
- 19. TIS address the shortage of available interpreters in new and emerging African languages and dialects.*

DIAC is currently undertaking an internal review of its free translating and interpreting services with a view to increasing access for non-English speakers (Rec. 17). The mandate for the review is the result of a resolution arising from the SCIMA meeting of February 2008. It is expected that DIAC will finalise this review by early 2009. Pilots providing access to interpreting services for real estate agents and some allied health professionals are being considered in the context of this review.

In 2007 and prior to the current review, DIAC provided 331 participating pharmacies with unlimited access to telephone interpreting services, 24 hours a day, seven days a week. For new arrivals with low English proficiency, interpreting services are crucial for the proper distribution of prescription medicine. Based on the success of the pilot program, free access to interpreting services for pharmacies will be extended permanently. DIAC is currently liaising with the Pharmacy Guild of Australia and TIS National on implementation and promotion.

DIAC, through TIS National, provides a free translation service for permanent residents and citizens to have personal settlement-related documents translated during their initial two year settlement period. DIAC has recently commenced a new contract for delivery of translation services and the policy has been reviewed in this context. The updated policy provides greater flexibility in its approach to defining eligibility for individuals and documents. Details will be made available on the DIAC website (Rec. 18).

DIAC is also developing a national resource to promote its free interpreting and translating services, in response to a MCIMA resolution from July 2008. DIAC will consult with state and territory jurisdictions to prepare more detailed information on the availability of fee-free interpreting and translating services nationally.

Due to the changing nature of the Humanitarian Program, recruiting interpreters in the languages of new arrivals is always a challenge. In 2007-08, TIS National recruited 159 interpreters, speaking 85 different languages and dialects, 52 of which were new and emerging languages.

In 2007-08 DIAC received \$0.4 million over four years to deliver a project aimed at increasing the availability of interpreters in new and emerging languages and languages where there are continuing shortages (Rec. 19). The funding has been provided to the National Accreditation Authority for Translators and Interpreters (NAATI) to deliver the New Interpreters Project. The project aims to promote interpreting as a profession; help prepare participants for NAATI tests; and provide assistance with associated fees. Information sessions have been held in New South Wales and Victoria, and have been planned for all other states before the end of 2008.

At its meeting of 4 July 2008, MCIMA agreed to establish a SCIMA Translating and Interpreting Working Party and to engage a consultant to undertake an environmental scan of the interpreting industry in Australia. The Working Party has been integrated into the broader SCIMA Working Party on Settlement Issues. It will report to MCIMA in July 2009.

It should be noted that, in the Western Australian context, language services functions are coordinated by OMI and include:

- responsibility for oversight of the Western Australian Language Services Policy;
- distributing the Western Australian Interpreter Card;
- representing the Minister as the WA member of NAATI, involvement in SCIMA discussions/decisions relating to NAATI and liaising with NAATI itself;
- providing advice and referral to government agencies;
- liaising with ethnic communities, professional bodies, and the Commonwealth Translating and Interpreting Service (TIS) as required.

#### **4.6 Regional Settlement**

*Consultations found that the most significant regional settlement issue is the placement of new arrivals in rural areas where there is a lack of appropriate services that are essential to successful resettlement, such as health, housing, employment, counselling, education, IHSS and training services, including English classes.*

The report called for [*Recommendation 20*]:

*20. appropriate infrastructure and support services to be provided for new arrivals settling in rural areas.*

The 2007-08 Federal Budget provided \$1.5 million nationally to support the long term, sustainable settlement of refugees in regional areas, particularly where there are employment opportunities. DIAC has advised that it does not have a program of regional settlement for humanitarian entrants in WA and the Commonwealth Government has assured states and territories that this would not occur without consultation. However, some humanitarian entrants may independently settle in a regional area and planning mechanisms are in place to capture settlement needs and priorities across the state.

In the event that entrants move to regional areas, access to the AMEP English language tuition is available through both West Coast College of TAFE and Central TAFE. Both providers also offer the Home Tutor Scheme. AMEP service providers are informed in advance of the proposed location for new arrivals and arrange for English language tuition to be accessible. Distance Learning and the AMEP's Rural and Regional Intensive scheme, which enables small groups of students in more remote areas access to a teacher at regular intervals, are also provided by West Coast TAFE.

Orientation programs are also available in some regional areas in WA through SGP grants awarded in 2008-09 to Rainbow Coast Neighbourhood Centre (Great Southern region), South West Migrant and Multicultural Service (Bunbury and Vasse regions), and UCA Assembly (Pilbara region).

## 5. PRIMARY AND SECONDARY EDUCATION

### 5.1 Intensive English Centres (IECs)

*Consultations found that the current level of Commonwealth and State Government funding for the provision of Intensive English Programs did not allow for the intensive assistance needed to meet students' learning, social, emotional, psychological and health needs.*

The following recommendations were made [Recommendations 21-27].

- 21. Intensive English Centre programs be made more flexible to allow for students to attend for as long as they need to attain the educational levels required for the transition to mainstream schooling or employment.*
- 22. Teacher to student ratios be lowered to accommodate and reflect the higher support needs of students, specifically:
  - a. African limited-schooling students;*
  - b. Year 1-3 non-literate African refugee students; and*
  - c. additional resources for Stage 2 students.**
- 23. Youth Engagement and Participation (YEP) workers be employed to cater for IEC students aged 15 to 17 years, in accordance with the State Government's Retention and Transition/Raising the School Leaving Age initiative.*
- 24. IEC English as a Second Language (ESL) support programs be provided for students in Kindergarten and Pre-Primary Schools.*
- 25. School-based curriculum leader positions be established in all IECs to ensure integrated and consistent service provision.*
- 26. Teacher training programs be developed and delivered for IEC teachers and EEAs.*
- 27. African EEAs be employed, ensuring appropriate cultural supports for students and teachers are utilised in the ethnicities and languages of need.*
- 31. The numbers of EEAs be increased in mainstream schools to meet demand (in the ethnicities and languages of need).*

In its 2007-08 Budget, the Commonwealth Government doubled its contribution to the English as a Second Language – New Arrivals Program (administered by DEEWR) to provide for students to remain in an Intensive English Centre (IEC) for up to two years. (Rec. 21). This increase in per capita payments has facilitated:

- Smaller class sizes in IECs for primary and secondary aged Humanitarian entrants, (Rec. 22a).
- An extension of the Limited Schooling program to include all Humanitarian entrants arriving in Year 1 to 12 as of 1 January 2008 (Rec. 22b).
- Flexibility of class structure to be decided at the local level at each IEC inclusive of Years 1 to 12 e.g. class ratios of 1:10 where deemed advantageous to the Limited Schooling program (Rec 22.a, 22b)

The eligibility period for humanitarian entrants in post-intensive (Stage 2) programs to ongoing support has also been extended. Primary-aged students in this category can now access post-intensive specialist English programs for up to two years, while secondary-aged students can access post-intensive specialist English programs for up to three years (Rec. 21, 22c). This extension of eligibility has resulted in mainstream transition programs attracting additional human resources at those sites with high numbers of humanitarian entrants (Rec. 22c).

The Department of Education and Training (DET) English as a Second Language (ESL) Program has created Student Support Worker positions to support humanitarian entrants of all ages in IEC programs (Rec. 23).<sup>12</sup>

DET's ESL Program Census, conducted each year, indicates that the numbers of humanitarian entrants enrolled in Kindergarten and Pre-Primary classes, who have been identified as having ESL support needs, has increased from 0 to 25 in 2003 and from 16 to 76 in 2008 respectively. DET has identified that there may be a need for dedicated English as a Second Language (ESL) programs for pre-compulsory years.

The 2008 Balga Early Action Trial (BEAT) pilot program measured the impact of ESL specialist teacher input in Pre-Primary and Kindergarten classes in schools with core numbers of humanitarian entrants. The ESL Program funded a specialist ESL teacher (0.4 FTE), an African Ethnic Assistant (0.4 FTE) and supported a program of parental involvement in the school community, targeting African humanitarian entrant families (Rec. 24). Evidence to date indicates that positive outcomes and measurable improvements to the target students' pre-literacy and numeracy skills have been achieved.

The BEAT project's objectives were twofold. Firstly, to improve English language levels of Pre-Primary aged African humanitarian entrants by providing a highly experienced English as a Second Language specialist. This thereby negates the need for these students to access an Intensive English Centre (IEC) program in Year One. As a direct result of the BEAT project, nine of the ten children involved have been able to confidently access mainstream Year One, allowing smooth transition without the need to transfer into and from the IEC.

Secondly, through the provision of an Ethnic Assistant two days a week, the project aimed to strengthen ties with the local African community and decrease perceived barriers to the involvement of parents from this community in school events. This part of the project included sessions with parents to build an understanding of the education system and increase their capacity for involvement in it, opportunities for engagement in whole-of-school activities, as well as providing support and strategies to deal with children's behaviour. Strong relationships were developed between these parents and the teachers and administration team involved. Members of the parent group reported that, following their participation in the pilot, they felt they were recognised members of the school community.

Nominated IEC Curriculum Leaders (Rec. 25) commenced at the beginning of the 2008 school year. The Curriculum Leaders address the professional development of the IEC staff in the area of appropriate curriculum and pedagogy in an Intensive English Program.

DET considers that the teacher training programs currently in place for IEC teachers and Ethnic Education Assistants (EEAs) are adequate. This includes professional training with a focus on the needs of humanitarian entrants, specifically African entrants with limited prior experience of formal schooling since 2005 (Rec. 26), for example, the "Whole School Planning for Refugees" Professional Learning Package which was delivered to more than 81 specialist teachers and consultants early in 2008.

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<sup>12</sup> Note: DET's Participation Directorate's Participation co-ordinators work with needy students, aged 16 years and over in mainstream contexts.

EEAs are employed in IECs and mainstream schools based on the languages spoken by school community members. Declining numbers of African humanitarian entrants during the 2008 school year has resulted similar decline in African language demand (Recs. 27, 31). Currently, DET employs 22 Ethnic Assistants with proficiency in African languages. Sourcing skilled EEAs with appropriate levels of literacy continues to present a challenge when target cohorts are from non-literate language groups, from areas where prolonged experience of conflict has disrupted education programs, or where gender roles limit education opportunities for women. DET does not plan to increase the numbers of African EEAs due to the reduced levels of African humanitarian entrants in 2008.

## **5.2 Transition to Mainstream Schooling**

*Consultations found that many refugee students were not achieving the academic standards of the general population in mainstream schooling due to the lack of prior formal education and limitations of the IEC program.*

The report recommended that *[Recommendations 28-29]*.

- 28. Educational programs be tailored to meet the needs of individual students rather than restricted to a fixed period of time.*
- 29. Resourced transition programs be implemented to improve school readiness and orientation for new arrivals entering IECs and to ensure ongoing support for IEC students entering mainstream education.*

DET reports that current programs have been extended for humanitarian entrants allowing them to be supported for an additional 12 months. This means that primary school aged students have access to support for a total of four years and secondary students have access to support for a total of five years (Rec. 28).

A “Whole School Planning for Refugees” Professional Learning, as well as other presentations including “Meeting the Needs of Limited Schooling Learners” and “The ESL/ESD Progress Map PL” have been provided to ESL specialist staff and other teachers in IECs and mainstream schools (Rec. 29) . These programs supplement the role of the ESL Visiting Teacher team which provides support to IEC students in transition to mainstream schools.

## **5.3 Parent Support**

*Consultations found that parents often do not understand information provided by schools in relation to their children’s educational needs and progress. The report highlighted the need for programs to facilitate improved communication between schools and parents in order to create greater support for refugee children at school.*

It recommended that *[Recommendations 30, 32]*.

- 30. Programs, for parents, be provided in mainstream schools that offer support, family counselling and training in social skills, life skills and cultural transition.*
- 32. The role of Ethnic Assistants be expanded to include parent education to provide general and practical information and allow increased liaison between parents and schools.*

While DET does provide information for parents and some programs, such as the Positive Parenting Program, (Rec. 30) the prime responsibility for support, family counselling and training in social skills, life skills and cultural transition lies with the Settlement Services provided by the Department of Immigration and Citizenship (DIAC). The ESL Program team links with these services to provide settlement information regarding education in WA.

The role of Ethnic Assistants includes parent education to provide general and practical information at point of need as identified by IEC and mainstream teachers, and to liaise between parents and schools.

## 6. ADULT EDUCATION AND TRAINING

### 6.1 English Language Training

*Consultations found that Adult Migrant English Program (AMEP) delivery did not enable most humanitarian entrants to acquire English language competence to a level required for employment and vocational education and training. The report recommended that [Recommendations 33-35]:*

- 33. The AMEP be adapted to include vocational pathways, life skills training and cultural orientation.*
- 34. Sponsored Humanitarian Entrants (SHPs)<sup>13</sup> receive comprehensive, on-arrival information about their education, training and employment options from DIAC.*
- 35. Career counselling be provided by specialist agencies to provide comprehensive information and advice.*

As noted above (3.3), DIAC is currently undertaking a review of the AMEP. AMEP currently utilises the Certificate in Spoken and Written English which provides flexibility in terms of content and delivery (Rec. 33). For example, special focus courses within the CSWE qualification at AMEP Central TAFE and West Coast TAFE include English for First Aid, English for Driving Licence theory, Work Experience and English for Employment Pathways (which can include how to write job applications and résumés).

Combining English language training with practical topic areas, the intention of the AMEP is to provide eligible migrants and humanitarian entrants with basic language tuition that will assist in successful settlement. Humanitarian entrants with difficult pre-migration experiences such as torture or trauma or limited formal schooling are eligible for additional hours under the Special Preparatory Program (SPP).

The AMEP is an initial step in the Commonwealth funded English language education of new arrivals. Programs such as DEEWR's Language, Literacy and Numeracy Program and the Workplace English Language and Literacy Program provide further language tuition to entrants post AMEP.

DIAC has also recently focused on the development of materials specially designed to meet the needs of humanitarian entrants, and more specifically, to provide basic first lessons in Australian culture, life skills and vocational training. The recently awarded *Get Wise* series has been designed to enhance the AMEP curriculum and teach relevant and practical life skills. Modules are focused on financial management and transactions, work and study, relationships, personal health management, leisure time and communication. Other teaching materials such as the *Stay Safe* books (in the kitchen/in the bathroom and laundry) and *Understanding Australia: People and Government* expand the practical teaching materials.

To assist in addressing the barriers that refugees and other migrants face in breaking into the workforce, the Australian Government committed \$49.2 million in the 2008-09 Budget towards two new initiatives:

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<sup>13</sup> Note: DIAC has advised that the recommendation incorrectly applies the term "Sponsored Humanitarian Entrants" to Special Humanitarian Program (SHP) entrants who are sub-class 202 visa holders who have been proposed by a permanent resident or Australian citizen residing onshore. The term sponsored is not applicable to SHPs and refers to a different migration process, not relevant to the humanitarian program.

- The Employment Pathways Program will help people with the lowest levels of literacy to learn English in formal and informal settings while gaining familiarity with Australian workplace culture and practices. This will include exposure to a work environment.
- The Traineeships in English and Work Readiness Program will help people transition into their professional field or into vocational training by offering them a combination of vocation specific English language tuition, together with work experience and mentoring.

A Vocational Counsellor will be available to counsel participants in both programs about their employment goals and options, organise work placements and provide support (Rec. 35).

Pilots of both programs commenced around Australia in October 2008. An evaluation of the pilots will take place in 2009 to determine how best to incorporate the programs into the AMEP.

Comprehensive on-arrival information about education and English language training has been presented at settlement talks by personnel from DET, on request from the settlement service organisations contracted by DIAC (Rec. 34). In 2007 and 2008, these talks occurred less often despite the efforts of DET personnel to have them continue. DET has raised concerns that feedback from settlement officers indicates no talks about education are currently being delivered to new arrivals.

Offshore information in relation to education and employment skills is gathered from the application form itself and if possible at the interview at refugee camps. The information is recorded in a DIAC database that is accessible by IHSS service providers through the Humanitarian Entrants Management System. However, face to face interviews are limited in time, especially when interpreters are involved, and therefore it is not always possible at the time to obtain further details.

## **6.2 Vocational Education and Training (VET)**

*Consultations confirmed a need for targeted programs to improve access to, and success in, VET options and courses, including apprenticeships and traineeships. The report recommended that [Recommendations 36-39]:*

- 36. Training programs be developed and implemented to assist African humanitarian entrants prepare for and access VET programs, including Pre-Apprenticeships, Apprenticeships and Traineeships.*
- 37. Programs be established that incorporate job preparation, work placement, and specific vocational skills, such as computing.*
- 38. Customised training programs be established that cater for the learning levels of entrants, such as teenagers and those in their early 20s who have limited language and educational backgrounds.*
- 39. Bridging courses be implemented to assist African humanitarian entrants in specific vocational sectors. Programs would incorporate ESL support and be particularly tailored to skills shortage areas, such as the Building Trades, Security Industry, Metal Workers, Truck/Bus Driving, Mining, Health English for Nurses and Childcare, which would provide speedy pathways into employment.*

Similar recommendations were made with regard to addressing employment issues [Recommendations 42-44]:

- 42. VET programs be provided which include job preparation, including job application and interviews, and job seeking skills.*
- 43. Programs be developed that provide opportunities to gain local work experience and offer support during work practice training.*
- 44. Bridging courses be provided to fill skills gaps between qualifications and experience gained overseas and Australian industry standards.*

DET is the primary agency responsible for funding VET programs through both TAFEWA Delivery Agreements with TAFEWA colleges and its other funding programs including the Competitive Allocation of Training (CAT) funding program (which is accessible to all Registered Training Organisations [RTOs] in WA by competitive application). CaLD people are included as one of the equity groups targeted in the CAT funding program. Programs to assist African humanitarian entrants prepare for and access VET programs, including Pre-Apprenticeship, Apprenticeship and Traineeships, (Rec. 36) may be developed through this funding. Funded programs often include job preparation, work placement and specific vocational skills, such as computing (Recs. 36, 37, 39, 42, 43).

Examples of courses funded under this program for delivery in 2008 to CaLD participants include Certificate II in Business, Certificate II and III in Health Services Assistance, Certificate I in Hospitality (Kitchen Operations) and Certificate III in Children's Services.

DET also funds training under the Equity Development and Innovation (EDI) program, which targets several equity groups including CaLD, with a specific reference to new and emerging CaLD communities, particularly humanitarian entrants, including women and young people (teenagers and early 20s) (Rec. 38). This training may be accredited or non-accredited. One of the selection criteria for funding is how the project will benefit the participants and improve their prospects of continuing into further education/vocational training.

An example of accredited training funded under this program is a course delivered by West Coast College of TAFE in Term 4 2008 "Entrée to Community Service Work", which targeted CaLD background clients, particularly refugee or humanitarian entrants from new and emerging communities. The course will deliver units from the Certificate II in Community Services Work, with ESL support, to provide a pathway into child care, aged care, or other studies within the community services sector. It will include employability skills.

Non-accredited training funded under the EDI program is intended, where appropriate, to pave the way into accredited training. An example of this model is a program run by Ishar Multicultural Women's Health Centre. Just over seventy women of African, Middle Eastern and Asian origins (including a substantial number of humanitarian entrants), completed a short course which had career planning as one of the outcomes. Many students from this group are now proceeding to a bridging program arranged in collaboration with West Coast TAFE. On completion this will enable them to progress to further study and subsequent possible employment in the community services sector. The success of this program was enhanced by the involvement and collaboration of a number of community agencies.

Other courses which bridge into further training or employment are run by Central TAFE using profile funding (State), with the addition of ESL support via the Certificate of Applied Vocational Study Skills. These courses are mainly at the Certificate II and III level, and in many instances are sufficient for people completing them to gain employment in areas such as aged care, child care and laboratory work (all skills shortage areas) (Rec. 39).

Employability skills are also included in all of the vocational courses. A recent publication by DET, *Employability skills and workplace culture in Australia – A guide for new migrants planning to enter the workforce*, has been widely and successfully used in courses such as those mentioned above.

As noted above (section 5.1), AMEP providers Central TAFE and West Coast TAFE offer a range of courses aimed at combining tuition in English language skills with practical and vocational training. Both include significant work experience and Employment Pathways units (Rec. 36, 37, 39).

Pathways into a variety of vocational based courses have also been established with students provided opportunities to progress from the AMEP into various certificates in fields such as child care, aged care, information technology, health and business. In conjunction with this, employment training and exposure are increased through additional opportunities, for example, the AMEP Migrant Pathways into Employment Expo held at Central TAFE in May 2008, with invitations extended to current and former students.

OMI's Training Subsidies Program aims to address the relatively low participation of people from CaLD backgrounds in apprenticeships and traineeships in WA (Rec. 36). It involves a partnership between OMI and DET. Extra Edge Community Services has been contracted to develop a best practice model through which to increase employment of people from CaLD backgrounds in apprenticeships and traineeships for adoption and ongoing implementation by Group Training Organisations (GTOs) and other relevant organisations.

The project will place and support a minimum of 20 people from CaLD backgrounds in an apprenticeship or traineeship. The project is also raising awareness of opportunities in apprenticeship and traineeships amongst CaLD communities, and promoting employment of people from CaLD backgrounds amongst employers. Extra Edge has partnered with Group Training Organisations Skill Hire (Geraldton) and Directions (WA) in Midland, and community organisations Joblink Midwest (Geraldton) and Rainbow Coast Community Services (Albany) to deliver the project.

The project aims to assist people from both new and emerging and established CaLD communities. To date, participants from new and emerging communities such as Sudan, Liberia, Ethiopia, Democratic Republic of Congo, Afghanistan and Eritrea have received assistance through the project. The project commenced in March 2008 and is due to be completed in March 2009.

Bridging courses to fill skills gaps between qualifications and experience gained overseas and Australian industry standards (Rec. 44) initially require the recognition of the skills already possessed by the individual.

A 2006 TAFEWA Network Skills Recognition project undertaken by Challenger TAFE<sup>14</sup> primarily focussed on the establishment of strategies to improve the practice of Skills Recognition, also known as Recognition of Prior Learning (RPL). Gap Training was the final step in the Assessment Tool Framework developed to support this process.

The project identified a lack of consistency in the assessment of skills across TAFEWA colleges and made recommendations relating to the need for:

- a more consistent marketing approach to skills recognition;
- professional development of staff (including client services, administration, assessors, program managers) regarding skills recognition processes;
- development of self-assessment checklists for RPL applicants;
- establishment of a central point for skills recognition at each TAFEWA college; and
- development of quality assessment tools focussing on a task-based (rather than paper-based) approach.

The Final Report also noted that, as there had been little RPL activity across the system at that time, there was little information and few case studies available with regard to gap training. However, it stressed that the skills gaps to be addressed and the nature of the training required would vary greatly between individuals, and that significant flexibility in training delivery was required to meet the needs of each client in an appropriate and effective manner. Assessors needed to identify appropriate gap training for the individual circumstance and customise both training and assessment to meet the individual needs of applicants.

Options for gap training identified in the Final Report included work based projects (in consultation with employers), flexible resources for underpinning knowledge, self directed learning, and classroom delivery (where the gap involves a whole unit of competency).

However, it was noted that the training system supported class-room based delivery as being cost-efficient and that participants usually enrolled in an existing program which goes beyond the gap training required. This approach supports a one-size-fits-all approach which is generally not appropriate for gap training. Short courses are appropriate, however, where people have similar “gaps” in their skills which could arise where people have learned their skills and knowledge on the job. Challenger TAFE has established a 50-hour course for overseas plumbers to have their skills officially recognised and also fill gaps in learning that prevented them from working as a licensed tradesperson in WA.

### **6.3 Vocational and Career Counselling**

*Consultations found that African humanitarian entrants were not accessing career counselling services to guide decisions regarding education, training and employment. Three recommendations addressed this issue [Recommendations 35, 40, 41]:*

- 35. Career counselling be provided by specialist agencies to provide comprehensive information and advice.*

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<sup>14</sup> TAFEWA Network Skills Recognition Project – Stage I FINAL REPORT December 2006

40. A one-stop-shop service be established targeting the vocational and career counselling needs of African humanitarian entrants by providing:
- improved information dissemination and access to services;
  - educational support and advocacy services; and
  - cultural orientation information and programs.
41. A more personalised case management model of service delivery be incorporated into VET initiatives targeting African communities. Knowledgeable case managers, a brokering service and support arrangements, in collaboration with the family, would:
- speed-up access to information and support services from existing agencies; and
  - enhance entrant's understanding of Australian culture.

The two major mechanisms for the provision of specialist career counselling, information and advice continue to be the AMEP program, which funds counsellors for this purpose, and DET's state-wide Employment Directions Network (EDN).

Counselling within the AMEP is related to further education. Students are provided with an opportunity to seek advice regarding current and future study from trained educational counsellors. While the courses suggested by counsellors may provide a plan or pathway to future employment, the advice given relates primarily to the client's educational pathways, with clients referred to field specialists for any other form of counselling. Assistance with job preparation, interview skills, resume development and other employment-related skills are included in courses offered by AMEP providers. Educational Counsellors within AMEP centres also refer exiting (or job seeking) clients onto relevant agencies (for example, Centrelink) to assist in navigation of the employment process. In the same regard, clients are referred to relevant authorities for recognition of overseas qualifications.

The state-funded EDN funds 24 not-for-profit community-based agencies to offer free career development services to all Western Australians, including African Humanitarian entrants (Rec. 35). Each EDN agency can provide services to refugees and people from CaLD backgrounds. Three specialist EDN agencies (Centrecare, Fremantle Multicultural Centre and the Multicultural Services Centre) focus exclusively on people from CaLD backgrounds, including humanitarian entrants. Although comprehensive case management is not part of the EDN agencies' contractual requirements, specialist CaLD agencies, in particular, use a case management model with at least some of their clients (Rec. 41). During 2007–08 the EDN delivered the following services to CaLD clients and African Humanitarian entrants:

- registered 2819 CaLD clients for in-depth career counselling (the three CaLD specialist EDN agencies registered 518 of these people); and
- provided career workshops to 979 CaLD clients.

The three specialist EDN agencies also provided Profit from Experience (PFE) financial assistance (up to \$500 per person) for training or skills recognition for 229 people aged 40 and above.

The Career Development Centre is a "one-stop-shop" for career development advice and assistance. Services co-located at the Centre include TAFEWA Admissions; DET's Overseas Qualifications Unit and the Commonwealth Government's Career Information Centre (Rec. 40). The CDC is staffed by qualified Career Guidance Professionals and has strong links with schools, TAFE colleges and industry bodies. It is a central point for information and advice about career opportunities and training across WA. In 2008, the CDC made a hot-desk available to non-government and community organisations servicing CaLD clients, however, the opportunity was taken by only two agencies.

## 7. EMPLOYMENT

*Consultations suggested that unemployment among recently arrived African humanitarian entrants in WA was as high as 12%. This compared with an unemployment rate in 2006 of 4.1%<sup>15</sup> (3.4% in June 2008)<sup>16</sup>. Barriers to employment include a lack of specialist services, the high cost and complexity of overseas qualifications and skills recognition assessment processes, lack of work experience in Australia and discriminatory recruitment practices by employers.<sup>17</sup>*

To address these issues, the report made recommendations relating to the nature and provision of VET programs and bridging courses [see *Recommendations 41-44* in section 6.2 and 6.3 above] and skills recognition processes [*Recommendations 45-47*] and the provision of employment services [*Recommendation 48*]:

- 45. The high costs and complexities of skills recognition and assessment of overseas qualifications be examined and addressed.*
- 46. The quality and provision of information on the recognition of skills and qualifications gained overseas be improved.*
- 47. More support be provided for humanitarian entrants to navigate assessment processes.*
- 48. Multicultural Liaison Officers (MLOs) be employed in Job Network agencies or, alternatively, improve cross-cultural training for Job Network staff.*

The Commonwealth Government has primary responsibility for employment services through DEEWR's Job Network. Some assistance in this regard is provided through DET's EDN (see section 6.3) and DET's Overseas Qualification Unit (OQU).

The OQU is the peak body for the assessment of overseas qualifications and skills in WA. It was established in 1989 and works closely with the federally funded National Office of Overseas Skills Recognition (NOOSR) to provide educational level assessments based on the NOOSR's Country Education Profiles.

The OQU provides clients with information about the processes and agencies involved in skills recognition, advice regarding registration and licensing, and assistance in preparing information required by assessment agencies. Effective 5 May 2008, it waived assessment fees for qualifications obtained overseas (Rec. 44). Humanitarian entrants may lack documentation to substantiate qualifications gained overseas. In the absence of this documentation, applicants can provide a statutory declaration outlining their qualifications and the OQU can provide an assessment based on the evidence provided.

The OQU has improved the quality and provision of information on the recognition of skills and qualifications gained overseas (Rec. 45) by redeveloping its website. Information on the new website is easier to access and the OQU is currently developing a client/relationship management system (Rec. 46).

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<sup>15</sup> Australian Bureau of Statistics 'Catalogue No. 6202.00'

<sup>16</sup> <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/1367.5Main+Features10Jun+2008>

<sup>17</sup> Additional barriers may also include lack of education and employment history and/or low English language proficiency.

The OQU's current assessment system provides clients with a single contact point, with each application for an assessment allocated to a specific assessment officer (Rec. 47). Where an assessment of an overseas qualification can not be made, the assessment officer will identify alternative pathways and provide a facilitated referral to an appropriate service provider. Applications that are received by mail are also case managed by a nominated assessment officer.

On 16 May 2008, DEEWR released its discussion paper, "The future of employment services in Australia", as part of a review of the Job Network. Proposals included provision of a more tailored response to individual job seekers based on their particular needs and circumstances. In its submission to the review, OMI raised significant concerns regarding the capacity of the proposed new model to ensure the ongoing provision of appropriate specialist employment services to CaLD job seekers.<sup>18</sup> The submission stated that:

As a result of the challenges and barriers facing many migrants from CaLD backgrounds, those migrants are more likely to experience significant unemployment, underemployment and occupational downgrading, despite the prevalence of skills shortages in Australia. Accordingly, CaLD job seekers may be said to need specialised support for their efforts to become work ready and to find suitable employment.

Evidence to date is that CaLD job seekers, most particularly refugees and humanitarian entrants, do not feel well served by mainstream Job Network providers. Concerns reported to OMI in consultation processes conducted between 2005 and the present include:

- lack of cross-cultural sensitivity among Job Network employees;
- lack of awareness of the particular situations of CaLD job seekers, particularly refugees and humanitarian entrants;
- pressure to find employment more rapidly than job seekers feel is possible;
- limited knowledge of specific resources to assist CaLD job seekers; and
- difficulties in using self-help-based career counselling services due to lack of familiarity with the computers and service systems used.

Recommendations made by OMI included that Job Network members take the lead in providing career advice to job seekers with overseas qualifications (Recs. 45; 46); that any decision to upgrade skills/qualification must be based on work availability in the job seeker's field; and that DEEWR, together with Centrelink and DIAC, give consideration to establishing and funding employment agencies specialising in services to CaLD job seekers. OMI also recommended that Job Network members be required, and funded, to provide appropriate support and services for CaLD job seekers, including but not limited to:

- a. Multicultural Liaison Officers to assist CaLD job seekers, and/or provision of cultural awareness training for existing staff (Rec.48)
- b. information on specific resources available to CaLD job seekers, including at the state government level, and
- c. interpreter and translating services as required.<sup>19</sup>

Note: Career development services provided to migrants and refugees by DET relating to employment are outlined in the section 6.3. The EDN has also developed links with Job Network providers to ensure that clients are directed to the most relevant services available.

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<sup>18</sup> Office of Multicultural Interests, Response to "The future of employment services in Australia: a discussion paper"

<sup>19</sup> 10 June 2008 available at [www.multicultural.wa.gov.au/omi\\_submissions.asp](http://www.multicultural.wa.gov.au/omi_submissions.asp)

<sup>19</sup> Ibid.

## 8. HEALTH

### 8.1 Physical Health

*Consultations found that mainstream health services were not able to cope with the volume and nature of needs of humanitarian entrants due to a lack of specialised skills and resources. Barriers to mainstream services experienced by humanitarian entrants included language barriers, transport issues and lack of culturally appropriate and sensitive health services.*

The following recommendations were made [Recommendations 49-54].

- 49. A comprehensive health intake system for all new arrivals be implemented and coordinated with the consortium partners responsible for the IHSS program to address inherent shortfalls in off-shore screening, ensure appropriate diagnosis and treatment, and link refugees into primary health care services, thereby registering all new arrivals with the appropriate health service provider to create a record that can be transferred with the individual.*
- 50. More intensive assistance be provided for humanitarian entrants accessing health services during settlement to allow for cultural orientation, transport and language issues, such as the provision of community liaison health officers to assist new arrivals to access health services in the first six months after arrival.*
- 51. Increased resources be provided for health services, and partnerships established with other service providers to allow better access to services, in particular the provision of increased community migrant health nurses, increased access into specialist outpatient clinics, and child development services.*
- 52. Programs be established offering ongoing training opportunities and resource development for GPs and mainstream health professionals to enhance research capacity concerning refugee health care, including identification of diseases, better treatment protocols, and culturally sensitive training.*
- 53. Programs be established with a network of GPs to ensure that new arrivals are linked to the primary care system and that follow-up care after initial onshore assessment is provided as recommended by the Communicable Diseases Network of Australia.*
- 54. Access to fee-free translating and interpreting services be available not only to GPs but also to other health professionals (such as pharmacists and optometrists).*

In its response to the Auditor General's Report, *Lost in Transition*, DoH stressed that the settlement of humanitarian entrants in WA is part of a national program for which the Commonwealth Government has responsibility. DoH stated that:

*"... there is scope for the Commonwealth to provide more assistance to the State, particularly in terms of addressing the needs of the 50 per cent of humanitarian entrants who are sponsored by individuals or organisations and are ineligible for assistance under the Commonwealth's Integrated Humanitarian Settlement Strategy and Settlement Grants Program. The health needs of this group are, as a consequence, being met by State agencies, placing a significant resource burden on public health and hospital systems."*<sup>20</sup>

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<sup>20</sup> Auditor General for Western Australia – Performance Review “Lost in Transition: State Services for Humanitarian Entrants – Report 3 (June 2008) p. 7

In response to this statement, DIAC has advised that SHP entrants are universally eligible to access assistance under the SGP and also eligible to access assistance through IHSS on a needs basis. DIAC notes that both programs link entrants to mainstream services that are appropriately qualified to deliver health services. DIAC further notes that a number of projects funded under the SGP use sporting activities to promote community development and inclusion and that these activities may reduce isolation and contribute to better physical health.<sup>21</sup>

In its response to the Auditor General's report, DoH also stated that

Similarly, Western Australia records a very low uptake of the new refugee assessment under the Commonwealth's Medicare Benefit Scheme. Consequently, new assessments are undertaken predominantly by the DoH's Migrant Health Unit (MHU), the costs of which are borne by the DoH as doctors employed by the MHU are not eligible to recoup for these services.<sup>22</sup>

The Auditor General's report cited DoH's Migrant Health Unit (MHU) as a successful model for additional targeted services for refugees. The Migrant Health Unit provides comprehensive screening to the majority of humanitarian entrants (Rec. 49). As a single centralised service it reported a 92% uptake for January to December 2007 for refugees on humanitarian visas. DoH reports that it is not always possible to systematically ensure all SHP entrants are screened, as this depends on the sponsor making contact with the MHU. The MHU (currently located in the Perth Chest Clinic building) is also exploring accommodation options to ensure the program can meet its service needs.

A common record system between Community Nurses located at the ISCs at Koondoola and Parkwood Primary Schools provides a mechanism to ensure that all ISC clients are screened at the Migrant Health Unit and that the necessary follow-up occurs (Recs. 50, 51). Multicultural Community Liaison Workers at the ISCs also provide intensive assistance to clients in accessing health services (Rec. 50). However, these services are limited to students attending Koondoola and Parkwood ISCs and their families.

The Auditor General also highlighted Princess Margaret Hospital's Refugee Health Clinic as a positive example of how entry points for mainstream services can be adapted to make services more accessible (Rec. 51).

The Multi-jurisdictional Working Group on Refugees and Humanitarian Entrants is currently investigating the issues impacting on the health outcomes of newly arrived refugees and humanitarian entrants and will report to the Australian Health Ministers Advisory Council (AHMAC) in 2009. DoH understands that this group has already identified that issues for health professionals in utilising Translation and Interpreting Services (TIS) are still to be addressed (Rec. 54).

As noted above (4.5), in 2007 DIAC provided 331 participating pharmacies with unlimited access to telephone interpreting services, 24 hours a day, 7 days a week. Based on the success of the pilot program, DIAC is liaising with the Pharmacy Guild of Australia and TIS National with regard to implementing the service on a permanent basis.

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<sup>21</sup> Department of Immigration and Multicultural Affairs – response to draft report 3 November 2008

<sup>22</sup> Auditor General for Western Australia – Performance Review “Lost in Transition: State Services for Humanitarian Entrants – Report 3 (June 2008) p. 7

It is understood that the Multi-jurisdictional Working Group on Refugees and Humanitarian Entrants has encouraged Deans of Medical Schools to ensure appropriate training in health professional courses (Rec. 52), however, information regarding training delivery and participation is not available. As noted previously (section 4.4), resources developed in the mental health sector are disseminated to GPs via the various Divisions of GPs. While many GPs are too busy seeing patients to attend cross-cultural competency training, a robust, accredited and recognised training package specifically developed for GPs is likely to promote interest among GPs to attend such training (Rec. 52). New South Wales Transcultural Mental Health Centre has developed such a package for GPs.

Planning is also under way for the Inaugural Australian Refugee Health Conference to be held in Perth in September 2009. The conference is being co-convened by a number of DoH agencies including MHU, PMH Refugee Clinic, the WA Mental Health Division, WA Transcultural Mental Health Services of the South Metropolitan Area Health Service, (Mental Health) as well as ASETTS and ISHAR.

Victoria's Foundation for Survivor's of Torture recently released a web-based resource for GPs and health professionals caring for refugees<sup>23</sup>. The resource has been provided to staff at the Parkwood and Koondoola ISCs.

In response to the Auditor General's report the DoH is establishing a state-wide network of providers of health services to humanitarian entrants to increase learning about the most effective service delivery approaches for this client group. This overarching committee will be responsible for developing a more coordinated approach to the planning and delivery of services to humanitarian entrants (Rec. 51).

DoH is also exploring the development of a needs analysis that will guide policy and program changes and clarify data capture regarding service utilisation and service effectiveness specifically with regard to the health outcomes of humanitarian entrants (Rec. 50).

The MHU has also noted the importance of addressing humanitarian entrants' dental health issues, noting that dental health is generally poor due to camp living and poor hygiene conditions over long periods. Cost, transport difficulties, long waitlists and bureaucratic processes involved in attending Community Dental Services, are barriers for humanitarian entrants accessing necessary dental treatment.

## **8.2 Mental Health**

*Consultations found that African humanitarian entrants were not receiving adequate treatment to overcome the impact of torture and/or trauma experiences. Specialist mental health services were overloaded and did not provide for the scale of demand for long-term treatment. In addition, there was no provision of services to provide torture and trauma counselling for children aged five to twelve years.*

The following recommendations were made [*Recommendations 55-59*].

*55. Access to counselling services for new arrivals be made available for at least two years after initial settlement.*

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<sup>23</sup> <http://www.foundationhouse.com.au/publications.php>

56. *Counselling services partner with other key settlement services providers, such as education and health, to provide a coordinated and holistic service for African humanitarian entrants who are suffering from the experiences of torture and trauma.*
57. *Additional funding be allocated to existing specialist services to meet the increasing numbers of new arrivals and the complexity and intensity of their needs.*
58. *Torture and trauma counselling services for children and youth be implemented in partnership with schools.*
59. *Research into culturally appropriate and effective trauma counselling for African humanitarian entrants be undertaken with a view for program development and implementation of best practice models.*

Short-term torture and trauma counselling (STTC) is a core service component under the IHSS and available to all humanitarian entrants. Entrants are encouraged to access STTC services and service providers are required to ensure entrants commence counselling within two weeks of the date the entrants indicates they wish to access the services. Under the current IHSS contract, a key performance indicator requires 100 per cent of entrants to have had the opportunity to access appropriate STTC services. The current contract notes the number of STTC sessions accessed by entrants will vary, but DIAC expects an average of eight sessions.

STTC services are intended to be delivered for a short time only and, where an assessment identifies a need for ongoing or longer-term counselling, DIAC states that the entrant should be referred to Program of Assistance for Survivors of Torture and Trauma (PASTT). STTC services will continue to be provided while an entrant awaits referral to PASTT.

DIAC advises that, while there is no specific clause preventing the delivery of STTC services to children (Rec. 58), DIAC has received advice that suggests torture and trauma counselling can be performed on children as young as four, however, commencement at the age of six is preferable. Children undertaking counselling services must have the consent of their parent or guardian to do so. STTC may be provided to children in a one-on-one setting or in a group session with other family members. Some STTC providers have adopted the use of play and art therapy to assist young children and continue to develop new strategies.

As noted above (section 4.3), the Commonwealth Government has recently introduced the Complex Case Support program which will provide specialist assistance to clients requiring complex and ongoing case management support (Rec. 54). Western Australian providers are Multicultural Services Centre WA, Metropolitan Migrant Resource Centre, ASeTTS and Communicare. However, concerns have been expressed regarding the effectiveness of the panel provider model, in particular, due to the potential for delays in response due to its panel assessment process and reliance on the existing resource capabilities of panel providers.

The 2007-08 Federal Budget also included \$12.2m nationally over four years as additional funding for torture and trauma services to increase the capacity of the PASTT to deliver torture and trauma counselling and support to humanitarian entrants (Rec. 57). In WA, ASeTTS is the key organisation charged with the provision of services through this program.

At a State level OMI has contracted the Multicultural Services Centre (MSC) to assist with the cost of establishing a community-based specialist mental health service to address identified gaps in service provision for people from new and emerging communities. MAITRI Mental Health Service was launched in October 2007 (Recs. 54, 56, 57).

The North Metropolitan Child and Adolescent Mental Health Service also has created a position for a Cross-Cultural Clinician to meet identified needs for its services to cater to the specific needs of families from culturally and linguistically diverse (CaLD) backgrounds (Recs. 55, 56). The role includes provision of culturally appropriate assessment and treatment of mental health problems (including depression, anxiety, self harm, suicide and trauma) experienced by children aged 0-18 years. This position is supported by a multidisciplinary team.

The South Metropolitan Area Health Service WA's Transcultural Mental Health Services (TMHS) is a public sector service specifically funded to meet the mental health needs of refugees and migrants (Rec. 55, 57). Like its counterparts in NSW, Qld and Vic, TMHS has a state-wide mandate providing direct clinical services including assessment and treatment of mental health disorders experienced by refugees and migrants. TMHS utilises telehealth facilities to address the clinical needs of CaLD patients from rural and remote regions. Whilst its clinical program targets adults, its education program aimed at increasing mental health literacy, reducing stigma surrounding mental illness, and addressing intergenerational conflict and acculturation difficulties are targeted at families from CaLD backgrounds and ethno-specific communities. It also provides cultural competency training to general practitioners and service providers in the public and non-government sector, and engages in research and capacity building projects to address mental health issues among CaLD communities (Recs.16,52) TMHS works in partnership with key stakeholders in the multicultural sector to maintain a holistic program suitable to its target population group.

To further facilitate exploration of better access to services and resources TMHS, with ISHAR Multicultural Centre for Women's Health, has co-hosted, the biennial WA Transcultural Mental Health Conference. In 2009 the third WA Transcultural Mental Health Conference will be hosted in conjunction with the inaugural Australasian Refugee Health Conference, driven by the MHU and the PMH Refugee Clinic (Recs. 51, 52).

Collaborative research between Curtin University, TMHS and ASeTTS is about to commence to trial a psychological intervention strategy on children from African backgrounds who may be experiencing post-traumatic stress disorder or at risk of developing PTSD symptoms (Rec. 59). This intervention strategy was successfully implemented in the United Kingdom with Bosnian children and will be adapted for a targeted African community. If effective, it has the potential to be adapted for other humanitarian entrant children and developed as a best practice model.

Counselling services provided through the ISCs at Koondoola and Parkwood involve partnerships with key settlement services providers, in particular, education and health, to provide a coordinated and holistic service for African humanitarian entrants who are suffering from the experiences of torture and trauma (Recs. 55, 56). A mental health specialist is located at each site to assist individuals and families with general counselling; trauma focussed therapy; mental health education; group work; and accessing psycho-social and family support. These services are provided in partnership with the Educational Psychologists at each school.

## 9. HOUSING

*Consultations found that African humanitarian entrants were experiencing difficulties in securing housing, including discrimination. [Note: The IHSS provides for initial accommodation on arrival until placement into a six-month lease.]*

*However, consultations found that many humanitarian entrants were having difficulty securing government and/or private housing after the six-month lease expired. Respondents reported lengthy waiting times for government housing and difficulties securing accommodation for large families that are common to this group (families of ten are not uncommon). Some families had resorted to leasing two separate dwellings to house their families. Barriers accessing private housing included cost, lack of referees and racism. Unless housing issues are addressed, African humanitarian entrants are at risk of homelessness and related social issues.*

The increasing severity of housing concerns prompted the establishment of a Housing Crisis CaLD (HCCCaLD) Committee comprising representatives of a range of NGOs. The HCCaLD Committee subsequently raised these concerns in a submission to the Equal Opportunity Commission in August 2007 and, following a consultative forum, published a report, *Gaps in Housing and Support Services for Humanitarian Entrants* (April 2008) that was launched by the Hon Margaret Quirk MLA.

*The consultations also found that many refugees do not have skills to care for properties. The IHSS contract includes training in tenancy skills, however, new arrival leases expire after six months and most problems occur after this time when there is no easily accessible support.*

The following recommendations were made [*Recommendations 60-63*].

- 60. The Department of Housing and Works consider and respond appropriately to the housing needs of humanitarian entrants.*
- 61. Education programs be developed for private sector providers to address negative stereotyping and discriminatory practices.*
- 62. Access to multicultural accommodation services be extended for African humanitarian entrants.*
- 63. Tenancy training for African humanitarian entrants be provided beyond the current IHSS program timeframe and incorporated into education programs as part of life skills training.*

### 9.1 Access to affordable housing

Housing issues for humanitarian entrants was one of the three focus areas for the recent Auditor General's report, "Lost in Translation: State Services for Humanitarian Entrants". In the report, the Auditor General raised concerns relating to DHW's planning for, and response to, the needs of humanitarian entrants, noting that:

*"DHW does not know how many humanitarian entrants have been housed in the last five years, how long they have waited relative to other clients, or whether these numbers are comparable with other groups relative to the total humanitarian entrant population because their data systems do not identify humanitarian entrants."<sup>24</sup>*

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<sup>24</sup> Auditor General for Western Australia – Performance Review "Lost in Transition: State Services for Humanitarian Entrants – Report 3 (June 2008) p. 18

The Auditor General found that, while DHW has interpreters in languages suitable for some humanitarian entrant communities in several offices at set times each week, the decision to have an interpreter on site is based on perception of demand, rather than data on need and usage. The Auditor General noted that,

“...although interpreters are used for discussing sensitive and personal matters, such as priority housing applications, domestic violence and health problems, DHW has not provided its staff with training in the use of interpreters and translators.”<sup>25</sup>

Processes for determining whether or not a client wished to remain on the waiting list for public housing was also raised as a concern. The report noted that:

“DHW write to humanitarian entrants in English asking them to confirm that they still want to be on the waiting list for public housing. The letter asks for a response within two weeks or the applicant is taken off the waiting list. This policy is uniform across all applicants. It can, however, take longer than two weeks for the humanitarian entrant to get the letter translated by a friend or community member and understand that they have to reply, by which time they will have been removed from the list.”<sup>26</sup>

DHW fully supported the findings of the report and undertook to (Rec. 60):

- improve information on humanitarian entrants service needs, their use of its services, and use this information to improve effectiveness, to support planning and to trial new forms of service delivery;
- review and address obstacles to communication and update interpreter and cultural awareness;
- coordinate planning and service delivery with other agencies for this group, including considering collocation and relocation where appropriate;
- collaborate, and where the opportunity arises, lead interagency mechanisms related to housing and housing services for humanitarian entrants;
- subject to funding, use NGOs to fill gaps in service delivery for recent and settled humanitarian entrants in WA through its outsourced tenant support services program as part of an ongoing review of public housing service delivery and in response to an identified need for a case-management approach for specific high need client groups.

DHW also highlighted the need for inter-government collaboration at both a strategic and an operational level and noted that

- There has been long-term persistent contraction of funding from the Commonwealth for the construction of new public and community housing which has meant DHW provides only 4.2 per cent of housing stock, as opposed to five per cent in 1996.
- DHW believes the role of the Commonwealth in both lead coordination and ‘handover’ of responsibility six or 12 months after on-shore arrival has been questionable.<sup>27</sup>

At MCIMA 2007, WA presented a paper seeking a resolution for:

- increased rental assistance and practical housing assistance services by the Commonwealth Government;
- DIAC to ensure that humanitarian entrants are provided with 12 month IHSS housing leases; and
- identify a process for assisting humanitarian entrants to secure private housing after the IHSS.

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<sup>25</sup> Ibid p 23

<sup>26</sup> Ibid. p.27

<sup>27</sup> Auditor General for Western Australia – Performance Review “Lost in Transition: State Services for Humanitarian Entrants – Report 3 (June 2008) p.9

The outcome was the establishment of the SCIMA Housing Working Party which met in Melbourne in February 2008. The meeting was attended by representatives from all jurisdictions. Discussion focused on effective strategies to assist humanitarian entrants to secure housing. Settlement services sector and state/territory government representatives delivered presentations which outlined the key housing issues in their regions and strategies being undertaken to address them. It was agreed that as assistance with housing is delivered by a range of agencies and organisations across jurisdictions, sharing effective strategies could assist providers in delivering better and more consistent assistance.

The report of this meeting, which provided an overview of the issues and an outline of the effective and innovative strategies discussed, was circulated to SCIMA members in September 2008. The meeting also agreed that all jurisdictions continue to raise the housing needs of humanitarian entrants with housing authorities in their jurisdiction for consideration in the development of broader government housing assistance policies.

DIAC has advised that entrants receiving IHSS services are provided with accommodation services. Depending on the specific housing model adopted by the service provider, entrants are either placed into short-term accommodation (STA) on arrival or settled immediately into longer-term accommodation (LTA). In some contract regions, service providers head-lease properties for entrants and then transfer the lease into the entrants name at a later point. The current IHSS contract requires service providers to ensure entrants are moved from STA to LTA within four to six weeks of arrival. However, due to the current housing crisis in Australia, this timeframe is not always achievable. DIAC is currently reviewing this contract provision.

DIAC acknowledges that securing private housing continues to be an issue for humanitarian entrants. If an entrant is required to source and secure further LTA six-months after arrival DIAC expects that the IHSS service provider will assist the entrant undertake this process. Western Australian IHSS service providers' head-lease the majority of LTA properties. They then sub-lease properties to entrants for six months or transfer the lease into the entrants' name. Service providers mediate between the entrant and real estate agents for the full six months of the LTA to ensure entrants are treated fairly, are aware of tenancy requirements and meet their tenancy obligations. DIAC considers that this arrangement creates stronger relationships with real estate agents which encourage the sourcing of affordable and appropriate housing in a difficult market.

DIAC reviewed the IHSS accommodation<sup>28</sup> services pricing component in late 2007 and consequently increased the pricing component. This increase has gone some way to alleviate the pressure in WA for delivery of accommodation services, however, DIAC recognises that the costs of delivering these services continue to rise and another review is currently underway. DIAC anticipates that this will result in another increase in the pricing component.

In the 2007-08 Budget, DIAC was provided additional funding (over four years) to deliver accommodation services to humanitarian entrants under the IHSS. On 1 March 2008, DIAC implemented an enhanced in-kind support contribution, which now covers all rent, utility and reasonable transport costs for entrants for the first four weeks after arrival. SHP entrants are entitled to reasonable transport costs.

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<sup>28</sup> It should be noted that "accommodation" is a generic term which includes homelessness and crisis services as well as housing].

At the State level, DHW held its first Strategic Roundtable on 15 November 2008 to discuss housing issues for people from CaLD backgrounds, with particular focus on humanitarian entrants, refugees and people from new and emerging CaLD groups. The roundtable was held at the Ethnic Communities Council of WA (ECCWA) office and included key service providers and leaders of ethnic community groups. The discussion reinforced the Auditor General's report recommendations as well as highlighting issues relating to discrimination in the private rental market. A number of possible options and solutions were raised and are currently being considered by DHW. It is envisaged that the CaLD Strategic Roundtable will be held bi-annually and on an ad-hoc basis where a particular issue arises that will benefit from the membership's expertise.

DHW has made a commitment to improve information collection on humanitarian entrants' service needs and recognises that the various cultural groups and arrival types have very different needs and backgrounds. A series of focus groups have been arranged to capture the housing service needs of specific CaLD groups. The first was held in October 2008 with African women and gathered their views and perceptions of difficulties experienced by humanitarian entrants when accessing housing and another on 7 December 2008 (Rec. 60). The groups are facilitated by Dr Casta Tungaraza of the Australian Academy of Race Relations, Murdoch University. The focus groups will inform DHW's response to the Auditor General and HCCCaLD recommendations and ensure that the resulting initiatives are responsive, effective and inclusive.

DHW is also supporting the consultation processes initiated by the strategic roundtables and focus groups by taking an active role in engaging with CaLD community groups. For example, DHW conducted a housing presentation (hosted by Centrelink) for the African Leader Capacity Building Workshop Series on 20 November 2008.

DHW has also endorsed a new application review process that will reduce removals from the waiting list due to no response to mail. The strategy includes a simplified review form that has been developed for ease of use and to encourage a response. DHW has also ceased automatic removal of applicants who have not responded to the review and will now conduct rigorous investigation (including numerous attempts to contact a client using a variety of methods) to ensure vulnerable client groups are not removed from the waiting list when they still have a need for social housing.

DHW has developed a Cultural Awareness Training Programme in conjunction with the ECCWA in order to address obstacles to communication that some people from CaLD backgrounds may experience (Rec. 60). The pilot training session was being held on 26 and 27 November 2008 and included the following topics:

- Context of multiculturalism in Australia- History and as a policy position
- Religion, cultural norms and stereotypes
- Ethno specific service providers and service provision
- Gender relationships
- Institutionalised Racism in service provision
- Language barriers, interpreting and translating
- Housing standards in country of origin
- Cultural commonalities

DHW is also exploring the collection and use of data that will enable better planning and targeting of services for humanitarian entrants (Rec. 60). Currently DHW collects information about an applicant's country of birth, year of arrival, residency status and main language spoken. DHW also has the capacity to collect data on whether an applicant is a refugee or sponsored migrant.

To address the issue of appropriate data collection DHW is moving to ensure all information provided by applicants is captured appropriately using existing mechanisms. As part of this process DHW is improving forms and data systems to allow the capture of an applicant's requirements and preference for interpreter services.

DHW has advised that a major factor impacting DHW's ability to respond to the housing needs of humanitarian entrants is the unprecedented demand for housing in WA coupled with a lack of supply of affordable housing. DHW has developed strategies to enable greater housing yield with the funds available, including the State Community Housing Investment Program (SCHIP) and the Public Housing Leasing Policy (PHLP). These programs provide an opportunity to expand and sustain the growth of the Community Housing Sector. This may present an opportunity for non-government organisations with an interest in housing for new arrivals to become a provider. Alternatively, they could form a partnership with existing major providers, such as Foundation Housing or Access Housing, to secure funds to develop housing for recent arrivals.

Additionally, a Review of Housing Service Delivery was conducted by DHW and Dr Nola Kunnen of the Alcoa Centre for Stronger Communities, Curtin University of Technology in 2007-08. The review identified a number of service delivery areas requiring improvement including matters related to CaLD clients. In implementing the recommendations of the review, DHW will move to a full assessment of the needs of clients. The needs assessment will allow DHW to capture and respond more effectively to the housing needs of people with humanitarian entrant backgrounds and those who were formerly refugees. The subsequent waiting list prioritisation, and allocation of appropriate housing, will be informed by this new assessment process.

DHW has also highlighted situations in which post-IHSS settlers to WA have become homeless. Homelessness Services sit primarily in WA with the Commonwealth Government's Supported Accommodation and Assistance Program (SAAP) which is administered in WA by the Department of Child Protection (DCP). DHW reports, however, that SAAP providers often have difficulty responding to the needs of humanitarian entrants due to large family size or other issues. Steps have been taken to address this issue, however, more effort is required at all levels of government to resolve these issues.

A recent Commonwealth Government report, *Which Way Home? A New Approach to Homelessness*, found that

People who come from non-English-speaking countries are consistently under-represented in their use of SAAP services (11 per cent of clients) compared to their representation in the wider population (16 per cent). They also return to SAAP services less often for support.

An analysis of 2005–06 SAAP clients by county of birth shows that while migrants from North Africa and the Middle East and Sub-Saharan Africa were over-represented in the SAAP population, overall migrants were generally under-represented.<sup>57</sup> The reasons for this under-representation are not well known—there could be extra barriers for these clients accessing SAAP, particularly cultural barriers, or they may not know about the services. People from culturally and linguistically diverse backgrounds may also have access to different support networks in their own communities or have extensive family and community links that assist when people are at risk of homelessness.<sup>29</sup>

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<sup>29</sup> Australian Government (May 2008) *Which Way Home? A New Approach to Homelessness*, p.23

## 9.2 Housing assistance, education and tenancy training

IHSS service providers are required to provide tenancy training to entrants as soon as possible after arrival to ensure entrants understand and meet their obligations under their tenancy agreements (Rec. 63). Tenancy training is currently provided to entrants in the first three days of arrival, either in a group situation or one-on-one. Follow-up sessions are undertaken within the first four weeks of arrival and ongoing training delivered on a needs basis.

Most service providers issue entrants with a tenancy training completion certificate on course completion. This certificate is useful in sourcing and securing future accommodation. Currently, SHP entrants only receive tenancy training if their proposer is unable to provide it. DIAC is currently reviewing the support it provides to proposers and will consider whether tenancy training should be mandatory for all humanitarian entrants.

Housing activities were funded under the SGP in a limited number of locations on a pilot basis for 2008-09. In WA, Centrecare has been funded \$88,500 for one year to provide accommodation related settlement services through information sessions on maintaining a rental property to a suitable standard, negotiating leases and successfully seeking a rental property. It focuses on the south east and south west metropolitan areas of Perth. Further pilots will be considered in the 2009-10 SGP program year, however, DIAC has stressed that responsibility for provision of accommodation services is the responsibility of State housing authorities.<sup>30</sup>

Services provided through the Centrecare project include casework services, education, advocacy and support to assist clients seeking new accommodation, and education and support of agents and owners to promote greater awareness of the accommodation needs of humanitarian entrants.

DIAC has confirmed that a pilot providing free interpreting services that assist real estate agents to communicate with humanitarian entrants is currently being developed with the aim to commence the initiative in early 2009 (Rec. 61).

In terms of State Government activity, an *Equal Opportunity Act 1984* section 80 Inquiry into the private rental market is being undertaken by the Western Australian EOC to ascertain the nature and extent of racial discrimination for different ethnic minority and Indigenous groups (Rec. 61). Practical assistance to humanitarian entrants is provided by the ISC Multicultural Community Liaison Workers who provide information to clients regarding tenancy agreements and their legal rights and responsibilities (Rec. 63).

DoC's Consumer Protection Division has developed an innovative tenancy education program that will rapidly up skill CaLD service providers and better inform DoC with regard to issues experienced by CaLD communities (Rec 63). An information session for the northern corridor of the metropolitan area was completed in July 2008. Sessions are planned for the south-west and south-east metropolitan area corridors for December 2008 and early 2009, respectively.

DoC has subsequently identified the need to develop low literacy material/tools for CaLD service providers and tenants. A contract for development of the tools has been awarded and a reference group comprising key CaLD organisations has been established. Input will have also been gained through two focus groups that have been held with CaLD tenants.

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<sup>30</sup> Department of Immigration and Citizenship – response to draft report.

## 10. POLICE AND JUSTICE

*Consultations found that some members of new and emerging communities remain unclear about the law enforcement system and the processes of the justice system. Further misunderstanding and confusion could also occur due to language barriers, cultural differences and difficulty accessing interpreters.*

Recommendations related to police engagement with communities, including recruitment of African police officers [*Recommendations 64 and 67*] and the provision of programs and services to educate communities about law enforcement [*Recommendations 64 and 67*]:

- 64. Multicultural Liaison Officers (MLOs) be appointed throughout police local districts dedicated to duties involving interaction, consultation and liaison with ethnic communities, to improve the flow of information between ethnic communities, police and other relevant service providers.*
- 65. Additional and targeted programs and services, specifically aimed at African entrants, be established to include further educational roles regarding law enforcement and include active recruitment of Africans into the Western Australia Police (WAP).*
- 66. Community education programs for humanitarian entrants be made available for a longer period of time.*
- 67. Community programs, based on ongoing interaction and mediation between different ethnic groups, be initiated and supported.*

Since 2005, a review of WA Police policy on liaison officers has been conducted and a corporate decision was taken not to continue with the liaison officer model (Rec. 64). WA Police has revised commitments that relate to this recommendation to undertake a range of strategies to improve the flow of information between ethnic communities, police and other relevant service providers.

There are several business areas within the WA Police whose mandate includes liaising with community groups. In terms of “frontline resources”, each Metropolitan Police District has a crime prevention and diversity team. Regular meetings of these teams and other key stakeholders provide the opportunity for police to discuss common roles such as addressing emerging issues in crime prevention and community engagement. Officers in Charge (OICs) of Police Stations also have a role in engaging with their local communities and ensuring appropriate responses are considered in relation to service delivery matters impacting ethnic communities and minority groups.

There are now a number of strategies undertaken by police to engage with ethnic communities:

- The newly formed Indigenous and Community Diversity Unit (ICDU) engages with established and emerging communities in many forums including the Police Multicultural Advisory Council (PMAC). PMAC is instrumental in providing a forum for interaction and consultation between ethnic communities and it has invited representatives of African communities to participate in the process. The ICDU has also been involved in conflict resolution situations and increasing its consultancy role to support local police on critical issues. This role has contributed significantly to communication flows between police and ethnic communities.

- The WA Police State Security Investigations Group (SSIG) is responsible for monitoring racial vilification legislation and has been active in developing strategies to interact and liaise with the community. Outreach programs have been developed in parts of metropolitan Perth and act in supporting initiatives in police districts that have identified issues impacting newly arrived settlement populations.
- Police districts that have high concentrations of diverse groups and particularly humanitarian entrants have developed localised strategies to improve liaison and engagement. Mirrabooka police have formed a consultative group linked with the Reel Connections program established by the City of Stirling.
- The Office of Crime Prevention has also been developing multi-lingual crime prevention DVDs.
- The ECCWA received funding through the Australian Government Attorney General's Department and the WA Law Society's Public Purposes Trust to develop an information DVD for emerging communities, "Law of the Land". WA Police supported and participated in this project. The DVD is available in 12 languages other than English and can be a self-education tool for new arrivals or used by service agencies for this purpose. The DVD is free and can be accessed from the ECC.<sup>31</sup>

WA Police has recently reviewed and improved cultural diversity training programs. The training for Police recruits includes components such as "established and emerging communities". These programs identify the issues humanitarian entrants may experience in WA and explore the issue of a flexible service delivery response. Where particular needs have been identified, specific information sessions and diversity training have been undertaken in Districts. For example, an "African Community Awareness" workshop has recently been conducted in Mirrabooka as in service training for police officers. The focus on cross cultural training is considered an important step towards equipping police officers with the skills to effectively inform and communicate with ethnic communities.

A community engagement strategy is currently being developed by the WA Police and one of the key goals is to further coordinate the interactions between police and community groups, including African humanitarian entrants. Internal WA Police stakeholders, key community leaders and government and non-government service providers have played an integral part in contributing to initial consultations. A model which addresses the issue of improved and sustainable information flows between key stakeholders is an essential next step in this process.

The WA Police has made significant progress towards developing a community engagement strategy and it has been recognised that the work will need to address the issue of sustainability. WA Police supports the recommendation for additional and targeted programs and services specifically aimed at African entrants, including further educational roles regarding law enforcement and active recruitment of African Australians and has developed and participated in a number of strategies that support this intent (Rec. 65). As part of the community engagement strategy, the PMAC is under going a review of its membership in order to more accurately reflect new African communities and encourage effective interaction between and within police and communities.

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<sup>31</sup> Ethnic Communities Council of WA Inc. newsletter *Equity* – 2008 Spring Edition, p.28

Rather than considering an approach which relies on ad hoc local programs to address the concerns of community, it has been recognised that the strategy needs to incorporate a long term view of community engagement. Incorporating these considerations into the strategy should have a significant impact on the availability and timing of educational programs to the CaLD community, including African humanitarian entrants.

WA Police has been involved in several educational programs which have focussed on new arrivals and humanitarian entrants, including humanitarian entrants from Africa. In 2007, a series of community seminars were presented by the EOC, OMI and WA Police SSIG Unit. The seminars were primarily focussed on informing ethnic and religious communities about the forthcoming changes and implications of the proposed Equal Opportunity Amendment Act as well as informing communities about their rights under both the proposed EOC legislation and the of the Criminal Code relating to racial vilification. In 2008, the WAP supported several community forums aimed at educating new arrivals about the police in WA. These were considered successful in addressing misconceptions and misunderstandings about police.

Recruiting people from diverse backgrounds has also been a recent focus for the WA Police and progress has been made in this area. The PMAC – Recruitment Working Party has identified strategies for recruiting members of the CaLD community and will be considered in the development of a Strategic People Plan.

WA Police representatives attended a Recruitment/Careers forum for CaLD youth and other stakeholders at Mirrabooka's Herb Graham Recreation Centre in early 2008. This gave potential recruits and their parents the opportunity to obtain further information about a career with WA Police. Members of the ICDU and SSIG have been instrumental in mentoring police recruit applicants, encouraging community members to apply and providing guidance and advice on how to progress their applications. WA Police also organised an event with at the Mirrabooka Mosque which included an appearance by the Commissioner of Police. All of these activities have contributed to encouraging recruit applications from diverse communities, including people from Africa.

The ICDU has recently contracted a community diversity officer (who is of African background) to assist in liaising with community groups and consulting on ways to improve engagement with African communities.

WA Police recognises that settlement services for humanitarian entrants may need to be provided over a prolonged period of time and at specific periods during the settlement period in order to effectively engage new arrivals to WA (Rec. 66). WA Police has been working with government and non government agencies on a variety of projects which have the potential to give sustained support during the settlement period. These include multicultural DVDs mentioned above, as well as:

- Police officers from SSIG working to support emerging community members in conjunction with the Mirrabooka Migrant Resource Centre (MMRC). A police officer is available at the centre for consultation and advice on a fortnightly basis. The regular nature of this contact allows clients of the MMRC to access WA Police resources throughout the settlement period at MMRC and is a step towards addressing the timing of service delivery to humanitarian entrants from African backgrounds.
- working closely with the City of Stirling on its Reel Connections project. Engaging youth in multimedia projects from CaLD backgrounds has been an important part

of local crime prevention strategies and WA Police – West Metropolitan District has been actively involved in Reel Connections activities.

- an interview provided by the WA Police – Central Metropolitan Family Protection Unit for a DVD being produced by the Grands Lacs community.

WA Police also participated in an AUSCO Train the Trainer Seminar held in Perth in October 2008. The session included provision of information regarding the local policing context and a visit to a police station and aimed to increase the knowledge and understanding of the trainers to enable them to better prepare new entrants.

WA Police has ongoing activities to promote interaction between different ethnic groups (Rec. 67). These are:

- The ICDU is working to encourage interaction with and between new and emerging communities through the PMAC.
- SSIG has organised sporting events, such as cricket matches, which have encouraged interaction between various communities. These have been instrumental in encouraging young people from various backgrounds to interact with police on a social level.
- WA Police District Crime Prevention and Diversity personnel are instrumental in establishing and supporting a variety of programs which encourage interaction between communities. School based information sessions address the importance of community co-operation in community safety, neighbourhood watch programs are based on the principle of communities working together and local police and community forums provide the time and opportunity for dialogue and information exchange.

Complementing to community engagement activities organised by WA Police are those undertaken through the CaLD Youth Sport, Recreation and Leisure Program conducted in partnership by the Department of Sport and Recreation (DSR) and OMI. The program is led by a CaLD Sport and Recreation Strategy Group comprising representatives from DSR, OMI, DfC's Office for Youth, the Australian Asian Association and the WA Sport Federation (Rec. 67). As part of the program, the City of Stirling (CoS) CaLD Youth Sport, Recreation and Leisure Project was established in October 2007 with the goal of increasing participation by young people from CaLD backgrounds, with particular focus on African youth, in organised sport and recreation in the Mirrabooka area. A similar project will soon commence in the south-east metropolitan area. Communicare has been contracted to implement this project.

## 11. FAMILY AND COMMUNITY

### 11.1 Youth

*Consultations found that trauma, loss, peer pressure, differing social norms in relation to alcohol and other drug use, adjustment difficulties and socio-economic disadvantage are some of the factors that place African refugee youth at risk of substance misuse, unemployment, homelessness and involvement with the judicial system.*

The report made the following recommendations [Recommendations 68-70].

- 68. Community programs and training be established to meet the growing need and number of complex problems experienced at family and school level.*
- 69. Youth focused programs and activities be established to enable young people to talk of their experiences and be given opportunities to participate actively and positively in the community.*
- 70. Capacity building programs and training, using bilingual and bicultural African workers, be implemented to develop skills to enable members of African communities to assist one another.*

DfC's Office for Youth Cadets WA program encourages teenagers to learn valuable life skills whilst making friends, gaining work experience and helping their community (Rec. 68, 69). Cadets WA encourages the participation of young people from CaLD backgrounds and, of the nearly 6 000 cadets involved in the program, five per cent currently identify as being born overseas or speak a language other than English at home. Seventy per cent of cadets in Balga Senior High School's Police Ranger Cadet Unit are from African and other CaLD backgrounds.

DIAC has advised that the SGP funds a number of projects with a focus on families and parents and a small number of projects separately targeting humanitarian entrant women, men and young people (Recs. 68, 69). Those targeting young people include funding to:

- City of Stirling for a one-year (\$90 000) community development project targeting African humanitarian youth, focusing on mentoring and school-based activities;
- Metropolitan Migrant Resource Centre for a two-year (\$351 200) integration project including sporting activities and mentoring and leadership development; and
- The Gowrie for a two-year (\$231 00) project to assist humanitarian entrant young people through casework, life skills development, youth group workshops and leadership training.

Specific youth programs funded by the Department for Families, Community Services and Indigenous Affairs (FaCSIA) include the Newly Arrived Youth Support Service (NAYSS), which provides a multi-function service to newly arrived CaLD young people aged 12 to 21 years and their families, who are homeless or at risk of homelessness. NAYSS providers use a variety of strategies to help newly arrived young people improve their level of engagement with family, work, education, training and the community, such as counselling, group work, mediation and practical support in culturally and contextually appropriate ways (Rec. 69). In WA, ASeTTS has been the NAYSS service provider since 2006 and focuses on young people and their families in the metropolitan regions of North Perth and the City of Stirling.

In terms of state services, DfC has 22 universal parenting services across the state that can be accessed by families. Some services have run tailored parenting groups for African families in the local community (Rec. 68). The ISCs at Koondoola and Parkwood Primary Schools offer holistic support to IEC students, siblings and parents and have been one of the most significant initiatives arising from the Working Party consultations.

In 2007, the National Youth Affairs Research Scheme (NYARS) commissioned the Social Policy Research Centre (SPRC) at the University of New South Wales to research how mentoring service provision and policies can best meet the needs of young people from the Horn of Africa (Kenya, Ethiopia, Djibouti, Somalia, Eritrea and Sudan). The project is designed to establish the nature and range of individual, cultural and institutional factors that both facilitate and inhibit the effective implementation of mentoring to young people aged 12 to 25 years from the Horn of Africa. The results of this project will be used to inform the development of policies and programs to effectively support the provision of mentoring services to Horn of Africa young people in Australia. DfC's Office for Youth consulted on, and provided feedback for, this project.

Through the Communities and Families Coming Together in Australia (CAFCTIA) program run by the former Department for Community Development in association with the Smith Family Trust, families in the Mirrabooka area were offered programs including the Rainbows Program incorporating art therapy, as a way for young children to explore their journey (Rec. 69).

As part of the CAFCTIA program, families from a range of ethnic origins (including Sudanese and Burundians) in the Mirrabooka area were offered programs including "Raising children in Australia", "Positive Parenting", "Information sharing on local support services," the role and duty of the Police", and "Awareness and understanding of the local Aboriginal cultural traditions, beliefs and way of life". A component of the program was the training of bicultural workers in group facilitation and parenting to enable them to facilitate workshops in their own languages (Rec.70).

Some parenting programs funded by DfC have offered skill development to African migrants in partnership with other organisations at the request of the local community (Rec. 70).

The Ethnic Youth Advisory Group (EYAG) was established by OMI in 2005 and provides government and non-government organisations with consultation and feedback on a range of issues and initiatives relating to CaLD youth (Rec. 69). EYAG comprises young people from a range of ethnic backgrounds, including a significant cohort of youth from newly-arrived communities. In 2008, consultations were held with a number of agencies including:

- Drug and Alcohol Authority - how to target drug and alcohol services to CaLD youth;
- DfC Office for Youth - strategies for promoting the Cadet Program to CaLD young people;
- Youth Affairs Council of WA (YACWA) - providing input into YACWA's strategic planning process; and
- YMCA - ways to engage CaLD youth in WA's Youth Parliament.

An annual Refugee Week Art Exhibition was established in 2007 by DfC's Office for Youth which provides an opportunity for high school students to explore and share their life experiences through art and photography (Rec. 69). The exhibition coincides with National Refugee Week and has been displayed in prominent public spaces such as the foyers of the Central Park building and the Perth Concert Hall. The exhibition helps to inform the public about the refugee experience through the voices of young refugees.

The ninth National Youth Week was held in April 2008, attracting over 90 funded youth-friendly events throughout WA (Rec. 69). The events are planned for, and by, young people to celebrate their achievements and to acknowledge the impact they have on local communities. Events held in 2008 that were hosted by organisations with direct focus on refugee young people included Muslim Youth WA (MYWA), the United Eritrean Association of WA and the Edmund Rice Centre. DfC's Office for Youth has had previous involvement with multicultural National Youth Week Events.

## **11.2 Intergenerational Conflict**

*Consultations found that many families resettling in Australia experience intergenerational conflict. Parents often expect their children to adopt traditional values and roles from their home country, while young people can feel pressure directly from friends, and indirectly from the general cultural context, to adopt "Western" or "Australian" values and roles.*

The following recommendations were made [Recommendations 71-73]:

- 71. Services be provided to assist young people, parents and families to address issues of intergenerational conflict and offer long-term support.*
- 72. Capacity building programs and training, using bilingual and bicultural African workers, be implemented to develop skills to enable members of African communities to assist one another.*
- 73. Centrelink reviews the information about benefits provided to parents and youth on arrival.*

The Department for Child Protection funds eight services that provide parent-adolescent counselling in the Perth metropolitan area (Rec. 71). These services include Anglicare, Centrecare, Communicare and Mission Australia.

These services are available to all young people and their families where there is inter-generational conflict. While these programs do not specifically target humanitarian entrants, DCP's Mirrabooka Office has been delivering workshops on intergenerational conflict to parents of African backgrounds in partnership with local African community groups and Relationships Australia.

DfC parenting service coordinators also have a role in assisting families access appropriate services. In 2006 DfC staff participated in a "Parenting Across Cultures" training program to assist them to work more effectively with the African community and other CaLD groups (Rec. 72). DfC has also undertaken to develop strategies to recruit African community members as volunteers in areas where African families are concentrated.

DIAC has advised that the Complex Case Support program may also be accessed for assistance in dealing with issues such as inter-generational conflict and link entrants into services provided by other mainstream agencies, NGOs and community support networks.

Centrelink has provided, and continues to update, information included in the Australian Cultural Organisation program. The information is designed to provide refugees with an introduction to Centrelink services and programs (Rec. 73). Centrelink has also developed an 'On arrival' information package for Centrelink Multicultural Services Officers to deliver to newly arrived refugees within the first few months of arrival in Australia. The package has been tailored to educate customers about the Centrelink payment structure, especially the fact that payments are made to individuals (Rec. 73). It includes a strong message that although payments are made to individuals rather than families/parents, they should treat the payments collectively to meet the basic needs of the family as a whole.

Centrelink is also developing an information package to better equip IHSS caseworkers with information about Centrelink processes, products, procedures and referrals as well as the rights and responsibilities of Centrelink customers. Centrelink's national Multicultural Services Branch is exploring audio communication strategies as an alternative communication method for CaLD groups. A review of the Youth Allowance Independent rate assessment criteria has also been undertaken to address community concerns that "*Centrelink makes it easy for young people to live away from home*". It is a policy requirement that a parental statement explaining their "view about why their child is not living at home" is obtained before a young person under the age of 18 years can be assessed and granted payment at the independent rate of Youth Allowance.

Following consultations conducted by Centrelink's African Liaison Unit in 2007, Centrelink is also coordinating delivery of a series of workshops with African community leaders to address issues that were raised. The first of these was in relation to Centrelink and DIAC programs.

### **11.3 Child Discipline Practices**

*Consultations found that parenting services are not meeting the needs of communities. Issues confronting African parents include a perceived lack of clarity in the community about the consequences of incorrectly disciplining children, limited assistance for parents dealing with the cultural clash in managing their children and youth, and differences in child discipline and child minding practices.*

The following recommendations were made [*Recommendations 74-78*].

- 74. Parenting, child protection and safety information be provided in community languages, and in both verbal and written forms.*
- 75. Resources for parenting programs be increased to improve information, access and support for parents.*
- 76. Provision of information and cultural awareness programs be increased to address the fear associated with child welfare services.*
- 77. Targeted programs be developed, focussing on parenting and youth issues, through consultation and collaboration with elders, families and community members.*
- 78. Capacity building community initiatives be funded to support communities to find their own solutions, such as cultural consultants, training community members to assist their communities with parenting support, parent-teen mediators and education support.*

DGP is reviewing and updating its website and print publications, including those that provide information on child protection. It is likely that this will be completed by the end of 2008 and will include changes brought about by the introduction of mandatory reporting.

DfC will also translate key child protection publications into languages other than English, in particular those spoken by new and emerging communities (Rec. 74).

Increased information, access and support for parents (Rec.75) has been enhanced by DfC providing training for staff working in universal parenting, child care support services and early childhood programs to enable them to work more effectively with families with refugee background. DfC is also currently reviewing its parenting publications and the information provided on its website to improve the quality of information provided to parents and the community (Rec. 75).

To address the fear associated with child welfare services, DCP's Mirrabooka District Office has commenced regular meetings with an African community to raise awareness of DCP's role, provide information about its services, including child protection, and to respond to issues raised (Rec.76).

DfC has identified Somali families as an Early Years community of interest and three capacity building projects have been undertaken with families from the many different cultural groups within the broader Somali community (Rec.77). These have focused on early literacy, development of playgroups and parenting skill development and have supported isolated families to gain new skills, meet new people and learn about other resources. A recent Early Years development grant provided information and education sessions on safety in the home, nutrition, child development, health and language, water safety and swimming.

DfC has revised the Family Day Care (FDC) application assessment in consultation with Family Day Care Schemes, departmental staff and former family day care licensees. The revision of the applicant assessment information kits and questionnaires addressed issues with layout, wording of instructions and wording of questions, and perceived barriers to 'success' for carers, particularly carers from non English speaking backgrounds.

DfC has also undertaken a project to assist Somali women become FDC providers (Rec 78). While no women became licensed, it did result in participants entering the workforce in centre based child care services or undertaking further study.

DfC staff are working in collaboration with ASeTTS as part of the Families in Cultural Transition (FICT) program in co-presenting facilitator training and parenting group sessions (Rec 77, 78). The FICT program is a series of workshops which aim to simplify the process of understanding and adjusting to parents new environment. Bicultural facilitators are trained to conduct the program in small groups within their own communities. The *Children and Families* module of the FICT program identifies parenting services available to families and provides opportunities to discuss issues relating to children 0 – 18 years, including child development and strategies to manage challenging behaviours.

#### **11.4 Family Reunification**

*Consultations found that many African humanitarian entrants were desperate for reunification with family members. However, there was often confusion about sponsorship processes and responsibilities, and sponsorship can interfere with settlement priorities. Sponsorship delay has a negative psychological impact, as does the increased responsibility surrounding sponsorship.*

The following recommendations were made [Recommendations 79-81].

79. *More discussion and information about the sponsorship process be provided for new arrivals.*
80. *Support be enhanced for humanitarian entrants that sponsor other family members.*
81. *African communities be assisted in accessing DIMA's No Interest Loans Service to help bring separated families together<sup>32</sup>.*

Information about bringing family members to Australia is available from DIAC through its website and through the IHSS, SGP and DIAC-initiated community information sessions (Recs. 79, 80). IHSS service providers may be able to refer entrants to migrant resource centres and/or migration agents for information and assistance.

In 2007-08 the former Federal Government announced the introduction of minimum requirements for those seeking to propose people under the SHP (Rec. 80), however, the current Federal Government has indicated that these changes will not proceed as originally proposed. DIAC is considering enhancing support for proposers in a way that would not impose barriers for proposers and would complement existing IHSS services.

A short-term (12 month) initiative, funded through OMI's Community Relations Integration Officer (CRIO) program and delivered by CARAD, provided assistance to sponsorship proposers to access finance, including DIAC's No Interest Loans Service, to help bring separated families together (Rec. 81).

### **11.5 Financial Difficulties**

*Consultations found that many humanitarian entrants are accruing significant debt. Issues included limited budget management skills, a lack of understanding of the costs associated with living in Australia and, for Sponsored Humanitarian Entrants (SHEs), the need to repay airfares to Australia.*

The following recommendation was made in the Discussion Paper [*Recommendation 82*].

82. *Financial management programs be incorporated into settlement services with options for long-term support and access.*

Financial management programs are currently delivered by IHSS service providers (Rec. 82). Centrelink also provides budgeting advice and support services to humanitarian entrants.

In addition, the learning series, *Get Wise*, specifically produced by the AMEP to provide relevant and practical lessons for humanitarian and youth clients was recently awarded for its innovative module, *Your Money*. The module combines a workbook, audio, video and interactive game and provides students with an introduction to the financial system in Australia, covering issues from budgeting and basic financial transactions through to mobile phone plans.

OMI recently funded CARAD to provide information and advice regarding access to finance, as referred to above.

Information on budgeting is also covered in AUSCO and the onshore Australia – A New Home DVD.

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<sup>32</sup> African Communities Forum on Domestic Violence Report, April 2005, DCD, Family and Domestic Violence Unit

## 11.6 Family Breakdown and Domestic Violence

*Consultations found that it was not uncommon for the settlement difficulties experienced by some members of the African community to manifest in alcohol abuse and domestic violence.*

The Working Party endorsed recommendations arising from an African Communities Forum on Domestic Violence held in 2005. The Forum was initiated by an African Communities Family Support and Domestic Violence Planning Group established by the then Department for Community Development's Family and Domestic Violence Unit (FDVU).<sup>33</sup>

Recommendations included:

- i. Consultations be held between government agencies and African community representatives to determine how best to respond to their needs.*
- ii. African communities be assisted to identify funds to set up men's, women's and youth support groups.*
- iii. Written information be provided in local/national African languages on domestic violence, the legal system, support services and ways in which family and friends can assist. Alternative provision of information for people with low literacy skills, such as use of radio, video and CD, also be provided.*
- iv. Consideration is given to the development of a culturally appropriate family counselling service for the African communities, including the employment of qualified African counsellors and welfare workers.*
- v. Culturally appropriate conflict resolution teams from the communities be trained regarding both cultures and the legal system.*
- vi. General community education and awareness sessions on domestic violence, the legal system and support services be developed for the African communities.*
- vii. Training be provided for community leaders, elders and religious leaders from the African community in domestic violence, the legal system, conflict resolution and anger management.*
- viii. African communities establish a social group to facilitate interaction and recreational activities for members of the African communities in Perth.*
- ix. The Family and Domestic Violence Unit (FDVU) continue to facilitate and support contact with providers of men's services and African representatives to ensure that the services develop responses appropriate to African communities.*
- x. FDVU advocate with relevant agencies, including the men's service providers, regarding the provision of education programs for African men regarding domestic violence and the law, conflict resolution and anger management.*
- xi. Service providers develop understanding and skills in working with diverse African communities.*
- xii. Government concentrates on early intervention and preventive programs to deal with men in crisis and men at risk situations within new and emerging communities, with the aim of supporting families and ensuring that police are involved as a last resort.*

Recent research by the Commonwealth Government in 2008 noted that women from CaLD backgrounds, in particular, recent migrants, face additional barriers seeking help in family and domestic violence situations. These include lack of professional interpreters, negotiating access to Centrelink benefits if on a sponsored visa, limited education, fear of being ostracised by families and communities, and concern about discrimination in the wider community.<sup>34</sup>

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<sup>33</sup> Ibid

<sup>34</sup> Australian Government (May 2008) *Which Way Home?: A New Approach to Homelessness* p. 26

Assistance with issues relating to family breakdown is available through FaHCSIA's Family Relationship Service for Humanitarian Entrants.

At the State level, DfC's Family and Domestic Violence Unit (FDVU) has had ongoing contact with African community representatives through the African Communities Family Support and Domestic Violence Planning Group as well as various projects (detailed below) since the 2005 Forum (Rec. i). The African Communities Family Support and Domestic Violence Planning Group was amalgamated with the FDVU CALD Advisory Group in 2007.

The FDVU provided \$60 000 in funding to the Multicultural Women's Consortium (MWC) to continue a project that worked with communities to develop and implement whole of community approaches to preventing family disintegration arising from family and domestic violence in CaLD communities. The MWC included the Multicultural Women's Advocacy Service (MWAS), West Australian Transcultural Mental Health Centre, Ethnic Disability Advocacy Centre (EDAC) and the Canning Division of General Practice. The project involved the Liberian, Sudanese and Somali communities. The project's final report was released in April 2007.

The FDVU also contributed \$60 000 to fund the Multicultural Women's Advocacy Service's (MWAS) *Promoting and Developing New Opportunities and Peer Support for Women in CaLD Communities* project (Rec. ii). The project established several peer support groups for CaLD women in both metropolitan and regional areas who are or have been victims of domestic violence. The model for the support groups is based on successful self-help groups which aim to educate CALD women about domestic violence, family violence issues and ways to support themselves in the face of violent behaviours from other family members. The peer-support groups are ongoing and provide information, support and linkages to mainstream organisations. The project was also supported by the Commonwealth Government.

In 2006 FDVU partnered with the Multicultural Women's Advocacy Service (MWAS) and World Radio 6EBA FM to produce a radio program focussing on family and domestic violence for CaLD communities known as *Many Women's Voices* (Rec iii). The program was aired every Wednesday and was repeated the following Tuesday afternoon for six weeks. Relevant government and non-government agencies and individuals were invited to participate in the radio program as guests (Rec. i).

Two publications for CaLD communities have been developed by the FDVU specifically targeting new and recent arrivals to WA, which provides general information about domestic violence and one targeting family, friends and neighbours of people experiencing domestic violence. Both brochures have been translated into 18 languages, including Arabic, Amharic, French, Swahili and Somali.

The FDVU has developed a Draft Strategic and Action Plan to address Family and Domestic Violence for 2009-2013. The Advisory Group on Prevention and Early Intervention (AGPEI), with representation from CALD communities, provided input to the plan. AGPEI will consider the needs of specific communities of interest in identifying priorities for community education initiatives for the period 2009 – 2013.

An Interagency Networking Meeting for African Communities meets at ASeTTS on a monthly basis. The aim is for service providers to network, discuss issues that are raised within the African communities that they work with, and in turn work collaboratively in an effort to address current issues and reduce duplication of services. This provides members with a forum to share ideas and strategies.

The 2007 African Resettlement in Australia conference<sup>35</sup> highlighted the importance of capacity building amongst African communities and prompted development of a Women's Health Service leadership program for African women in conjunction with Challenger TAFE (Rec. iv). An Information and Procedures Manual was also produced to enable the leaders and volunteers to assist in the organisation and operation of peer support groups.

Further community awareness education initiatives will be considered by the AGPEI (Recs. iii, ix).

As part of the CaLD Family Violence Education Grants Program, key NGOs such as ASeTTS, Legal Aid and Relationships Australia have been involved in the facilitation of workshops to raise awareness and provide information on the supports and assistance that are available. (Recs. v, x, xi).

The FDVU provided small grant funding totalling \$93 000 through the CaLD Family Violence Education Grants Program to assist community leaders, elders and religious leaders undertake education and/or training activities that would provide them with better skills and confidence to address the issue of family and domestic violence in their community (Rec. vii). Fourteen of the nineteen grants provided were for African communities. Grant agreements expired 30 June 2008.

## 11.7 Strengthening Communities

*Consultations found that African humanitarian entrants experienced racism and discriminatory attitudes and practices and that systemic discrimination prevented some African humanitarian entrants from accessing services and opportunities. Unless attitudinal and structural barriers are addressed there is a risk that African humanitarian entrants will become marginalised and alienated within the community and consequently not participate fully in society. The consultations further revealed a lack of support and assistance to families in the areas of cultural orientation and transition, parenting support, family counselling and life skills training.*

The following recommendations were made [Recommendations 83, 87].

*83. Community awareness and education programs be developed to target racism, discriminatory attitudes and practices, and improve cultural awareness amongst the general population, such as:*

- *key mainstream service providers, including GPs and hospital personnel, and education, employment and training professionals; and*
- *service providers with which African humanitarian entrants regularly interact, such as real estate agents, supermarket staff and transport staff.*

*87. Capacity building training be provided to support and strengthen emerging African communities and African community members trained as cultural consultants to assist their communities to meet areas of need including leadership, governance, submission writing, measures of accountability, cross-cultural awareness, housing, legal and justice issues, parenting, parent-teen education and education support.*

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<sup>35</sup> African Resettlement in Australia, Conference Report, University of Melbourne 11-13 April 2007pp.10-14

DET, in partnership with OMI, is piloting a Countering Racism in Schools program which aims to encourage schools to identify and address systemic racism within their schools, and to develop policies, strategies and curriculum initiatives to counter racism. Fourteen schools were selected to participate in the pilot program, with one subsequently pulling out, to trial the toolkit. Two commenced in Term 4 2008 and the remainder in Term 1 2009 (Rec. 83).

Through its first round 2006-07 Inclusion and Integration Grants Program (IIGP), OMI funded the Leeuwin Ocean Adventure Foundation \$15 000 to provide scholarships for 30 young people from refugee and humanitarian backgrounds to sail on two voyages on the Tall Ship Leeuwin. A key objective of the project was to provide young people from diverse cultural backgrounds with the opportunity to live, work and interact together in multicultural teams aboard the ship with the aim of developing a greater understanding of cultural diversity and to promote positive long-term attitudinal change that would permeate into the wider community. Activities included designing a team flag and general hard sailing skills to promote teamwork and leadership. Half of the participants had migrated to Australia from refugee camps.<sup>36</sup>

The SGP provides funding for community development under its second service type, *Developing Communities*, which focuses on building the capacity of newly arrived communities to work together towards common goals, promote their culture to Australian society in a positive way and welcome and assist new humanitarian arrivals (Rec. 87). Recipients of funding in 2008-09 are Communicare, Edmund Rice Centre Mirrabooka, The Gowrie, Multicultural Services Centre of WA, Metropolitan Migrant Resource Centre, the City of Stirling and the Western Australian Council of Social Services.<sup>37</sup>

DIAC's Diverse Australia program deals with cultural, racial and religious intolerance through the promotion of respect, fairness and a sense of belonging for everyone. It provides information and funding to help ensure all Australians are treated fairly regardless of their background.<sup>38</sup>

In 2006, OMI funded WACOSS for a Building Networks project that aimed to increase collaboration between WACOSS and existing community organisations to support and assist the growth and sustainability of new and emerging community groups; and to provide information and skills that are enabling the participating new and emerging groups to improve their governance, identify community needs, and access relevant resources. The project was highly successful and resulted the DIAC SGP grant referred to above (Rec. 87).

OMI's CRIO program funded employment of community workers for twelve months to engage and work collaboratively with new and emerging communities (NECs) to identify needs, provide information and referral to relevant services and programs, identify barriers to accessing programs and any service gaps, and develop relationships and networks between NECs and service providers to facilitate access by these communities (Rec. 87).

Projects targeting and/or including African humanitarian entrants included those provided by CARAD (providing assistance to sponsor family members), Mission Australia (targeting African women without spousal support), Muslim Women's Support Centre

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<sup>36</sup> Leeuwin Ocean Adventure Foundation Acquittal (July, 2008), Young People of Western Australia – Working Together to Celebrate Diversity

<sup>37</sup> [http://www.immi.gov.au/media/publications/settle/pdf/07\\_08/wa-sgp-recommended-2008-09.pdf](http://www.immi.gov.au/media/publications/settle/pdf/07_08/wa-sgp-recommended-2008-09.pdf)

<sup>38</sup> Diverse Australia program website [www.harmony.gov.au](http://www.harmony.gov.au)

(Muslim Women), The Gowrie (refugee young people) and Gosnells Women's Health Service (women with children).

OMI has convened an advisory group comprising representatives of major funding bodies to facilitate greater access to funding opportunities for CaLD communities. The advisory group recommended OMI undertake a brokerage role by distributing expressions of interest for funding from CaLD communities to funding bodies for an initial assessment of eligibility. OMI will also facilitate access to relevant funding information on its website. (Rec. 87).

## 12. CONCLUSION

Since consultations into the needs of African humanitarian entrants in WA were conducted in 2005, it is evident that the knowledge and experience of service providers in dealing with the many and complex issues of clients has increased considerably. In this time, there has also been a reduced level of intake of people from African countries. However, this has not impacted on the level or complexity of needs for this cohort.

Implementation of the recommendations of the *Working Party* Final Report by both Commonwealth and State Government agencies has been varied. In general, agencies have been active in responding to the needs of African humanitarian entrants and/or addressing the recommendations made by the Working Party. Some agencies have implemented new programs to address the needs of African humanitarian clients while others have identified existing programs that may be accessed.

The Commonwealth Government has undertaken extensive review of its settlement programs which have resulted in improvements in service delivery through the IHSS and SGP and has responded to the need to provide more intensive and prolonged assistance to clients through the introduction of its Complex Case Support program which will address some of these concerns. At the State Government level, agencies continue to respond to the need for ongoing research, policy and program development as new challenges and needs are identified. Of particular concern at the present time is African humanitarian entrants' access to affordable and appropriate housing.

A major recommendation for an African Community Project has been implemented through the Integrated Services Centres at Parkwood and Koondoola Primary Schools to great effect. This offers a model of service delivery that not only target the needs of humanitarian entrants in general, and African humanitarian entrants in particular, but also provides an integrated service delivery model involving the coordination of several services at a single site. It is also an example of successful cooperation between State Government and non-Government agencies. However the ISC and other targeted and successful projects are predominantly subject to short-term funding arrangements which limit their scope and impact.

Given the changing profile of people entering Australia through the Humanitarian Program, there is a need for flexibility in government policies and programs to adapt to the differing needs of each intake. As identified by the Auditor General, in order for government agencies to adequately and appropriately response to Australia's changing demographics, there is a need for agencies to improve data collection, increase the cultural competency of staff, review and adapt programs to meet the varying needs of a diverse client base, and coordinate services delivered to humanitarian entrants.

Other positive initiatives by state government agencies highlighted in this report include:

- provision of three year funding by OMI to Multicultural Services Centre of WA for delivery of an ethno-specific mental health service (MAITRI);
- DoH Migrant Health Unit and the Princess Margaret Hospital Refugee Clinic;
- extensive community engagement efforts by WA Police including development of DVDs, seminars, workshops and active recruitment of staff from CaLD backgrounds, as well as diversity training, in particular, for police recruits; and
- consultation and community engagement activities undertaken by DoC and DHW in relation to housing and tenancy issues.

While many positive initiatives have occurred and much has been achieved, ongoing cooperative effort and flexibility is required to ensure that Western Australian

Government agencies appropriately and effectively service the changing needs of their diverse community.

**ACROSS-GOVERNMENT WORKING PARTY ON SETTLEMENT ISSUES FOR  
AFRICAN HUMANITARIAN ENTRANTS  
FINAL REPORT 2007**

**SUMMARY OF RECOMMENDATIONS**

**SETTLEMENT SERVICES**

**Coordination Between Service Providers**

- 1 A whole-of-government approach to address the needs of African humanitarian entrants be established through memoranda of understanding between State Government agencies and between the Commonwealth and State Government.
- 2 Coordination mechanisms be developed and established amongst State Government agencies to enable a higher level of inter-agency coordination to address the lack of information sharing, duplication and resource overlap, and to enable more appropriately targeted service provision.

**Cultural Information and Orientation**

That DIMA:

3. provides earlier notification to relevant agencies of new arrivals to allow for maximum planning capabilities;
4. review and enhance pre-embarkation cultural orientation information and program facilitation methods, and that information be reiterated as soon as practical on arrival in Australia;
5. review post-arrival cultural orientation information and program facilitation methods and that they be enhanced and staggered over a longer period of time, with greater recognition of trauma and culture shock issues; and
6. incorporate life skills training into all cultural orientation programs.

**Integrated Humanitarian Settlement Strategy (IHSS)**

7. An *African Community Project* be funded, offering an holistic health and education program, including orientation and cultural transition support, provided by trained professionals in the roles of Psychologist/Trauma Counsellor, Migrant Health Community Nurse and Multicultural Community Liaison Worker. The Project would relieve some of the pressures on mainstream services, increase accessibility and use of services, and ensure language needs are understood and accommodated. It would also promote partnerships and links between relevant agencies and service providers. The estimated budget for providing specialist support services on two pilot sites, i.e., Integrated Service Centres (ISCs), for one year is \$443 000.
8. Intensive assistance be provided to new arrivals for longer than the current IHSS timeframe.
9. Cultural orientation and information provision be improved and staggered over a longer period of time, with greater recognition of trauma and culture shock issues.
10. More funds and resources be provided to research the needs of new arrivals and to develop and implement services and programs to target African humanitarian entrants.
11. A more intensive, case management model for each family be adopted, from the time of arrival, to be more needs responsive and provide greater practical assistance than the current model.

12. Educational programs be more flexible to allow for the extension of English language studies as required and to incorporate cultural orientation, life skills and vocational skills into English language programs.
13. A longitudinal research study be undertaken to evaluate the effectiveness of DIMA settlement programs among African communities.

#### **Access to Mainstream Services**

14. Funding and resources be provided to research the needs of new arrivals and to develop and implement services and programs to target African humanitarian entrants.
15. Funding of settlement support services be increased to meet the ongoing settlement needs of African humanitarian entrants. This includes ongoing funding for a range of culturally appropriate services such as trauma counselling, parenting support, youth support, vocational counselling, cultural transition programs and foundation programs, such as cultural orientation and life skills training.
16. Cultural awareness and educational training resources be identified, developed and provided for key mainstream service providers, including General Practitioners (GPs) and hospital personnel, and education, employment and training professionals.

#### **Translating and Interpreting Service (TIS)**

17. The Commonwealth Government reviews its current policy and fees for TIS for humanitarian entrants and service providers.
18. TIS increase the number of document translations in each category that humanitarian entrants are eligible to obtain fee-free.
19. TIS address the shortage of available interpreters in new and emerging African languages and dialects.

#### **Regional Settlement**

20. Appropriate infrastructure and support services be provided for new arrivals settling in rural areas.

### **PRIMARY AND SECONDARY EDUCATION**

#### **Intensive English Centres (IECs)**

21. Intensive English Language programs be made more flexible to allow for students to attend for as long as they need to attain the educational levels required for the transition to mainstream schooling or employment. It is estimated this would require an additional 15.5 FTE teachers and an additional 11.5 FTE Ethnic Education Assistants (EEAs).
22. Teacher to student ratios be lowered to accommodate and reflect the higher support needs of students, specifically:
  - a. African limited Schooling students (required ratio 1:10), (8 Full-Time Equivalent (FTEs));
  - b. Year 1-3 African refugee students with illiteracy (required ratio 1:10), (8 FTEs); and
  - c. additional resources for Stage 3 and temporary visa students (10 FTEs).
23. Youth Engagement and Participation (YEP) workers be employed to cater for IEC students aged 15 to 17 years, in accordance with the State Government's Retention and Transition/Raising the School Leaving Age initiative (4 FTEs).
24. IEC English as a Second Language (ESL) support programs be provided for students in Kindergarten and Pre-Primary Schools. It is estimated that introduction of this program this would require 15 FTE teachers and 8 FTE EEAs, but would reduce future support requirements and resources.
25. School-based curriculum leader positions be established in all IECs to ensure integrated and consistent service provision (2.5 FTEs based on 0.2 FTE per IEC).
26. Teacher training programs be developed and delivered for IEC teachers and EEAs (2 FTEs).

27. African EEAs be employed, ensuring appropriate cultural supports for students and teachers are utilised in the ethnicities and languages of need.

### **Transition to Mainstream Schooling**

28. Educational programs be tailored to meet the needs of individual students rather than restricted to a fixed period of time.
29. Resourced transition programs be implemented to improve school readiness and orientation for new arrivals entering IECs and to ensure ongoing support for IEC students entering mainstream education.

### **Parent Support**

30. Programs, for parents, be provided in mainstream schools that offer support, family counselling and training in social skills, life skills and cultural transition.
31. The numbers of EEAs be increased in mainstream schools to meet demand (in the ethnicities and languages of need).
32. The role of EEAs be expanded to include parent education to provide general and practical information and allow increased liaison between parents and schools.

## **VOCATIONAL EDUCATION AND TRAINING (VET)**

### **English Language Training**

33. AMEPs be adapted to include vocational pathways, life skills training and cultural orientation;
34. Sponsored Humanitarian Entrants (SHPs) receive comprehensive, on-arrival information about their education, training and employment options from DIMA; and
35. career counselling be provided by specialist agencies to provide comprehensive information and advice.

### **Vocational Education and Training**

36. Training programs be developed and implemented to assist African humanitarian entrants prepare for and access VET programs, including Pre-Apprenticeships, Apprenticeships and Traineeships.
37. Programs be established that incorporate job preparation, work placement, and specific vocational skills, such as computing.
38. Customised training programs be established that cater for the learning levels of entrants, such as teenagers and those in their early 20s who have limited language and educational backgrounds.
39. Bridging courses be implemented to assist African humanitarian entrants in specific vocational sectors. Programs would incorporate ESL support and be particularly tailored to skills shortage areas, such as the Building Trades, Security Industry, Metal Workers, Truck/Bus Driving, Mining, Health English for Nurses and Childcare, which would provide speedy pathways into employment. It is estimated that, for the periods 2006-07 to 2007-08, six additional Bridging Courses would provide places for 180 students at a cost of \$350,000 per annum.

### **Vocational and Career Counselling**

40. A *one-stop-shop* service be established targeting the vocational and career counselling needs of African humanitarian entrants by providing:
  - improved information dissemination and access to services;
  - educational support and advocacy services; and
  - cultural orientation information and programs.

41. a more personalised case management model of service delivery be incorporated into VET initiatives targeting African communities. Knowledgeable case managers, a brokering service and support arrangements, in collaboration with the family, would:
- speed-up access to information and support services from existing agencies; and
  - enhance entrant's understanding of Australian culture.

## **EMPLOYMENT**

42. VET programs be provided which include job preparation, including job application and interviews, and job seeking skills.
43. Programs be developed that provide opportunities to gain local work experience and offer support during work practice training.
44. Bridging courses be provided to fill skills gaps between qualifications and experience gained overseas and Australian industry standards.
45. The high costs and complexities of skills recognition and assessment of overseas qualifications be examined and addressed.
46. The quality and provision of information on the recognition of skills and qualifications gained overseas be improved.
47. More support be provided for humanitarian entrants to navigate assessment processes.
48. Multicultural Liaison Officers (MLOs) be employed in Job Network agencies or, alternatively, improve cross-cultural training for Job Network staff.

## **HEALTH**

### **Physical Health**

49. A comprehensive health intake system for all new arrivals be implemented and coordinated with the consortium partners responsible for the IHSS program to address inherent shortfalls in off-shore screening, ensure appropriate diagnosis and treatment, and link refugees into primary health care services, thereby registering all new arrivals with the appropriate health service provider to create a record that can be transferred with the individual.
50. More intensive assistance be provided for humanitarian entrants accessing health services during settlement to allow for cultural orientation, transport and language issues, such as the provision of community liaison health officers to assist new arrivals to access health services in the first six months after arrival.
51. Increased resources be provided for health services, and partnerships established with other service providers to allow better access to services, in particular the provision of increased community migrant health nurses, increased access into specialist outpatient clinics, and child development services.
52. Programs be established offering ongoing training opportunities and resource development for GPs and mainstream health professionals to enhance research capacity concerning refugee health care, including identification of diseases, better treatment protocols, and culturally sensitive training.
53. Programs be established with a network of GPs to ensure that new arrivals are linked to the primary care system and that follow-up care after initial onshore assessment is provided as recommended by the Communicable Diseases Network of Australia.
54. Access to fee-free translating and interpreting services be available not only to GPs but also to other health professionals (such as pharmacists and optometrists).

## **Mental Health**

55. Access to counselling services for new arrivals be made available for at least two years after initial settlement.
56. Counselling services partner with other key settlement services providers, such as education and health, to provide a coordinated and holistic service for African humanitarian entrants who are suffering from the experiences of torture and trauma.
57. Additional funding be allocated to existing specialist services to meet the increasing numbers of new arrivals and the complexity and intensity of their needs.
58. Torture and trauma counselling services for children and youth be implemented in partnership with schools.
59. Research into culturally appropriate and effective trauma counselling for African humanitarian entrants be undertaken with a view for program development and implementation of best practice models.

## **HOUSING**

60. The Department of Housing and Works consider and respond appropriately to the housing needs of humanitarian entrants.
61. Education programs be developed for private sector providers to address negative stereotyping and discriminatory practices.
62. Access to multicultural accommodation services be extended for African humanitarian entrants.
63. Tenancy training for African humanitarian entrants be provided beyond the current IHSS program timeframe and incorporated into education programs as part of life skills training.

## **POLICE AND JUSTICE**

64. MLOs be appointed throughout police local districts dedicated to duties involving interaction, consultation and liaison with ethnic communities, to improve the flow of information between ethnic communities, police and other relevant service providers.
65. Additional and targeted programs and services, specifically aimed at African entrants, be established to include further educational roles regarding law enforcement and include active recruitment of Africans into the WA Police (WAP).
66. Community education programs for humanitarian entrants be made available for a longer period of time.
67. Community programs, based on ongoing interaction and mediation between different ethnic groups, be initiated and supported.

## **FAMILY AND COMMUNITY**

### **Youth**

68. Community programs and training be established to meet the growing need and number of complex problems experienced at family and school level.
69. Youth focused programs and activities be established to enable young people to talk of their experiences and be given opportunities to participate actively and positively in the community.
70. Capacity building programs and training, using bilingual and bicultural African workers, be implemented to develop skills to enable members of African communities to assist one another.

### **Intergenerational Conflict**

71. Services be provided to assist young people, parents and families to address issues of intergenerational conflict and offer long-term support.
72. Capacity building programs and training, using bilingual and bicultural African workers, be implemented to develop skills to enable members of African communities to assist one another.
73. Centrelink reviews the information about benefits provided to parents and youth on arrival.

### **Child Discipline Practices**

74. Parenting, child protection and safety information be provided in community languages, and in both verbal and written forms.
75. Resources for parenting programs be increased to improve information, access and support for parents.
76. Provision of information and cultural awareness programs be increased to address the fear associated with child welfare services.
77. Targeted programs be developed, focussing on parenting and youth issues, through consultation and collaboration with elders, families and community members.
78. Capacity building community initiatives be funded to support communities to find their own solutions, such as *cultural consultants*, training community members to assist their communities with parenting support, parent-teen mediators and education support.

### **Family Reunification**

79. More discussion and information about the sponsorship process be provided for new arrivals.
80. Support be enhanced for humanitarian entrants that sponsor other family members.
81. African communities be assisted in accessing the No Interest Loans Service (DIMA) to help bring separated families together<sup>39</sup>.

### **Financial Difficulties**

82. Financial management programs be incorporated into settlement services with options for long-term support and access.

### **Family Breakdown and Domestic Violence**

83. Recommendations from the African Communities Forum on Domestic Violence (2005) included the following<sup>40</sup>.
  - *Consultations be held between government agencies and African community representatives to determine how best to respond to their needs.*
  - *African communities be assisted to identify funds to set up men's, women's and youth support groups.*
  - *Written information be provided in local/national African languages on domestic violence, the legal system, support services and ways in which family and friends can assist. Alternative provision of information for people with low literacy skills, such as use of radio, video and CD, also be provided.*
  - *Consideration is given to the development of a culturally appropriate family counselling service for the African communities, including the employment of qualified African counsellors and welfare workers.*
  - *Culturally appropriate conflict resolution teams from the communities be trained regarding both cultures and the legal system.*
  - *General community education and awareness sessions on domestic violence, the legal system and support services be developed for the African communities.*

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<sup>39</sup> African Communities Forum on Domestic Violence Report, April 2005, DCD, Family and Domestic Violence Unit

<sup>40</sup> Ibid

- *Training be provided for community leaders, elders and religious leaders from the African community in domestic violence, the legal system, conflict resolution and anger management.*
- *African communities establish a social group to facilitate interaction and recreational activities for members of the African communities in Perth.*
- *The Family and Domestic Violence Unit (FDVU) continue to facilitate and support contact with providers of men's services and African representatives to ensure that the services develop responses appropriate to African communities.*
- *FDVU advocate with relevant agencies, including the men's service providers, regarding the provision of education programs for African men regarding domestic violence and the law, conflict resolution and anger management.*
- *Service providers develop understanding and skills in working with diverse African communities.*
- *Government concentrates on early intervention and preventive programs to deal with men in crisis and men at risk situations within new and emerging communities, with the aim of supporting families and ensuring that police are involved as a last resort.*

### **Strengthening Communities**

83. Community awareness and education programs be developed to target racism, discriminatory attitudes and practices, and improve cultural awareness amongst the general population, such as:
- key mainstream service providers, including GPs and hospital personnel, and education, employment and training professionals; and
  - service providers with which African humanitarian entrants regularly interact, such as real estate agents, supermarket staff and transport staff.
84. A longitudinal research study to evaluate the effectiveness of the IHSS program among African communities.
85. Intervention and interaction methods employed in providing services to African humanitarian entrants. Consultations reported that better integration models need to be developed based on a framework of attachment theory, relational and interpersonal practice, and be presented in a reiterative manner for the African humanitarian cohort.
86. Discrete funding for mainstream services to research, develop and deliver real solutions for working with African humanitarian entrants.
87. Capacity building training be provided to support and strengthen emerging African communities and African community members trained as cultural consultants to assist their communities to meet areas of need including leadership, governance, submission writing, measures of accountability, cross-cultural awareness, housing, legal and justice issues, parenting, parent-teen education and education support.

## SETTLEMENT GRANTS PROGRAM (SGP) OVERVIEW

The SGP helps new arrivals access people and organisations who can assist them in finding jobs, accommodation, health care and other relevant services. The focus is on building individuals' self-reliance and fostering connections with mainstream services.

The SGP funds projects delivering settlement services under the following service types:

- **Orientation to Australia - practical assistance to promote self-reliance**  
Orientation services promote self-reliance in individuals and families through the development of life skills and familiarity with the Australian community. Orientation projects equip clients with the skills and information they need to operate independently and access mainstream services (such as Centrelink and Medicare) and opportunities.
- **Developing Communities**  
Community development projects focus on building the capacity of newly arrived communities to work together towards common goals' promote their culture to Australian society in a positive way, and welcome and assist new humanitarian arrivals.
- **Integration - inclusion and participation**  
Integration projects aim to promote inclusion and participation in Australian society by encouraging partnership initiatives with mainstream community and government organisations. Integration projects should assist new arrivals in interacting with and understanding the broader community while also encouraging the broader community to be responsive to new arrivals.

### SGP projects targeting Africans

In the 2008-09 SGP funding round there are 81 grants funded targeting Africans nationally, to the value of approximately \$4.9m in 2008-09. In addition there are a number of generalist SGP projects available to all eligible African clients.

According to departmental statistics Africans make up approximately 27% of the SGP eligible target group in 2008-09.

The nationally advertised countries of birth from the African group (priority SGP caseload) were as follows:

Sudan	18,029	Somalia	240
Liberia	1,580	Democratic Republic of Congo	170
Sierra Leone	1,221	Tanzania	117
Ethiopia	979	Eritrea	60
Burundi	592	Uganda	59
Kenya	451		

Humanitarian entrants make up the majority of the 23,498 African identified SGP eligible entrants (23,083) with only 415 coming from the Family stream. Projects targeting Africans operate in all Australian states and territories and include activities targeting specific sub groups within the SGP African caseload such as Youth and Women.

**SETTLEMENT GRANTS PROGRAM 2008 - 09  
APPLICATIONS RECOMMENDED – WESTERN AUSTRALIA  
ORGANISATION NAME AND GRANT**

**Australian Asian Assoc. of WA Inc.**

- Orientation to Australia services to recently arrived Humanitarian entrants in North Metropolitan (WA) SSD (\$73 000).

**Centrecare Incorporated**

*Total Organisation Funding Recommended (\$173 500)*

- Orientation to Australia and Integration services to eligible entrants in North, South East, East and Central Metropolitan(WA) SSDs (\$85000).
- Orientation to Australia and Integration services to Humanitarian entrants with a focus on housing in the South East and South West Metropolitan SSD (\$88 500).

**City of Stirling**

- Developing Communities and Integration services to eligible African Humanitarian youth in North Metropolitan SSD (\$90 000).

**Communicare Inc.**

- Services under all three service types to eligible Humanitarian and Family stream entrants in South East Metropolitan (WA) SSD (\$235 000).

**Edmund Rice Centre, Mirrabooka Inc**

*Total Organisation Funding Recommended \$ 276 000*

- Developing Communities and Integration services to eligible African and Burmese entrants in North and Central Metropolitan (WA) SSD (\$90 000)
- Services under all three service types to eligible entrants in Perth SD (\$110 000).
- Services under all three service types to eligible entrants in North and East Metropolitan (WA) SSDs (\$76 000).

**Fremantle Multicultural Centre**

- Orientation to Australia and Integration services to eligible entrants in the Mandurah and South West Metropolitan (WA) SSDs (\$85 000).

**The Gowrie (WA) Inc**

*Total Organisation Funding Recommended Year 1:\$190 000, Year 2: \$121 000*

- Services under all three service types to eligible youth in South East Metropolitan (WA) SSD (Year 1: \$110 000, Year 2: \$121 000).
- Orientation and Developing Communities services to eligible clients in Perth South East Metropolitan SSD (\$80 000)

**Mercy Community Services Incorporated**

- Orientation to Australia services to Humanitarian and Family stream entrants in North, South East and Central Metropolitan (WA) SSDs (\$85 000).

**Metropolitan Migrant Resource Centre Inc**

*Total Organisation Funding Recommended (\$Year 1: 290 000, Year 2:181 200)*

- Services under all three service types to Middle Eastern Humanitarian entrants with a focus on women in Perth SD (\$120 000).
- Developing Communities and Integration services to eligible Humanitarian youth entrants in Perth SD (Year 1: \$170 000, Year 2: \$181 200).

**Muslim Women's Support Centre of WA (Inc)**

- Orientation to Australia and Integration services to eligible Muslim women, youth and families in Perth (\$111 000)

**Multicultural Services Centre of WA Inc.**

- Services under all three service types to eligible entrants in North and Central Metropolitan (WA) SSDs (\$228 727).

**Rainbow Coast Neighbourhood Centre Inc**

- Orientation to Australia and Integration services to eligible Humanitarian, Family and Skilled stream entrants in the Lower Great Southern (WA) SD (\$170 000).

**South West Migrant and Multicultural Service Inc.**

- Orientation to Australia services to eligible Humanitarian, Family and Skilled stream entrants in Bunbury and Vasse SSDs (\$72 497).

**UCA Assembly Limited**

- Orientation to Australia and Integration services to eligible Humanitarian, Family and Skilled stream entrants in Pilbara SD (\$130 000).

**Western Australian Council of Social Service Inc.**

- Developing Communities services to eligible entrants in Perth SD (\$90 000).

## ACRONYMS AND ABBREVIATIONS

<b>AMEP</b>	Adult Migrant English Program
<b>ASeTTS</b>	Association for Services to Torture and Trauma Survivors
<b>AUSCO</b>	Australian Cultural Organisation
<b>CaLD</b>	Culturally and Linguistically Diverse
<b>CCS</b>	Complex Case Support program
<b>CRIO</b>	Community Relations Integration Officer Program
<b>CSHA</b>	Commonwealth State Housing Agreement
<b>DCD</b>	Department for Community Development
<b>DEEWR</b>	Department of Education, Employment and Workplace Relations
<b>DET</b>	Department of Education and Training
<b>DfC</b>	Department for Communities
<b>DCP</b>	Department of Child Protection
<b>DIAC</b>	Department of Immigration and Citizenship
<b>DIMA</b>	Department of Immigration and Multicultural Affairs (renamed on 23 January 2007 to the Department of Immigration and Citizenship (DIAC)).
<b>DIMIA</b>	Department of Immigration and Multicultural and Indigenous Affairs (renamed to DIMA on 27 January 2006).
<b>DoC</b>	Department of Commerce
<b>ECCWA</b>	Ethnic Communities Council of WA
<b>EEA</b>	Ethnic Education Assistant
<b>EOC</b>	Equal Opportunity Commission
<b>ESL</b>	English as a Second Language
<b>FaHCSIA</b>	Department of Families, Housing, Community Services and Indigenous Affairs
<b>FDVU</b>	Family and Domestic Violence Unit
<b>FTE</b>	Full-Time Equivalent
<b>GP</b>	General Practitioner
<b>ICDU</b>	Indigenous and Community Diversity Unit
<b>IEC</b>	Intensive English Centre
<b>IHSS</b>	Integrated Humanitarian Settlement Strategy
<b>ISC</b>	Integrated Service Centre
<b>JNP</b>	Job Network Provider
<b>LGA</b>	Local Government Authority
<b>LLNP</b>	Language Literacy and Numeracy Program
<b>MBS</b>	Medical Benefits Schedule
<b>MCIMA</b>	Ministerial Council on Immigration and Multicultural Affairs
<b>MLO</b>	Multicultural Liaison Officer
<b>MSO</b>	Multicultural Services Officer
<b>NAATI</b>	National Accreditation Authority for Translators and Interpreters
<b>NAP</b>	National Action Plan
<b>NGO</b>	Non-Government Organisation
<b>NOOSR</b>	National Office of Overseas Skills Recognition
<b>OMI</b>	Office of Multicultural Interests
<b>OQU</b>	Overseas Qualifications Unit
<b>PASTT</b>	Program of Assistance for Survivors of Torture and Trauma
<b>PBS</b>	Pharmaceutical Benefits Scheme
<b>PMAC</b>	Police Multicultural Advisory Council
<b>PPV</b>	Permanent Protection Visa

<b>SAAP</b>	Supported Accommodation Assistance Program
<b>SCIMA</b>	Standing Committee on Immigration and Multicultural Affairs
<b>SGP</b>	Settlement Grants Program
<b>SHP</b>	Special Humanitarian Program
<b>SMAHS</b>	South Metropolitan Area Health Services
<b>SPP</b>	Special Preparatory Program
<b>STTC</b>	Short-term torture and trauma counselling
<b>TAFE</b>	Technical and Further Education
<b>TIS</b>	Translating and Interpreting Service
<b>VET</b>	Vocational Education and Training
<b>WA</b>	Western Australia
<b>WAP</b>	Western Australia Police
<b>WATMHS</b>	Western Australian Transcultural Mental Health Services