

APPENDIX 8

COMPARISON OF SETTLEMENT/INTEGRATION SERVICES OF AUSTRALIA, USA, CANADA AND NEW ZEALAND

Settlement service	Australia	United States of America	Canada	New Zealand
Language tuition	Under the Adult Migrant English Program (AMEP), up to 510 hours of free English language tuition is provided to adult migrants and refugees whose first language is not English to achieve a functional level of English.	There is no federal language program for the provision of language tuition. Some voluntary community organisations provide language tuition as part of their settlement assistance.	Under the Language Instruction for Newcomers to Canada (LINC), free language training, in English or French language tuition provided to adult migrants and refugees who do not have functional English or French language skills	English for Speakers of Other Languages (ESOL) is provided by the Ministry of Education for migrants (the principle applicant and other adult family members) who do not meet minimum language requirements. A fee is levied before arrival to fund this service.
Translation and interpreting	The Translation and Interpreting Service (TIS) provides an on-going interpreting service between non-English speaking individuals and government and community service providers irrespective of the period of residence with the cost being met by government or service providers. Interpreting service is provided 24 hours a day, 7 days a week through a centralised telephone number. Translation of settlement-related personal documentation such as identity papers and education qualifications is provided for two years after arrival.	There is no federal program for translation and/or interpreting services. Some voluntary community organisations may provide translation and interpreting as part of their settlement assistance.	There is no central federally funded translation and/or interpreting service. Immigrant Service Agencies (see Community Services below) however, provide settlement related translation and interpreting services.	No central translation and interpreting service is provided, however, all New Zealand government department are encouraged to provide interpreting when required. The government funds interpreting in association with health services.
Specialist refugee services	Under the Integrated Humanitarian Settlement Strategy (IHSS), specialised services delivered through community organisations are provided to eligible humanitarian entrants and refugees. This	The Office of Refugee Resettlement contributes to specialised services to refugees delivered through voluntary and state or municipal government agencies. Immediate	Specialised services for humanitarian entrants and refugees are provided under the Resettlement Assistance Program (RAP) through	The New Zealand Immigration Service (NZIS) provides “quota” refugees (750 annually) on arrival with a five week orientation program which includes medical

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	may include reception on arrival, accommodation support, health and case management services.	assistance includes housing, food, clothing and cultural and community orientation. Refugees are encouraged to attain economic self-sufficiency within four months.	community organisations which includes reception on arrival, housing, and income support for one year after arrival or until self-supporting, whichever occurs first.	screening and treatment, English language, general orientation and assistance in obtaining accommodation and employment.
Community services	Government funded Migrant Resource Centres or Service Agencies (MRCs or MSAs) and Community Settlement Services Scheme (CSSS) organisations help migrants and refugees to find housing, join English language classes, find child-care, look for work and enrol children in schools. They also provide basic information on health, employment, education and the law and assist with referrals to government agencies on these matters.	There is no federal program to fund community organisations to provide settlement assistance. Some voluntary community and ethnic based organisations do provide settlement assistance such as job search training.	Under the Host program, newcomers are matched to volunteers who assist them with adapting and settling in Canada. This includes facilitating employment contacts, assistance with accessing services day to day services, and participating in the community. Additional services are provided by Immigrant Service Agencies through the Immigrant Settlement and Adaptation Program such as reception, orientation, translation and interpreting, referral to community resources, para-professional counselling, general information and employment related services.	A pilot scheme commenced in 2000, which will cease in June 2002, to provide direct settlement assistance through community organisations and funded through a Migrant Levy.
Settlement information/ orientation	Orientation information is provided in English and 18 other languages for free. A dedicated settlement website also provides up to date orientation information.	The federal government does not provide orientation information for general migrants. Some state governments do provide state based orientation information available over the internet.	Orientation information is provided in English as well as in Chinese, Punjabi, Russian, and Arabic for free. There is also a dedicated settlement website.	Orientation information is provided on arrival. Successful migrants are levied NZ\$90 Settlement Information Fee to fund this service.