

## **QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING: 26 May 2005**

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

### **(247) Output 2.1: Settlement Services**

Senator Ludwig asked:

What research, if any, has the Government commissioned since 2002 on the factors that influence the initial settlement location of humanitarian/refugee stream migrants and their subsequent movement patterns?

*Answer:*

No specific research has been commissioned since 2002 on the factors that influence the initial settlement location of Humanitarian Program entrants and their subsequent movement patterns.

Refugee entrants are initially settled in a location determined by DIMIA, following consideration of a number of factors, particularly the location of any family or friends in Australia. Where an entrant has a link in Australia, DIMIA seeks to settle them close by, as settlement near family and friends provides social support and increases settlement prospects.

Where entrants have no links in Australia, DIMIA decides on a location where they are most likely to have a positive and successful settlement experience. In making this decision, DIMIA considers a range of factors such as the specific settlement needs of the entrants, availability of settlement services, availability of support from communities of similar origin, appropriate health services, sustainable accommodation, education and employment.

The second Longitudinal Survey of Immigrants to Australia, conducted between September 1999 and August 2000, asked Humanitarian Program entrants why they settled where they did. The most common reason was to be close to family. The second most common reason was to be close to friends and the third most common was the location of available housing. The survey also asked migrants who subsequently moved why they had done so. The most common reason cited for post-arrival change of address was the location of family and the second most common was, again, to be close to friends.

DIMIA is actively seeking to improve data capture within the Settlement Database to enable greater analysis of movement patterns of all migrants.

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### **(248) Output 2.1: Settlement Services**

Senator Ludwig asked:

(1) Given the recent findings of the close connections between homelessness and refugees, what does the Government intend to do about this?

(2) Is the Government considering any specialised settlement services, and if so, what kind, for refugees particularly from the African continent?

*Answer:*

(1) The Department of Immigration and Multicultural and Indigenous Affairs provides intensive assistance to humanitarian entrants during their early settlement period through services provided under the Integrated Humanitarian Settlement Strategy (IHSS), including subsidised accommodation on arrival, a tenancy training program to help them understand and meet their responsibilities as tenants, and assistance in locating long-term accommodation as soon as possible.

In addition, when determining a suitable settlement location for refugees without established social links, the Department considers the opportunities and services available in a particular location, which includes the availability of appropriate housing. The Department only influences the settlement location of refugees without established social links in Australia, given the valuable support and assistance that can be provided by these contacts. Whenever a new State/Commonwealth housing agreement is being developed, the Department further ensures that the needs of humanitarian entrants are considered.

The Government is further implementing a number of early intervention services to assist humanitarian entrants who are homeless or at risk of becoming homeless. The Government committed \$8.1 million over four years in the 2004-05 Budget for the Department of Family and Community Services and the Department of Employment and Workplace Relations to implement Newly Arrived Youth Support Services (NAYSS). NAYSS will provide Job Placement, Employment and Training, and Reconnect services that are accessible to migrant and humanitarian entrant youth, and delivered from the one multi-function outlet. The objective of the program is to improve the level of engagement of homeless migrant and humanitarian entrant youth or those at risk of homelessness with family, work, education, training and the community.

The Government also committed \$5.2 million in the 2004-05 Budget for the Department of Family and Community Services to contract community organisations

to deliver culturally appropriate family relationship support and information to humanitarian entrants and their families through the Family Relationships Services to Humanitarian Entrants Program. Services will be targeted to addressing family violence; men and family relationships; relationship skills and family counselling; and will enable children, young people and adults to develop and sustain safe, supportive and nurturing family relationships.

(2) In addition to the response provided under Question 244(3), the Department of Immigration and Multicultural and Indigenous Affairs is working with the National Accreditation Authority for Translators and Interpreters (NAATI), a number of State language service providers and educational institutions to ensure the availability of basic interpreting skills training in new and emerging community languages and is subsidising NAATI accreditation/recognition fees for appropriate bilingual people from small and emerging communities.

Currently, many of the organisations funded under the Community Settlement Services Scheme (CSSS) and through the Migrant Resource Centre (MRC)/Migrants Service Agency (MSA) network are targeting their settlement services towards recently-arrived Africans. In 2005-06, 213 new CSSS projects will receive nearly \$15.3 million, of which approximately \$8.3 million will be allocated to organisations specifically addressing the settlement needs of Africans, particularly those from small and emerging communities.

The Government is also implementing Newly Arrived Youth Support Services and Family Relationships Services to Humanitarian Entrants for refugee youth and their families. See response to part (1).

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**(249) Output 2.1: Settlement Services**

Senator Ludwig asked: "Does the Government propose to increase support and programs in English Language for newly arrived migrants/refugees?"

*Answer:*

In the 2004 budget the Government announced a \$36.8m funding increase to provide additional English language tuition for humanitarian entrants under the Special Preparatory Program (SPP), with a strong focus on young people.

The increased funding allows for humanitarian entrants aged 16-24 with low levels of schooling to be offered up to 400 hours of tuition under the SPP and has supplemented the hours available to those over 24 years of age, who may be provided with up to 100 hours of tuition.

The SPP is an important bridge to the English language tuition entitlement under the Adult Migrant English Program (AMEP).

## QUESTION TAKEN ON NOTICE

### BUDGET ESTIMATES HEARING: 26 May 2005

#### IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

#### (250) Output 2.2: Translating and Interpreting Services

Senator Ludwig asked:

From last Estimates, it was indicated that there was a projection that it would account for ten per cent of your total business, but that the actual figure was only at 3 to 4 per cent.

1. Since February estimates, what work have you been doing to raise the level from the three or four per cent of (of ATIS in proportion to your whole business) to the projected 10 percent?
2. What is the current figure?
3. What are you doing to promote the use of the service?

*Answer:*

1. TIS National has undertaken the following activities to improve the level of ATIS take-up:
  - The Department's senior management has endorsed efforts to encourage greater use of the service in DIMIA.
  - Monthly ATIS usage data is circulated to senior departmental regional managers for consideration and appropriate action to strengthen take-up.
  - The TIS National half yearly newsletter *Talking TIS* June Edition featured a case study on ATIS at Kingsford Smith Airport in Sydney. The case study focussed on the ease of use and benefits of the service to clients. Several "tips" for ATIS clients in using the service were also featured.
  - Recruiting a person qualified in marketing to the TIS National office.
  - The ATIS Help card was revised in May 2005. The latest version of the Help card provides crisper instructions in the use of the service.
  - Senior representatives from TIS National have visited Queensland, SA, NT, NSW and WA to promote ATIS and other TIS services. There has been a good response from these visits with clients from government and commercial sectors expressing interest in the service.
2. Four per cent (4%). The volume of calls for May (479) was the highest recorded since the launch of ATIS in February 2004. Call volumes for June are the highest recorded month-to-date with 377 calls at 23 June 2005.

3. The following promotional activities have been initiated:
- A new marketing strategy prepared for 2005-06 will commence from 1 July 2005. The new strategy targets new TIS National clients as well as clients who have potential to benefit from the service. The strategy provides a shift away from the more generic promotional approaches used since February 2004.
  - The program of regular promotional visits to all state and territories has adopted a much sharper focus on promoting ATIS with more than 50% of client visits aimed at promoting ATIS.
  - The implementation of a broad awareness and education campaign within DIMIA designed to demystify ATIS and provide helpful support materials.
  - The conduct of an annual client satisfaction survey to identify any emerging issues associated with the use of ATIS that are requiring attention.