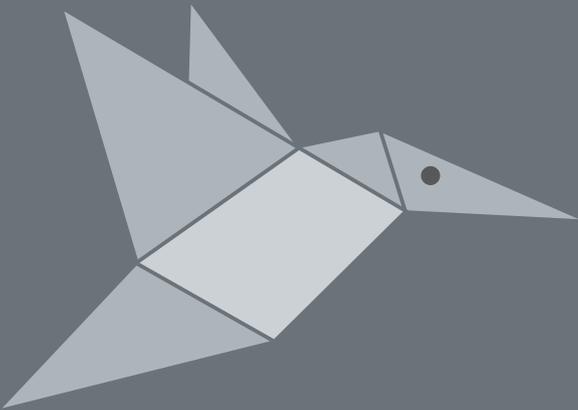




Exploring Settlement Life in Australia

PRELIMINARY REPORT
May 2021 / Version 1



We acknowledge the traditional custodians of Australia's land and waterways. We pay our respects to elders, past, present and emerging, and commit ourselves to a future with reconciliation and renewal at its heart.

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Executive Summary

Introduction to the Exploring Settlement project

Exploring Settlement: Life in Australia is a collaborative project of the NSP commenced in 2020. The heart of the project has been the design and facilitation of 56 listening conversations, where clients were invited to share their story of building a life in Australia.

More than 250 clients participated across 56 listening conversations and the findings from these forms the core of this preliminary report.

The NSP is excited to be sharing the voice of clients and inviting the settlement sector more widely into ways we can respond together.

Project aim

To strengthen relationships & collaboration with clients, community partners and frontline workers across the NSP

To surface collective insight into a client centred view of settlement that:

- clarifies priorities for advocacy
- highlights possibilities for change and innovation
- identifies opportunities for service improvement and increased collaboration

How will we get there?

Stage 1

By listening to clients, community and frontline workers as they share their experience of settlement. This preliminary report contains the results of this listening, including initial commentary from NSP frontline workers and managers.

Stage 2

Responding collaboratively, identifying improvements and advocacy priorities based on client voice. This report is an invitation to work alongside the NSP in making changes from the ground up.

What is the NSP?

A unique consortium of 21 providers of settlement services who implement 85% of SETS funding in NSW.

Who are the NSP Partners?

Staff at the following partner organisations have been involved in designing this project, facilitating conversations and starting to make local responses based on client voice.

- Accessible Diversity Services Initiative Limited
- Advance Diversity Services
- Cambodian Australian Welfare Council of NSW
- Community Migrant Resource Centre Community
- Northern Beaches Connecting Community Services
- CORE Community Services
- Focus Connect
- Gymea Community Aid & Information Service
- Illawarra Multicultural Services Inc.
- Lebanese Community Council of NSW
- Manning Valley Neighbourhood Services Inc.
- Melkite Catholic Welfare Association
- Metro Assist
- Mount Druitt Ethnic Communities Agency
- Nepean Multicultural Access Inc.
- Northern Settlement Services Ltd
- Settlement Services International
- Sydney Multicultural Community Services
- SydWest Multicultural Services
- Western Sydney Migrant Resource Centre

Collaboration supported by Naomi Nash, New River Leadership.

NSP Partners

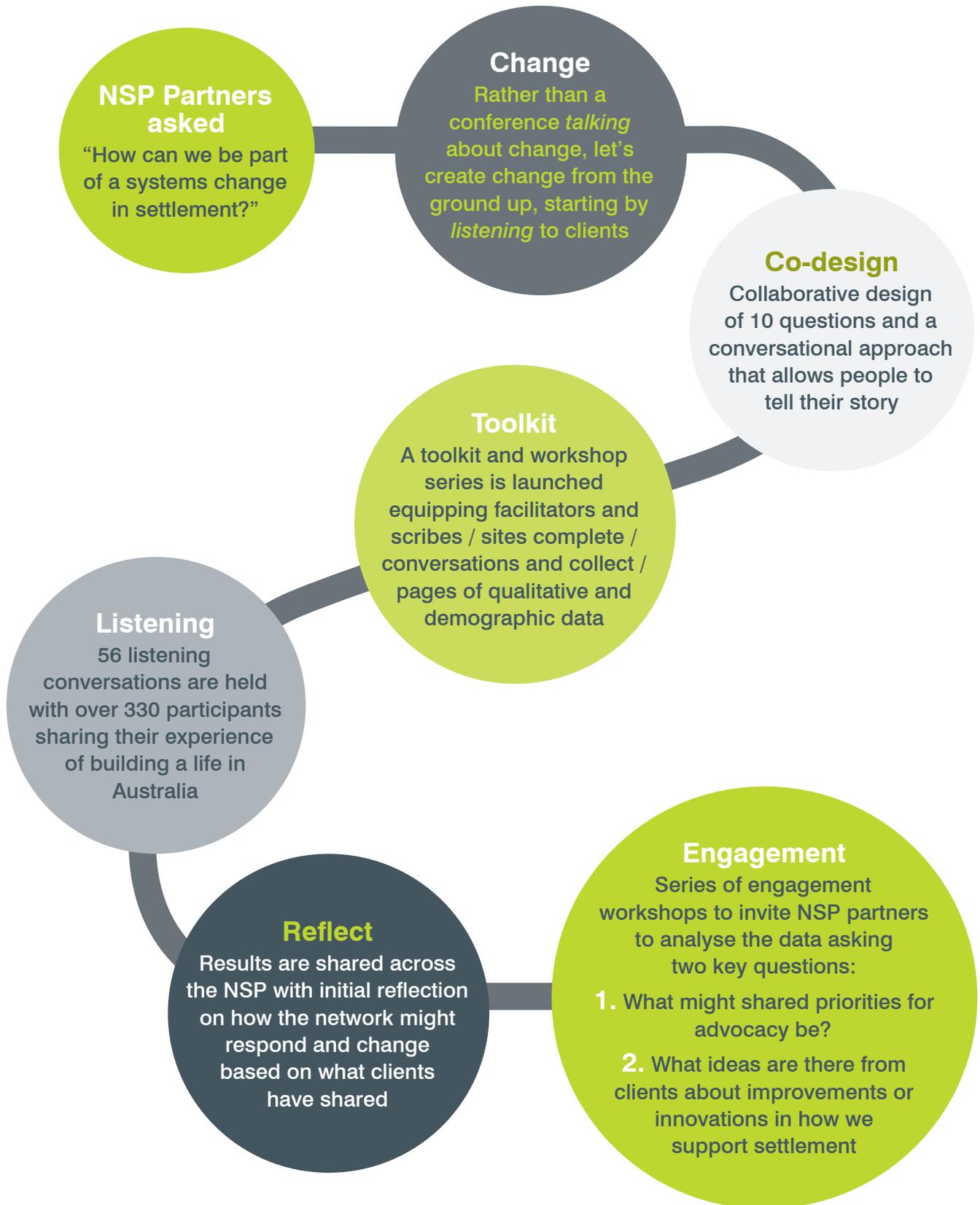
MRCs and multicultural services



Community organisations



The journey of listening



What questions did we ask clients?

Question

1

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

OR alternative question for easing in, welcoming your particular audience, helping them get to know each other briefly.

Question

2

Looking back across all your time in Australia, and all the supports you have had, what support has been most valuable/helpful to you?

OR

What were the three things that helped most?

Follow up: What made it so?

with listing formal services, encourage them to also think about ways they were informally supported

Question

3

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

OR

What about support from your own cultural community?

Follow up: If supported, what impact do you think this support had? If not – how might your experience have been different if you had received support?

Question

4

In what ways have you had to adjust yourself to access help?

OR

Have you needed to change your cultural way in order to access support?
How so?

Follow up: What are some of the things you have done for yourself that have been important?

What questions did we ask clients? continued

Question

5

Now that you have been in Australia for a while, what are the most important things to you and your family?

OR

What do you want for yourself in life here in Australia?

OR

What are your hopes/dreams for yourself and your family?

Follow up: How has this changed since your first months in Australia?

Question

6

Could you share with us what have been some of the challenges you have had to overcome? Is there a particular story you are able to share about a challenge?

Follow up: What enabled you to overcome? What support might help another person in a similar situation?

Question

7

What have been three difficult things that stopped you getting help?

OR

In what ways have you seen others struggle to get help? Or made accessing it complicated?

Question

8

8a. If you had a magic wand, what support would you want others to be able to have?

Follow up: What difference might this make for others?

8b. If you had a magic wand for yourself and could go back in time, what support would you have wanted more of?

Follow up: What difference might this have made for you?

Question

9

Based on all you have learned about life in Australia – what are three pieces of advice you would give to someone just arriving?

Follow up: How have you / would you like to support others?

Data integrity & confidentiality

At every stage in this process, the NSP has sought to respect the privacy, and confidentiality of clients who have chosen to share their story. This involved ensuring participants were aware of the information we were collecting, how it would be shared, how it would be used and their opportunity to withdraw their contribution at any time prior to publication.

Furthermore, we are committed to continuing to partner with clients in responding to what has been shared, informing them not only of findings but also of how they have influenced and contributed to change.

Informing clients: What will we do with the information?

- Recorded information and interviews will be de-identified so that individuals are anonymous
- Notes from each conversation will be shared, collated and used as the basis of resource creation and reflection at NSP networking events later in the year.
- In particular, the network will be seeking to use information to set advocacy priorities, identify improvement projects and create a map of settlement.
- NSP Partners may also reflect on information and respond with changes or improvements locally
- Information developed through the Exploring Settlement events is collectively owned by the NSP, with initial administration by the SSI NSP team under a creative commons license.
- A summarised version of conversation notes will be shared with participants as well as ongoing follow up communications as the outcomes and actions unfold.

Confidentiality

If people are going to share stories, and speak from an honest, real space they need to have confidence that it is safe and in their best interest to do so.

The approach to confidentiality in this project is as follows:

1. Every participant can choose to share or not share, must not be coerced or disadvantaged for not participating
2. If a participant asks for an aspect of a conversation, or the whole conversation not to be recorded, the host must comply to this request
3. Confidentiality will be discussed at the start and end of each conversation
4. Group participants won't share information heard in this group in an identifiable way
5. Documented notes will not include names or other identifiable information.

All recorded information must be de-identified before it is shared. This means removing names, or other information that make it possible to identify participants.

““

“This goes back to why we are listening to clients and seeking change, we want to lead the conversation and not wait for government”

– NSP member

Summarising the findings while keeping client voice

The process used to summarise the findings for sharing more widely included:

1. Conversation scribes collated their notes and in some cases transcripts of conversations, including direct quotes, observations, themes and some demographic data
2. All responses were checked for deidentification
3. Direct quotes were collated into question-based responses. Not all conversations asked all questions.
4. Responses from every conversation were coded by a small team of readers to create a set of topics that were raised to provide an overview
5. Codes were grouped into topics and given a colour coded weighting
6. A sample of diverse quotes were selected to include in the preliminary report
7. Workshops and one on one conversations with NSP members to hear their analysis, adjusting the summary where needed to more accurately reflect client voice
8. Adding an initial summary of themes

“

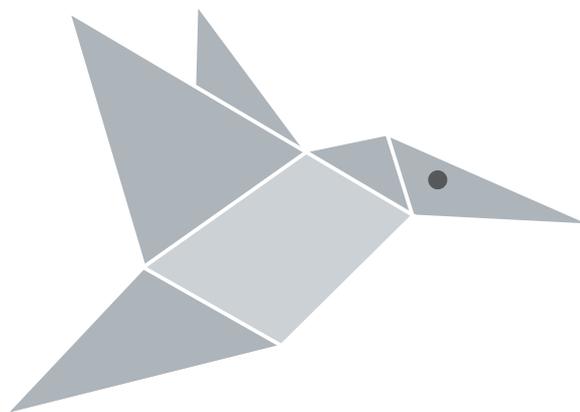
“We have listened to recipients of services, our expertise needs to be acknowledged, we need to be involved in genuine conversations with government about designing services”

–NSP Member

“

Clients are pointing to deep engagement on an individual level, to listen to their unique experience and be free to offer tailored support. Not all of them have the same experience, there are nuances that can significantly impact whether or not the client gets a benefit from the support.

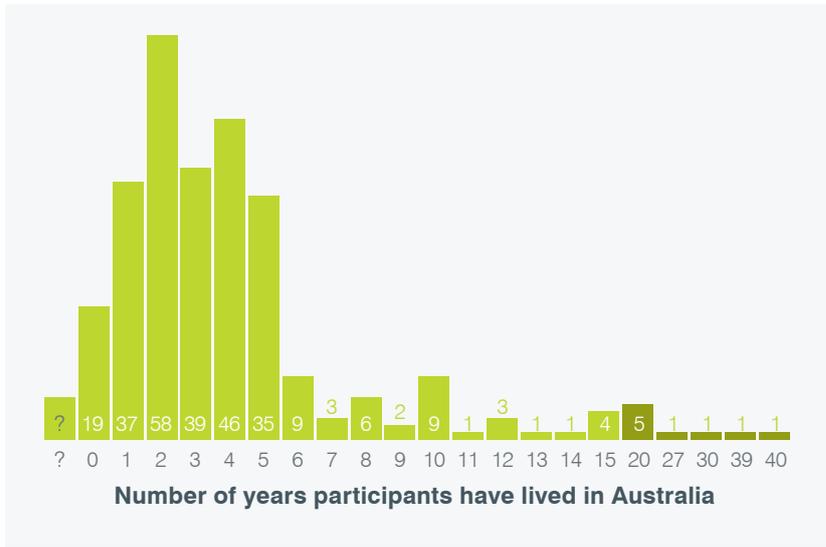
–NSP Member



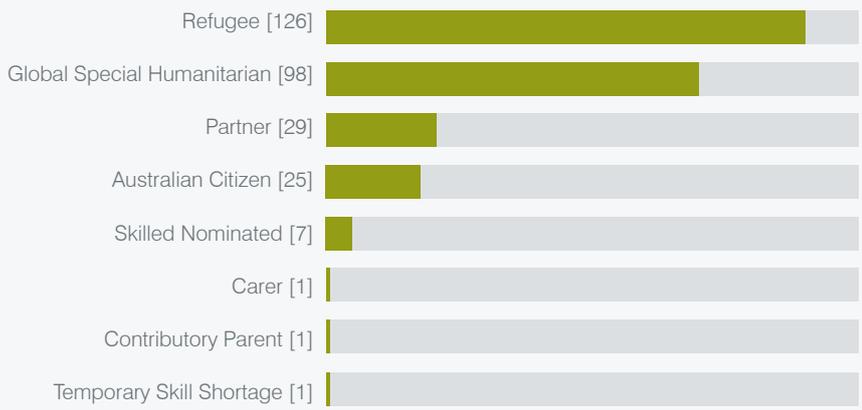
Who participated?

288
people

Gender of participants



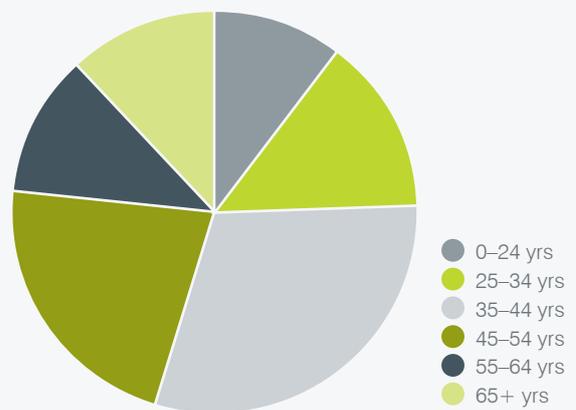
Top visa categories of participants



Top 10 languages of participants



Age of participants



Call to action: responding to client voice

The NSP is inviting you to collaborate with us in responding to the client voice as shared in this preliminary report. Responding includes shaping the next steps of this project as well as contributing to change more broadly – in improvements, advocacy and the future of settlement.

The NSP is offering any interested parties a 1hr hosted discussion about the findings and their implications. There is also an open forum on 27 May 2021 where this preliminary report on findings will be officially released for discussion.

- Work alongside your peers in the sector and key influencers as they engage with the findings from listening.
- Inform the NSP of ways you would like to use this preliminary report and contribute to the Exploring Settlement project as it moves into the next stage
- Be curious about and share your reflections:
 - In what ways are clients challenging you to support settlement differently?
 - How might you respond to what has been shared?
 - What stands out to you in the client's responses? What surprises you?
 - What does this confirm in your experience?
 - What is this saying to you about the need for change?
 - In what can you be a bridge between clients who spoke and the wider sector? How might we use client voice to create systems change?

The NSP will gather feedback, reflections, ideas from the forum and other events to contribute to the final report, and Stage 3 where we are moving to action responding to the findings.

What's next

- **Open Forum on 27 May 2021**
- **Series of one hour meetings or workshops for interested parties to go deeper into the findings**
- **NSP identifying advocacy priorities based on the listening**
- **NSP identifying improvement projects**
- **Release of final report, including contributions from wider sector**
- **Campaign to support settlement services and community to respond to issues and ideas raised by clients, shaping the future of settlement from the ground up**



“Humane treatment inspires hope and kindles gratitude and the desire to give back, to do better. It is an investment in their future citizenship and sense of belonging to an Australian identity, with room for their dreams. This is about motivation to better their lives, which will ultimately enrich our communities.”

–NSP Member



Exploring Settlement Life in Australia

Question by question, what did clients say?

Question 1:

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

In the client's voice:

These quotes were selected as a representation of diverse responses from across all conversations.



"My husband and I were quite surprised when we saw the diversity of different cultures almost everywhere, in shopping centres, parks and workplaces and it was lovely how everybody just gets along. We were very impressed with the Government of Australia. The amount of support services it provides for its Citizens including Centrelink, and the different benefits provided for struggling families and single parents. It definitely makes you feel as though you are part of something and makes you want to give back as well."



"The most thing that I found interesting was the women's rights and equality between women and men."



"There is no racial discrimination in Australia, which I had before in my life before arriving to Australia, and the second thing that caught my attention is the opportunities that this country provides for the better future."



"One of the participant's was quite amazed to see meat on display. "the butchers were displaying the meat as jewelleryes."



"The people in Australia are very friendly – the way they accept freedom! – and as a multicultural country, I feel they accept you whatever colour, background you are they accept you as a human being."



"The greetings. I was shocked when I arrived at the airport to see people hugging and kissing in public. We never do that back in Southern Sudan."



"After being left alone and stranded overseas in harsh conditions, it is great that there is a team in (agency) that support us emotionally and provide us with information and advice."



"The systems in Australia that exist in general make life easier – for example when you wait in a queue you stand in line and wait – here you are getting your rights – not like back in our country where its push in and power struggle – this is an example. This is the right way to better life – systems like these."



"it is very good that we see people from all over the world living together with equal rights, and no one asks you what your background is and what religion you practise. This is a real democracy."



"The trust of the border protection workers when we arrived at Sydney Airport. They welcomed everyone with a smile on their face"

Question 1:

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

““

“Client we left Syria during the war complete destruction of the economy, infrastructure and the education system.”

““

“Many people walked barefoot, (we) later discovered it was an Australian phenomenon.”

““

“Caseworker met us with flowers”

““

“Getting money from the government without working. It is very good, but some people get lazy because of this.”

““

“I can(t) believe that I can got Dr without having to save the money to pay for the consultation like that.”

““

“For me it was the environment and blue sky, I lived in India for many years before coming to Australia, there was always pollution there, I thought that I will ever see blue sky like the one in Tibet again.”

““

“The meaning of a person in life, a person is respected, has a role in life to achieve his potential in his daily life.”

““

“The thing that surprised me here is the safety, here in Australia there is safety for all if one does not go out and look for trouble. If you do not look for trouble - trouble does not find you. For example, drugs do not end up at your doorstep if you have not pursued it. If you are respectful to yourself and a good citizen, you are safe. Back at home you can be sitting respectfully and often trouble comes knocking at your door. Here it is safe - if you are living yourself in a respectful manner.”

““

“Individuality of the society, most surprising - everyone is for themselves. You don't know who is living in your neighbourhood. You don't talk to people; you are just on your own until you make some friends and get close to. If you don't do that on your own, it's really difficult to break in and talk to people, even your neighbours.”

““

“...one thing particular that I found different about Australia was its diversity. There are people from many countries and cultural background living here. It is a multicultural society and that was a unique experience.”

““

“Upon arrival received a warm welcome from agency staff, I was surprised and happy to find warmth and love from people I do not know.”

““

“I never felt alone, agency worker was always there when I needed help.”

Question 1:

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

““

“...When walking and seeing other people they smile at you. At first, they thought it was because they were interested in them if they were the opposite sex, but later they realised it is a cultural thing that most people do.”

““

“A couple of clients mentioned that they left items at the shop or on a footpath and when they realised, they went get the items and they were still there - no one had taken them.”

““

“I am so happy with continuing communication with (Case Manager), clients said agency contact us and take care of us more than our families.”

““

“In Australia I am happy to live here, people friendly, lots to see in the community gardens, people willing to help in directions, they touch our lives and heart.”

““

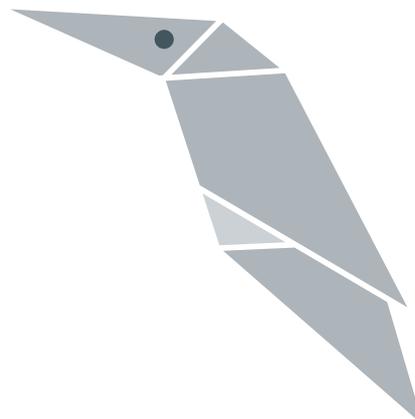
“All thought Australia has the best immigration rule(s) and the magnet is that the primary visa applicant (if approved) could also sponsor the family to join in Australia after 6 months [i.e., unlike Canada or New Zealand or even Singapore]”

““

“Assessment of overseas qualification seems very unfair.”

““

“They seem(ed to) have worked in busy metropolitan areas and they had a bit of a shock when they settled in a quiet regional town.”



Question 1:

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:**New driving rules**

- driving left side
- driving is different

Greater equality

- between men and women
- for women
- regardless of background

Natural beauty**Clean environment****Interactions in community that were**

- helpful
- caring
- warm
- welcoming
- friendly
- kind
- polite
- respectful of humanity

The work of adjusting

- not understanding information provided
- high expectations of life in Australia
- Participation enables social connections
- Being isolated initially
- Less time for own ethnic community
- Loss of cultural identity, language and social connections

- Homesickness
- Friendliness isn't always flirting
- Loss of access to cultural foods, clothes

Low income access to

- quality education
- quality healthcare (Medicare, long hospital waits times)
- support for children / childcare
- disability supports
- income support
- English classes
- Funeral support

Early settlement support

- practical resources (phone, furniture)
- accommodation
- Orientation, a lot of information
- airport pickup
- Needs to be holistic

Accessible local services

- employment services
- non-discriminatory,
- lack of abuse and bargaining compared to country of origin

Accessibility of information

- translated for some languages

Diversity of Australians

- multiculturalism
- harmony

Learning English

- People were patient and respectful that I was learning English
- Difficulty of accents, slang, talking too fast
- As a significant barrier to education, employment and social connection
- Cause for misunderstandings
- Cause for workplace tension

Peace, safety & security

- less theft

Low recognition of prior skills and experience**Lifestyle**

- Outdoor
- Relaxed
- Flexibility
- Recreation
- Casual dress
- Love of meat
- Individualised
- Overweight people
- Broad social interaction and networking

Freedom

- Personal freedom
- To find your passion

Choosing Australia

- Possibility of sponsoring spouse
- Career progression
- Better opportunities
- Family reunion

Question 1:

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

At work in Australia

- Lack of CALD in senior roles
- Visa status used as leverage
- Under-employed compared to previous experience
- Difficulty getting a job

Law & Order

- Orderly queuing
- Road rules
- Scheduling and punctuality
- Against violence
- Confidentiality
- Compliance
- Not fearful of police

Transport

- less bikes
- bus from every road
- no public transport in regional
- large comparable distances to work/school/shops

Agency staff

- Respectful
- Genuine
- Positive
- Seeing the whole person
- As emotional supports
- Available
- Aren't always communicative enough
- Sometimes neglectful

Mentioned often:**Respect for Human Rights**

- dignity
- freedom of speech
- child protection and adult supervision

Good weather**Experiencing subtle racism****Difficulty of shopping****Difficulty of application processes**

- Meeting job criteria
- Study

Affordability of basic lifestyle

- As a foundation for creating hope
- As a foundation for pursuing further education and career

Community life

- Gathering for celebrations
- Shops close early
- Lack of night life
- Feeling of safety
- school is safe for children
- Individuality as a barrier to community
- Busyness
- Smiling/greeting in the street
- Lack of national dress/dance
- Public affection
- Walking barefoot
- Walking dog

Mentioned occasionally:

Schools enrolment based on age not knowledge

Visa determines support level

Reliable Amenities

- Power
- Water
- Public toilets
- Garbage
- Sewage

Domestic violence is not acceptable

- Socially
- Legally

Question 1:

To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?

Question

1

Themes from this question

Participants were surprised by...

1. Australia's natural beauty, outdoor lifestyle and the warmth of social interactions in the community
2. Everyday freedoms that are possible in Australia, from equality between men & women through to feeling safe
3. The diversity of people in Australia
4. The effort required to adjust, establishing a new life while grieving the loss of cultural connections, practices and identity
5. Low-income access to quality healthcare, education and social supports
6. Law and order in Australia, ranging from the trust in Police, through to the driving rules and punctuality and queuing
7. The challenge of learning English with accents and slang used in workplace and social conversations
8. The difficulty of finding employment and low recognition of previous skills and experience
9. Early settlement supports provided to them including respectful, genuine agency staff

Question 2:
Looking back across all your time in Australia,
and all the supports you have had had, what support
has been most valuable/helpful to you?

In the client's voice:

These quotes were selected as a representation of diverse responses from across all conversations.

““

“When I had a student Visa, I did not get help and support. It was hard to find a job because I had limited hours visa and employers did not want to hire me. I got support from my friends. When I had DV I gave call to legal and unfortunately this did not really help me with my issue. When I spoke with para legal/government law about my partner visa -- because my ex-husband withdraws my visa after DV and when I gave call to police, they spoke a little bit rude with me. I needed advice of what I need to do with my situation, they just think about it and told me they and could provide service free of charge for the case, and Department of Home Affairs -- I do not know what I need to do. I nearly violated Australian immigration law because I have had stress and legal aid. I was upset with that and they told me that my immigration agent cannot help me but only my immigration lawyer helps me with my issue -- she is not government she is private agent.”

““

“Found part-time employment for a short-term contract which placed me on the correct employment pathway”

““

“Burden and relying on others or worrying about public transport. As a woman it has also made me feel a sense of empowerment and more helpful in the new place, we call Home.”

““

“Medicare means a lot to me. I was sick back home for many years, Once I came to Australia then I was supported under the medical system”

““

“Equality in Australia. There is no discrimination they respect gender and equality is something I really appreciate because in my culture it doesn't exist.”

““

“The most amazing service I have been amazed with is the information sessions provided during the newly arrived stages. English Program is a key however improvements are desperately needed to ensure the delivery of learning is designed to cater for all newly arrived regardless of their age or educational background.”

““

“There were a lot of support but the most important were race and personal life safety, human rights, and healthcare”

““

“Attending the driving class sessions were very beneficial, it meant we was now able to work, study, and shop for groceries”

““

“Four participants mentioned that their Case Manager is always available, providing them with different information and advice about lifestyle, work, education, health system etc. even beyond her job responsibility”

Question 2:
Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

““

“Health and services of how taking care of my kids, my wife and I; as well as follow the GP for our needs and health, that never found in my country and above all it’s free, under Medicare.”

““

“During being in Lebanon, I have heard a lot about Australia, however when I reached it with my family, I have noticed a lot of amazing features, services, and caring, help, and respect that our life has rejoiced and is filled with hope”

““

“Australian people have treated us as if we are their relatives unlike my country (home country) that anyone has asked me how you found Australia; I replied that Australia is the paradise in Earth.”

““

“I have felt that I can build a good future and if I need help, then it will be everywhere”

““

“We are assisted in every detail especially the basic needs of children for example nappies, all necessities given even to adults. Centrelink provides us financially and get free education, full of food in the fridge, free Medicare/ accommodation, healthcare card, free GP for family which we never dreamed of having back in our country of origin”

““

“When in Malaysia the clients already felt like Australians when they were given their ImmiCards in Malaysia because they were not used to be seen”

““

“It gives us confidence when we know there is a person that can reach out, whenever we are in trouble or face issues.”

““

“The client agreed that the financial support is the most significant support they have received from the government. As it is a pressure on their shoulder while settling into a new country.”

““

“Can learn about Australian culture from Australian friends/neighbours equally as other people from own background. Found some people were not embracing Australian culture as much as they should as they are living here and criticised some things. There are good and bad things everywhere, so you have to embrace it, stay away from bad things. Unfair to criticise. Get a better perspective from the locals”

““

“Balancing, maintaining own culture and embracing Australian culture. Many people only want to stay with one culture. People stay with groups from own country and don’t mix.”

““

“All the participants emphasised on family support. Extended family support was helpful in getting established in the community.”

““

“I’m from Syrian background and we fled to Lebanon, and during our time there my mom felt unwell and we took her to the hospital. The hospital there did not give us any assistance and refused to admit my mom despite having money to pay for it, because we did not have legal and citizen rights.”

Question 2:

Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

““

“I was getting a lot of help from teachers and I couldn't get any support from my teachers in my own country. I got help and support from my teachers a lot but very thankful for it. They understood me.”

““

“Upon arrival the most beneficial support I found valuable was financial assistance. Speaking for myself, I came here with no money, this was very helpful because didn't reach out my hands to people and ask for money. This support helps me pay my rent and other financial commitments.”

““

“I had a document that needs translating -- these services provided me to do that. If these services weren't available, I would have to seek a private organisation that would charge me a lot and further I would question the credibility of the translated document -- imagine I had 4 documents -- they would cost a fortune to translate. At agency they use government agencies, so I feel confident that the translation is credible and correct.”

““

“My sponsor took us everywhere and told us not to be scared of asking for help”

““

“Moving close to where my community was, it was a big help. My children were happier”

““

“Mentoring was very helpful; you need to be mentored by someone who has been in the country longer time. I achieved big milestones through mentoring, anything I need, I would just ring them. And the answer would be present, because you are linked with someone who knows how the system works.”

““

“If I have no work experience, and you refuse to hire me just because of that reason, then I have no chance of getting the job anyway because I will continue to lack experience. Community organisations like agency and local MRC's should make work experience possible for new refugees.”

““

“Pretty much all the information we received was so useful at the beginning. It actually exceeded my expectations. In my opinion, the government does a fantastic job when it comes to sharing information. So many resources to check out!”

““

“When too many people around me said it's impossible to work your field in Australia (psychotherapist), teachers from TAFE/AMEP and the manager on her team always supported me, giving me advice and hope”

Question 2:
Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:

Medicare & health

- Free health care
- check-ups
- Supportive midwife for first child
- disability support for my child
- NDIS
- Facilities that are accessible
- Skilled health workers
- Hospitals
- Free dental care
- Aged care services
- Cheap medication
- Support with communicating with health professionals

Mental health

- support reduces the trauma
- Mental health can be a big barrier
- Counselling

Centrelink

- decreases stress and pressure

Financial support

- On arrival
- Newstart allowance
- assistance with large bills
- cash on arrival

Settlement agency

- MRC
- HSP agency
- Red cross (tracing relatives)
- services breakdown language barrier
- follow up
- Uniting
- SSI
- CNB
- STARTTS enabled motivation through counselling
- Navitas Parent next
- Women's legal aid
- SMCS
- Gymea community centre
- SydWest
- Fair Work ombudsman
- Red Cross Perth
- Brookvale community centre
- A place to discuss and solve problems

Women's group

- overcame language barrier
- social connections
- gaining confidence
- Participating in Multicultural women's group feel more confident and stronger

Accommodation/housing

- free rental home
- early accommodation
- Accommodation applications
- Difficulty of not choosing location of temporary housing
- comfortable beds in their own bedrooms

Translation services

- free phone translation
- TIS 131450
- Access to interpreters
- Enables paperwork to be done
- document translation from agency is trustable incredible

Education

- Free courses
- Teachers giving guidance on study pathways creating hope
- Citizenship course
- homework support
- age is no barrier to education
- we wanted adult swimming lessons
- Getting assessment of overseas qualification
- study supports
- teachers offering support and understanding
- education leads to work
- access to education
- Opportunity to study in TAFE.
- certificate that led to a job
- courses on safety
- swimming lessons

Support that is...

- Continuous
- One to one support
- Ongoing support that is 24/7

Question 2:
Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

Driving lessons

- feel independent
- able to take care of family
- able to work
- feeling of empowerment for women
- feeling I can achieve anything

Tafe

- Guidance from teachers
- Free courses

Friends

- friend found a unit I could rent
- living rent free from a friend
- finding a house
- meeting people through hobbies making friends
- community with similar interests' deeper friendship
- being accompanied to shop services by church friends

Mobile phone

- To access services
- Wanted it in my own name

Information & orientation sessions on arrival

- orientation sessions laws and rights, responsibilities
- female clients appreciated knowing their rights on arrival
- getting orientated to places systems and daily tasks
- bilingual guide orientation local area
- orientation gave me flexibility to go places with my children

Family

- relatives already in Australia
- extended family
- family helped break the language barrier safe to practise
- my husband

Learning English

- Free classes
- Pensioner concessions
- English courses
- TV and radio for learning accent
- TAFE courses
- 500 hours
- improving English gives independence

Mentoring & sponsors

- a sponsor who understands me
- mentoring from an experienced person

Neighbours

- neighbours helped to learn Australian culture
- local knowledge
- shopping guidance

Difficulty of my prior qualifications not being recognised

Mentioned often:

Case manager/worker

- Daily visits
- Offering help when we consent
- Honest & caring
- aware of transition
- from my culture, speaks my language
- case worker connected to GP and accommodation
- case worker linking me to supports
- Offering specific help
- Enables motivation and planning
- putting client needs first
- caring
- responsive
- problem solving
- guidance
- always available
- goes beyond just job
- like a father
- with us every step

Community services

- make friendships
- connect with social workers

Airport welcome

- guidance in greeting on arrival your rights where to get help

Furniture at home on arrival

Question 2:
Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

Reflections

- always struggling with isolation
- when we arrive, we will have no idea where to begin
- The support is not as good as it was 40 years ago
- I am happy with the help I received
- Needed different food during early arrival – culturally appropriate
- the opportunity to make my life better, more aware about human value and human rights.
- I did experience ostracism
- I can build a good future help is there if I need it
- respect for my values and beliefs
- everything is valuable
- all these supports are difficult to access in my country of origin
- Financial support education and health are significant for human beings
- Immi card gave a sense of belonging and being seen
- We were treated like a family by Australia
- all helps me stand on my own two feet

Feeling safe

No discrimination

- Equal treatment

Freedom and opportunity

- Freedom to access services
- I feel I can ask for help if I need it
- Religious freedom

Public transport

- Opal card
- uniting guidance for public transport and local orientation
- Concession card on public transport
- my own efforts made me more resilient
- keeping happy and positive
- balancing embracing Australian culture and maintaining my own

Support to fill out forms and applications

- Accessing MyGOV and online services
- Job applications
- Uni applications

Volunteering

- help to find volunteering which led to employment
- Prevents isolation
- volunteering to learn about life in Australia

Mentioned occasionally:

Faith community

- bill support
- children's activities
- social connection

Employment

- gaining work experience
- securing a job
- workmates and work manager
- job support
- job support program in English and my own language
- work leads to a sense of identity
- short term employment got me on a good pathway

Cultural community

- connecting to people of my own culture
- people have been here longer from my culture outside family
- finding others from my culture and connecting
- focus connect cultural celebrations

Community

- being close to community happier children
- outings
- community helped free language lessons free lawyer after traffic incident
- people at mosque or temple or church
- great support in Liverpool

Question 2:
Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

- being part of a local community sharing my culture
- caring helping respectful community creates joy and hope
- support group can respond on weekends out of hours

Mentioned very occasionally:

Play group

- gaining knowledge
- sharing experiences
- Childcare activities

Social

- being able to fit in
- meeting people and socialising
- attending events helps with social isolation

Personal contributions

- being open to a career change
- We had less barriers due to knowing English and arriving with savings
- Sense of purpose
- blocked in using skills and experiences from home

Schools

- being linked to local schools
- accepting children immediately
- who understand our situation and offer specific support?
- help registering children

Going to the gym for wellbeing inspired a career in health

Technology

- Computer skills to access government services
- Printing

Immigration officers during transit

- Legal help & JP services

Help depends on the type of visa you have

Having permanent residency

- Social and legal rights as a permanent resident

Question 2:

Looking back across all your time in Australia, and all the supports you have had had, what support has been most valuable/helpful to you?

Question

2

Themes from this question

1. Low income access to quality healthcare and the reduction in pressure that results from Centrelink financial support
2. Accommodation provided during early stages of settlement
3. Education opportunities for learning English, gaining skills and qualifications for employment as well as recreation
4. Social groups that enabled connection and belonging
5. Friends, family and neighbours who provided practical support and shared local knowledge as well as positive relationship
6. Support that is offered in an ongoing way, one to one by a person who has lived experience
7. Mobile phones, transport options particularly driving and local orientation sessions
8. Access to translation services and interpreters

Question 3:
Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

In the client's voice:

These quotes were selected as a representation of diverse responses from across all conversations.

“

“No support for culture”

“

“Clients were assisted to meet day-to-day goals such as shopping. “The Congolese community would come and take us to the market/shopping, imagine shopping for 8 people at once without a car.”

“

“My brother lives here for more than 3 years with his wife and one child, and he was with us from the moment we arrived at the airport and because of the Corona issue, my brother's work had some problems so he had much time to help us despite his many responsibilities towards his family.”

“

“Also having someone to talk to, listen, and advise”

“

“Settlement services agency saved my life. I had a sick husband, young children, and a difficult life. I was always stressed myself.”

“

“Studied some short courses and learn about the parenting program. By that, I was able to get closer with my children and acquired knowledge to help my children. I also developed myself and now I am confident”

“

“The government helped us by securing a house and the furniture. Meeting new friends in our community and the sight-seeing trips and entertainment helped us settle down”

“

“Big moral and financial support. Many humanitarians support like gifts for the children in festivity days and meeting new friends. All helped us to adapt to the new Australian society. The good and nice thing is the care for the adults and children and the help with the gas and electricity bills and leisure trips. In Australia, we appreciate the big respect they have for every human being”

“

“People that were here before us didn't get any support from their local communities, that is why we didn't ask for support”

“

“If we had more support, we would be encouraged and have more confidence and have conversations with people from different cultures”

“

“My dream is to become an actor and PYT offered free lessons for acting lessons, which has helped me develop the skills and knowledge needed. Fairfield council gave me opportunities to give back to the community and have an input of what needs improvement. Meeting new people with similar interests”

Question 3:

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

““

“My own cultural community gave me the chance to speak my first language, to share my cultural background, to share those feelings when you are away from family and old friends.”

““

“I also think 5 years’ time limit is not for eligibility is very short, because its after 5 years a refugee person will try to open his eyes to the new world and try to establish themselves well in a new country > eligibility should be pushed up to 10 years.”

““

“5-year limit of government support have led to many refugees failing to properly settle in Australia. How can you expect someone to fully integrate into a wider community within 5 years? Unless you have a bit of English language background, you will never take big steps toward settlement.”

““

“The admission of young people to school on age-base has significant impact on young people of refugee and migrant background, it increases discrimination towards them, it made me feel sad in the class which impact them psychologically, and many early school leavers of this cohort were because of this reason.”

““

“My English teacher is very helpful as she taught me not only English but also self-confidence.”

““

“Discussion with Tibetan community about the way of life in Australia is very beneficial”

““

“Cultural community is a place where they can share their problems and issues.”

““

“Knowing that there are good people here who are willing to help us. This had a major impact in our wellbeing as it allowed us to feel more at home”

““

“If any of the Afghan community had met us in our first days in Australia, we would feel more comfortable and less stress”

““

“When I came to Australia, I was living in Estate Lakes, 8 kilometres away from South Western Sydney, I love the area and the community the support services such as financial help which was not too busy. I can always book an appointment in short time, but when I moved to the main city of South Western Sydney the services are very busy as too many refugees are living in the same area and it’s difficult to access services.”

““

“Well, housing is above all the most crucial basic need when resettling in a new country. If I have a proper place to live, I can have time to engage in the other daily activities and look towards starting English training, job finding, etc. Otherwise my whole time is spent worrying about where to find suitable accommodations. Although I get some support, it would have been much easier if this was organised at an earlier stage. Also, the most Tibetan community friends who helped me were here not too long ago themselves, so they too were not sure of certain things. If we got support from Australians or people who knew the system here would have been a big relief off my shoulders.”

Question 3:

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

““

“One participant indicated that his parents find it very hard that there is no Persian supermarket and ethnic community in regional area, and they would prefer to move either to Sydney or Brisbane to have more connection with people from their own background.”

““

“My cultural community played a big role during my settlement because they really assisted me to know everything works in Australia, showing me everything with my language. Showed me where shops are, and where to get my cultural food. They taught me how to cook, they helped me buy my first car, and where to worship God”

““

“At Newcastle, I have no relatives, however people from my country (Syria) have rushed to support me in everything making us feel we are living in the middle of my town in Syria.”

““

“Every individual as a new arrival has his own approach to the community and the similar culture people from his own country. Some people felt engaging with community from similar culture helped the settlement in Australia and creates some English language advantage learning. Also mixing with the community of similar culture can help in taking advice from people and that is good as they have experienced it earlier and might save time and effort in the resettlement. The support received in the early stages helped a lot. Information received from the migrant resource centres and further referrals and advocacy by dedicated caseworkers who themselves understand the history and stories of the many clients they assist to settle.”

““

“The support we received from the community was very beneficial. The most significant way for me was that it was almost like counselling sessions or having your own psychologists, where you would meet a group of individuals who feel the way you do or will listen and give you advice on how they overcome barriers.”

““

“Kindness and support of my Australian neighbours impressed me. They supported me by providing our family with children’s toys, kitchen appliances, and cloths.”

““

“One of the participants mentioned that they were very impressed by the support that was provided by Bilingual guide in the beginning, showing them how to do shopping, using public transportation, etc.”

““

“There was not support from my community, if there was support from the community, we would have settled in Australia much faster”

““

“Community and family support help reduce the cultural shock and boost my confidence and morale. Without it, I would not have overcome my trauma.”

““

“From English class, I got more information about DV and what I need to do with the situation.”

““

“No support--more stress and depression. I needed English to explain what happened and some people do not really try to understand you and your English.”

Question 3:

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Support**Mentioned very often:****Local Church**

- Church space children to play
- Church drivers park
- Congolese church shopping help
- Catholic church, personal faith

Cultural community

- Own community can give advice
- Advice from experience, early support very helpful
- Cities have more people with cultural background
- Speak language
- Cultural community welcome at airport
- Meet at airport, interpreting, residing in Victoria (Melbourne)
- Bahai community,
- Verbal support not physical
- Some minorities helped
- Helped with accommodation
- Law/ understanding rules
- Welcome but nothing beyond
- Mentoring for early arrival
- Met at information session
- Mutual support as mothers

Cultural Celebrations

- Congolese attend events
- Cultural activities
- Iranian festivals

Meeting friends, entertainment

- Gardening
- Sporting activities
- Youth activities
- Acting lessons

Schools

- Library free kids' class
- Short courses parenting program
- School uniform
- Assisted with enrolment
- Age based schooling significant barrier
- Choose right school, feel connected and belonging, understand settlement
- Education that leads to employment
- Course information

Family

- Offer help
- Advice
- Relatives advice to obey laws

Food/cooking

- Feeling we belong
- social activities from servicing, social support

No support or welcome from cultural communities/family

- nothing except settlement agency support
- Needed more support
- We wanted more
- We didn't expect support
- Don't know if there is a community of people from my culture

No help

- No help because didn't know exist
- No support, lonely and sad
- Stay at home moms don't connect with community
- Coronavirus barrier

Settlement Service/ Community aid centre

- Bilingual workers part of our community
- Information session
- Excursions
- Family blocked by settlement agency
- Case manager
- Escort to appointments
- Bilingual support, shopping and public transport
- 5 years eligibility

Local services

- Local area not busy, can book appointment
- New area is difficult to get access

Financial support

- food vouchers
- Bill payment support
- Penalty notice

Question 3:

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

Filling in forms

- Applying for travel document
- Write complaint letter

Learning English

- English for independence
- One on one language tutoring
- English practice volunteers

Friendly people

- Friendly locals, feel good, it is a great country, nicer here
- Neighbours on home maintenance

Heath worker with language**Mentioned often:****TAFE/English teacher**

- Need more help at TAFE

Public transportation**Learning to drive/Given a car**

- Freedom, look for jobs, go to classes

Learning library**Interpreting**

- Support in language
- Translating documents

**Understand environment/
Discussing way of life**

- Space to share problems
- Personal social connection

Local community

- Bank officers
- refugee support group
- Community communicate
- None from business
- navigating shops, hospital, social support, accommodations
- Australian neighbour
- Day to day gas, shopping
- Community advice, support, help
- Women's group
- Men had clubs
- Information about shopping, services, legal system
- Exercising
- No Persian supermarket

Mentioned occasionally:**Finding work**

- Work and senior managers
- Recognition of overseas qualification
- own community got job
- Interview skills, career guidance
- Advice, Job according to skills and desire
- Boss & colleagues
- Resume writing
- Found resources, completed studies and got a job

Health

- Dentist
- Counsellor from hospital
- Chinese doctor

Mentioned very occasionally:**For children**

- Food and gifts
- Individual childcare
- Swahili service minding children

Walking and driving to learn how to read**Crisis management****Furniture****Learn computers****What impact did the support have on you?****Mentioned very often:**

- Gain confidence to do things I want
- Positive psychological impact
- Very happy
- boost confidence
- less stress
- Improved lifestyle
- self-problem solving
- getting help
- want to contribute
- Support to participate/engage
- Reduce cultural shock, boost confidence and moral
- Easier confidence
- I would not have overcome trauma

Question 3:

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

Mentioned often:**Informed about Centrelink and Medicare/services**

- Understanding mental health and support for recovery
- Lack of support has a mental health impact
- new arrivals lack of support from family and friends
- Boredom,
- loneliness,
- low confidence,
- depression

Mentioned occasionally:**Made information easier****Feeling more secure and adaptable**

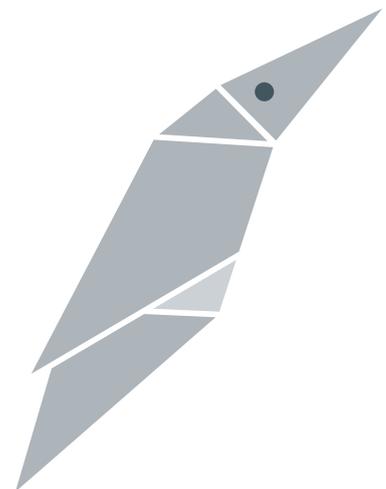
- Easier settlement, help face daily needs
- Life easier
- understand better
- Feel connected
- Able to settle down
- Settle down with less trouble

Positive impact, social inclusion**Mentioned very occasionally:****Huge difference, look after our culture****Satisfied with level of support****Make life extremely difficult**

- Difficult if apart

Made no difference**Ask for help**

- shame asking for help
- fear of gossip



Question 3:

Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?

Question

3

Themes from this question

1. Community organisations such as churches and schools provide practical supports (financial, translation, activities for young people) English lessons and spiritual guidance
2. Cultural communities are able to provide advice and mentoring based on their experience, all in language
3. Cultural festivals, celebrations and practices often centred around food are organised by community in some cases, with significant positive impact on isolation and loss of cultural identity
4. Both local and cultural connections boost the confidence of people building their life in Australia and contribute to belonging and positive social and emotional wellbeing
5. Many participants described little or no support from their cultural community with reasons ranging from not being aware of any others, through to support not being offered even when asked

Question 4: Have you needed to change your cultural way in order to access support? How so?

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.

““

“We had the information and knowledge about everything needed from lectures, forums and meetings, and from the advice and directions of the people in charge. We made big effort to adapt and to get to know our new society. There is respect for human beings, we were not forced to change any if our values.”

““

“We did not face any pressure to change any of our habits to live in Australia.”

“We found a deep respect to every person. There is no pressure from anyone or anything. We try to adapt to the life of this country.”

““

“I understood that being a woman is not a curse in Australia. It was in Iran”

““

“I think that I have to put my pride aside. It was very hard to ask for help, it made me feel sad and useless. Now I can give someone else, so I feel better about it.”

““

“I didn't have to change anything, it is good to be in a Multicultural country, we can be Tibetans here without fear.”

““

“I also had to go out of my comfort zone to able to learn and go beyond what I knew before which in a way is a good thing to do.”

““

“In my situation I was not able to reach the support I needed – To give an example – regarding employment – I was advised to go and study. To work in the community sector, I must upgrade my skills and study community service – which I did. I studies cert, 3 and 4, I volunteered for 2 years – I tried and applied for jobs – and I have not obtained any work. I tried adjusting and aiming but still I am in the same situation. This is a negative response for this question. This is not encouraging me to study the diploma because I am not guaranteed o finding a job. Jobs are not supporting me to support myself.”

““

“(adding to Participant response above) – the reality is we all arrived at an older age. Arriving to Australia over the age of 50 a person's energy level is not as strong as a youth or young adult. Services are looking for younger energetic people for the workforce”.

““

“The system in Australia is very organised in term of rules and regulations so I had to learn it.”

““

“I need to learn English to get help properly.”

““

“Way to talk – we talk with respect and politely. But here we speak very openly with office staff.”

““

“Speak more openly and keep eye to eye contact.”

““

“Need to become more open minded, treat equal and throw less garbage on the street.”

Question 4:
Have you needed to change your cultural way in order to access support? How so?

Question
4

““

“I had to become outspoken to get help. Which is not Tibetan way.”

““

“I found Australian law is very helpful and practical. It helps me to empower all my rights.”

““

“Way of celebrating cultural festival is now changed. Children who are growing in Australia are not getting a real feeling of cultural festival. All the festive activities are bound in a big hall, it has lost its essence of family and community engagement.”

““

“Change a few things, more the way we think about society. Everything is different here, the way you look at things, the way you accept things and do things. You change your thinking.”

““

“Some changes are good – you can talk to anyone, man or woman. Woman can speak to man. You can say hello to anyone (at home you cannot). Be easy and talk to everyone. Can go places on your own as a woman bit at first uncomfortable as couldn't do that at home. More freedom, you can do anything even simple things like buying clothes for yourself. No constraints. Way you raise your kids, my choice (at home all family have a say) and can take kids places by yourself.”

““

“I did not have to change my cultural views or anything because Australia is the land of the free and everybody has the liberty and right to live life the way they want.”

““

“I did not have to change or adjust anything about myself I think.”

““

Managing Time: “In Australia we have to manage our time especially when we have appointments. It is hard because we have too many children and we have to get them ready and prepare everything before the appointment; sometimes we miss appointments because we have many children and we cannot rush them. We have had to manage our time”.

““

“Dealing with government & non-government organisations was natural in all cases because in this country people are respected despite the difference in religions, skin colour or cultures.”

““

“Here in this country we are treated as human beings with rights despite the differences in cultures, so I do not need to change any of my principles or culture to get any kind of support.”

““

One client mentioned that observe people walking at the end of the day and decided to walk regularly for their health and to fit in culturally.

““

The concept of work life balance in Australia was mentioned with one client stating, “My family used not to prioritise having family time together, including holidays, but my family is learning to do so as in our cultural we don't do it”.

Question 4:
Have you needed to change your cultural way in order to access support? How so?

Question
4

““

“Sometimes I have to change my life, my way in life due to get some experiences till I managed to work according to my career; for exp. I am an engineer and I am sure I will not find a job to work as a supervisor or project manager or according to my experience overseas; in this case I have to be so humble and start from the beginning without delay or complaining for any level job in order to achieve my goals.”

““

“There are culturally appropriate services at MRCS’, bilingual workers at community health and hospitals”

““

“Until the qualification if any is recognised and language barriers are cleared to integrate with Australian community. Having said the culture has always been respected no matter where the new arrival was coming from, no significant adjustment was required in this respect. In addition, we never had to adjust our cultural ways to access services but we have adapted to differences between cultures, knowing how and when to apply a certain approach in accessing the services we need.”

““

“At my work place all people have to wear shorts, so to not be against others I have to wear shorts even though it’s not allowed culturally according to my age.”

““

“Socially engaged with friends and community members to establish friendship and overcome isolation.”

““

“The participants discussed about having the advantage of being Christian which helped in easy integration. The participants believed they taught the locals to accept the hardworking migrants and the food culture in Australia”

““

“They did not have to change culturally to access support mainly due to similar faith, similar skin colour, western way of clothing etc.”

Question 4: Have you needed to change your cultural way in order to access support? How so?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:

Studying

- Self-improvement through study
- Attend lectures
- Higher education
- Moving to getting new school
- Study hard
- Graduated from university
- Digital skills
- Attend info sessions
- Finish master's degree
- Going to university
- Study Cert. IV
- Study Cert. III
- Enrol in school
- Improve skills through gardening

Attending programs, workshops

Improving English

- English gives confidence and independence
- Understand, learn slang / accent
- Work hard at English

Asking for help

- Learn to trust people, took time
- Feeling bad
- Embarrassment
- Shame asking for help
- Asking relatives for help

- Ask questions, for support
- Accept I needed help and still do
- Ask for help with how to connect with organisations
- I'm more confident doing this now

No, I didn't have to change

- Not forced to change values
- Didn't need to change our culture
- I didn't have pressure, we choose to adapt
- I experienced deep respect

Attend counselling

Meet new people

- Be less introverted
- Make new friends
- Attend community gatherings
- Established linkages to community
- I regret not joining groups when invited

Learn and follow rules

- Not litter
- Rubbish in green/yellow bin
- Queuing

Changing how I dress

- Knowing what to wear
- Stop wearing trad. Clothes
- Cover head only
- Dress formally for work
- Wearing clothes that are not allowed in my culture

Learn driving

Buying a car

- Budgeting on a car
- Own car
- difficult to apply for licence

Volunteer

Being proactive, taking initiative

- Stopping procrastination
- Take time to seriously find out what you can do for yourself
- Participate
- Stay optimistic

Go places on my own, travel alone

- Use Public transport
- Travel to many places

Being more open minded

- speak more openly
- Become outspoken
- Be frank and open
- Be patient
- Enjoy freedom
- Respect differences
- Follow Australian lifestyle very different to home

Mentioned often:

Be independent and confident

- Follow my dreams is important
- Adjust to independent womanhood
- Self-confident
- Put pride aside
- I've become stronger, more confident / outspoken
- Rely on your own experience

Question 4: Have you needed to change your cultural way in order to access support? How so?

Planning

- Booking in advance
- Schedule plan
- Learn to book appointments early
- Organise time between study, parenting, attend classes
- Manage time appointments
- Queuing
- Appointments on time
- Giving myself peace and quiet to do planning

Changing my work, or approach to work

- Struggle finding work
- facing discrimination
- taking pride in my work
- Actively seek learning and employment prospects
- Accept unsuitable employment
- Work hard
- Adjust to a new job
- Learn workplace
- I've worked payed tax
- Keeping faith at work
- Work life balance
- Prioritise family time

Changed how I communicate

- Eye contact
- Freely talking to men and women
- Adjusting way you speak
- Learn how to relate / talk to boss
- Etiquette: Sorry, Excuse, Thank You
- Not asking personal Questions
- It is okay to keep Personal / Family privacy - not share all
- Respond to all mail
- Repeated my story
- Changed assumptions

Mentioned occasionally:

Out of comfort zone

- Go beyond what I knew before
- Deal with fear
- Become Braver
- Be willing to adjust
- Re-learn things

Health

- Walking at end of day
- Take care of my health
- Stop smoking
- Overcome mental health challenges
- Go to bed earlier
- Play sport

Greeting differently

- Kisses as greeting
- Smiling
- Terms of endearment

Mentioned very occasionally:

Changed my religion

Changed my thinking

Changed or shorten my name

Face isolated discrimination

Professional registration process

Keep cultural connections

- Listen to music from my culture helps
- Brought family here
- Loss of cultural celebrations

I am superstitious

Question 4:
Have you needed to change your cultural way in order to access support? How so?

Question

4

Themes from this question

1. Significant change has been required of participants, from changing their names through to how they dress and how they communicate
2. Learning is a substantial demand on people building a life in Australia – learning about everyday life, improving English, further education for employment and skills such as driving and digital literacy
3. A shift in mindset and approach to life towards being more proactive, punctual, outspoken, independent and open minded than in their culture of origin
4. Asking for help and meeting new people both of which in many cases is counter to their culture of origin
5. Experiencing a respect for their culture, and choosing to make changes rather than being pressured or required to do so

Question 5:
Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.



"The first things we worried about were: settling down and finding opportunities for learning and work for the family members, getting medical care and knowing where the support agencies in Australia are."



"Health system – When we first came, my brother got very sick, he has been hospitalised many times, he has been diagnosed with mental health. Since coming to this country, he has strong support from our case manager, mental health unit, police etc. For me the most important thing was to access other organisation services."



"Safety is very important to me, when I'm walking on the street no one gets next to you and say bad things. I was in Jordon as refugee, it was very bad for me, when walking down the street, people would say bad words and touch me."



"Overseas I'm no human."



"Australia has given us so much. I feel safe here. We live day by day, no big expectations at the moment."



"My hopes are very basic now: to feel well physically and emotionally, to find an affordable unit for renting and feel secured when retired. Safe environment for my family and friends."



"My hopes have changed since my first month in Australia. I don't have big expectations. My big dreams are about world without epidemic and want"



"I have achieved significant progress, now I can consider myself as well settled, achieved higher education and full employment in the last 10 years."



"The first months in Australia were a nightmare. I was nervous all the time. I didn't know what to do or that to expect. I feel ok now, even when my English still not good."



"I become proud of myself and of what I have achieve since then."



"Becoming a single mother was very hard for me. It happens so soon after arrival, but it was a good thing for me and the kids."



"It was hard, slow change and took a lot of work and acceptance of the changes I needed to do. The hardest was to move from Melbourne to Sydney. It was like when I left Southern Sudan to go to Egypt and then to Australia."



"I have faith in my future now."

Question 5:

Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

““

“When I arrived I gave myself a few months to look at what I could do, but after a while I had to face my future, I felt pressured to make decision on what course to take, I was worried about the length of some courses because I needed an income. So, I had to sacrifice what I want to do to get work sooner. My age is also an issue; I can’t wait 4 or 5 year to get formal qualifications.”

““

“After a few months pass it was like this is a life and everyone should have this freedom and feel safe, could work to save money and I was having feeling that I will never let anyone to take my freedom from me and try this for more people. I could to they have this way of living.”

““

“I tried to better myself and family wellbeing by looking for work – however as stated unfortunately I found nothing. However, regarding my children, they are doing well, and they are all working. I did my best to support them through their education.”

““

“I have studies in Australia to develop myself – my next step is to further my studies to find a job. For my family I was a very good support to them they are all doing well, and we are happy.”

““

“The most important thing is that here there are services that help and support my son, Our Youth! I allowed my son to access services that can support him in education, recreation, and other support.”

““

“The reality in Australia is that I have to change my career and I would like a job more suited to me.”

““

“I have a beautiful house and a family, I am blessed”.

““

“I am feeling improved from first day”

““

“I feel more positive and relaxed”

““

“Able to adapt Australian culture and not to be judged from your community”

““

“Most of the participants are young mothers who shared that their children’s future is important for them. Their own career is equally important but are unable to pursue due to lack of good English and no one to take care of their children.”

““

“I have a lot of opportunities and good things in my life. Really good people, good opportunities and good job. I feel I can do whatever I want, I can see a clear future, there will be some obstacles, but I can see the future, I have path. Safe and beautiful country.”

““

“More opportunity, better income (at home many people need 2 jobs to pay for everything, can’t buy a house until you are 70), can enjoy life, can buy a house and children can attend school and university.”

Question 5:

Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

““

“The most important thing I have achieved is securing the future for my daughter in this country, and I want to get a job in the future, currently I got driver license that will help me get a job in the future and make a positive impact that influences this community.”

““

One client stated, “As my family is safely in Australia, we are already overjoyed. As we received all different kinds of support, I am thinking what to give back to Australia?”

““

Two participants mentioned that they are still not sure what they want to study, because they are still confused what course to choose. They want to study in a field that they are sure they will get a job right afterward. They don't want to waste their time studying something that does not help them get a job. They stated some of their relatives completed different courses, but they haven't been able to work in any of those fields.

““

One the other hand, because he was deprived from studying back in Iran, he wants to use this opportunity here to have further study. He mentioned that “I have an ability to study and learn new things, I am about to finish my TAFE course in English for Further Studies, I couldn't say a word in English before coming here, but now I speak English fluently. It was one of my dream to have further study, but I was not allowed to do so in Iran, and it becomes like a complex. So as much as the government supports, I will continue my education.”

““

“When were at Lebanon, we had dreams and I thought it will not be easy; when we reached, we have noticed lot of facilities and opportunities there are here in Australia which motivate us to achieve our goals.”

““

“I have simple dreams and one of it was feeling safe unlike in my country that fear dominate our life and even I could not protect my children. In Australia I can say I am satisfied; my kids and my wife are under safe hands.”

““

“As Ezedian community, I am a simple man, not having a chance to complete my education that all my dreams and ambitions have been directly to my children. I always encourage them to study and build a good future which we could not have got such a chance.”

““

“The most important thing is education, employment, the access to a good and advanced health system and most importantly safety and equal treatment. We believe for us to maintain the harmony we have as a community; we need to challenge ourselves. All new arrivals like to continue engaging with the service providers and the wide community in issues that resettle them quickly in Australia. Families like to see the community in general living in a country where no one is unfairly treated because of their race, religion or colour of their skin.”

Question 5:

Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

““

“In Afghanistan Men are leaders of the Family, but in Australia Men and Women are the same. We hope and pray that our children will take advantage of the freedom and opportunity and access to resources they have in Australia and become Citizens of this country and give back to their community.”

““

“It takes years for a new Migrant to feel at Home and it is not an easy process. However, with the right guidance and support life can change dramatically for these individuals in a positive way. We think the support provided by Diversity and Settlement services are excellent initiatives in overcoming challenges for migrants.”

““

“Returning the favour to Australia is very important to me, which is why I have been making contribution to my local community for a very long time in volunteering work.”

““

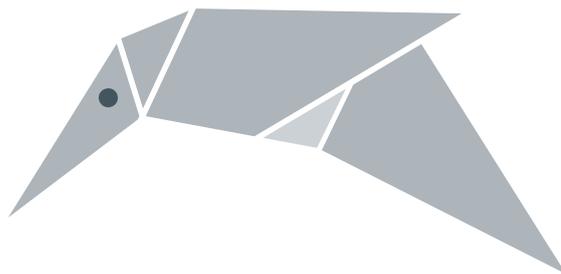
“My best hope was good health for all my family and overcome past trauma.”

““

“Learn more and comply with Australian laws and continue my cultural heritage at the same time”

““

“Some changes have occurred facing the reality of life Australia had to reduce expectation it is very important now to secure permanent employment and have my own business do you have a decent life. “



Question 5:

Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:**Happy children and family**

- Family harmony

Reunite with partner and children/family

- Family sponsorship rules

Better education for my child**A bright future for my children where they follow their dreams**

- Child sightseeing around Australia
- Child useful member of community
- To show my children our origin
- Children learn their own language
- Drug free environment for child
- Help children adjust
- Enrol children in school
- Raise a child
- Support son with disability
- Spiritually nurture my children
- Good education and role model for children

Financial security

- Sending money
- Earn more
- To feel secure in retirement

Open a business**Good, stable work or career**

- Received in my career and help others
- No permanent job
- Permanent full-time job
- Hope for a fulfilled job
- Jobs for my friends
- Secure
- I now have higher education and 10 years of employment
- Become a baker
- Become a nurse
- Work in childcare
- Office job
- Choice of a good job
- Knowing what is needed in a job
- Join police force
- Be a plumber
- It's too late to start new, find a job in my current field
- Hairdressing

Be a citizen

- Children become citizens
- Right to vote or to be elected
- Made difficult decisions
- Visa qualification

Further meaningful education

- Conduct studies and get a job in my previous profession
- Mature age
- Scholarship
- Obtain certificate and learn completely new skills
- Stop barriers of learning
- Study and make an IT Cyber security
- Highest education – secure employment, good income
- Learn more and share with others

Feeling of security, safety and freedom

- Respect
- Feel confident and respected
- Live in peace
- Open awareness
- Choose a religion for myself
- I am not nervous, I know what to do. I am proud
- Overcome grievances and barriers
- Shocked by discrimination and barriers

Question 5:

Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

Health

- Health services
- Mental health
- Get certified settled life
- Living clean
- To be healthy and have medical treatment when I need it
- Live peacefully, get medical care
- Good health for all family
- Overcome trauma
- Relaxed
- Positive
- Motivated
- Can enjoy life/ Calm life

Home/have a unit to rent/ buy/own a house

- Live in a suitable house
- Move to a better location
- House with backyard

Learn to drive**Learning/improve English**

- Communicate well

Repay Australia through service

- Talking frankly
- Aware of rights and responsibilities
- Press freedom
- Run self-awareness courses
- Make a positive impact on the community
- Return the favour to Australia
- Volunteer
- Involved

Mentioned often:**Be independent**

- Own my own happiness
- Embrace opportunities
- Need time and support
- Solve own problems
- Self-realise
- I have aspirations now/ I see a clear future
- I have goals
- Need to be patient and work hard
- Reduce expectations

Stronger social connection

- Establishing a community organisation
- Helping others
- Meet different people
- Self & enterprise leadership
- Be a community role model
- Continue to celebrate religious cultural events
- Adapt to Australian culture, not be judged by community
- Further integration and social acceptance
- Broader community
- Good old friends
- Find a partner
- Learn more about Australia but continue my cultural heritage

Mentioned occasionally:

- Go travelling
- Travel around the world
- Travel around Australia
- Visit my hometown and family
- Go back and visit friends/ family

Run own café/restaurant**Freedom from domestic violence****Better life****Mentioned very occasionally:****Equality**

- Take advantage of equality and freedom
- To be treated equal (woman)

More support from TAFE**Improve lifestyle**

- Be a singer
- Rap, create and act
- Do sport
- Reunite with life

Advocate for my home country**Make concessions****Local knowledge****More government supports****Right place to be**

Question 5:

Now that you have been in Australia for a while, what are the most important things to you and your family? How has this changed since your first few months in Australia?

Themes from this question

1. Health and happiness of my family
2. Education for my children and a positive future where they can follow their dreams
3. Safety, security and freedom including financial stability
4. Employment that is fulfilling, stable and financially rewarding
5. Learning to drive and improving English
6. To open a business, buy a home or obtain higher qualifications
7. Overcoming trauma, anxiety and worry to be able to enjoy life peacefully and with confidence
8. Being reunited with family
9. Becoming a citizen and making a positive contribution in service to Australia

Question 6:
**Could you share with us some examples
of challenges you have had to overcome?**

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.



"I overcame my difficulty life when separated with my husband. I did not know what to do, how could I overcome. By knowing settlement agency, I had the chance to talk with caseworker, made friends, my life become easier."



"Learning English, I did not know English since I first came in Australia. Did not know about any services, had to prepare the paperwork, seek for the legal Advice. Confusing with a lot of mixed information. By joining settlement agency activities, I was able to overcome, was able to learn more, was able to communicate with other people."



"Overcame homesick, I used to have a lot of problems with my husband, easy to get angry. By knowing settlement agency, attending the women's group, I became calmer, life became more fun. I had less stress and became more confidence."



"The hard thing we faced was the weekly rent that was too expensive and no one of the family was working. The leftover from the government wages is very little. We face difficulties in paying the bills online and we always need someone's help."



"I was studying certificate III in English, I went to the head teacher as I wanted to study nursing, she asked me how long I had been in Australia, I said 6 months, she told me "No, you need to keep studying English, you have been here 6 months, why are you wanting to move so fast".



"I'm finding it very hard to get a job after I became a mum. My industry in Australia is very small and I found it almost impossible to transfer my skills to another field, because I don't have experience in the new field."



"Winning a lottery may solve some problems. But really, we need to equip ourselves with education, because it is the key for any successful settlement."



"Always face and accept the challenges, live your reality do not try to escape or deny any issues you know! And be persistent in try to solve it. When you face a problem, try to refer to where you come from, and gain."



"You must also need to know that you can't control things that are happening to your family overseas, you can't make everyone happy, you can do what you can and don't stress to much about being unable to over support them."



"Developing a resume, applying for job and information on how to get work experience. I did not know that getting local experience can be obtained by working as a volunteer. Nobody told me at the beginning."

Question 6:
 Could you share with us some examples
 of challenges you have had to overcome?

““

“Finding a suitable house for my family. Real Estates don't like big families.”

““

“I will tell them not to feel bad for accepting help.”

““

“Knowing then what I know now, I will tell them not to fight the reality, just to go along what it is life in here. We can't live in Australia like the way we were living back home. Besides, what is home?”

““

“Missing my relatives is a daily challenge. I don't think that I will ever overcome that.”

““

“To let go of relationships and connections and have to rely on the support systems. The support from the government is great but, in a way, it makes you lonely. You get help online or on the phone, there is no much human contact.”

““

“I had no experience and no knowledge about jobs and rules regulate do's and don'ts of jobs and applying for a job. I believe if I knew earlier about this information session could have helped me so much. Also, I needed work experience and help with resume cover letters.”

““

“There was this one time I walked into a service and they wouldn't help me F2F – told me to return home and contact us over the phone.”

““

“Could not help my wife who was injured and could not work despite system said she must work else they would lose their benefits.”

““

“Lack of awareness regarding Australian rule and regulation so I feel scared. For example, I stopped driving and using public transport, so I do not want to end up with fine.”

““

“Lack of proper guidance /career counselling based on individual client's experiences, skills, knowledge, age, and physical capacity. – Two clients expressed that they suffered unnecessarily due to the wrong guidance from career counsellors and struggled for more than a year to get a proper/suitable job.”

““

“I went so many house inspection's and filled out application forms but no success. I understood that networking with the local real agencies is important if you know someone, they will help you leasing the property. I asked family and friends living in Australia for long time to introduce me and speak to them.”

““

“I would say the same. The fact that we are not working when we first arrive in the country, the expenses are too high. The Centrelink allowance can barely support the daily basic expenses. Financial burden due to lack of employment is a big stressor. So, if a mentor, my settlement journey would have been much easier. I heard people used to get mentors before which has stopped now.”

Question 6:
Could you share with us some examples
of challenges you have had to overcome?

““

“The difficulties that we faced were very simple, because anyone can face these challenges, especially after arriving in a new country, environment, a new society. You can ask for help from others, and this is precisely what I did when I faced any challenges.”

““

“As mentioned previously our experiences were mainly high school based. Due to language barriers and lack of support, we did not like school and did our best to avoid it. However, after changing High Schools with the support of community organisations we were able to overcome these challenges through the support we received in school. Our parents lack of knowledge about schooling in Australia wasn't great, hence we relied on support provided through School.”

““

“Being spouse of skilled migrants, I can't access available support services however, I'm new to country, limited English and unemployed”

““

“When I came to Australia I was invited to a dinner at a mosque during Ramadan. None of the attendees spoke Arabic and I was not able to understand them. At some point a lady asked me in English to close the door as I was close to it. Unfortunately, I did not understand her, and she went and closed by herself. I felt so ashamed and disappointment with myself. That's when I decided to learn English and make it a priority.”

““

“A simple example that comes to mind is areas of unfair employment. I have seen and witness many cases where women working in the aged care sector have been unfairly treated because of their lack of English language skills and in addition because they are not familiar with the system, they are told to work on shifts that are at times not permitted. It is very serious systematic issue. So for some of the community members specifically not been given the opportunity for a job that they applied for due to favouritism/ nepotism. But they were able to access various support from settlement agencies and we were greatly supported and advocated for. We think having the right support network and caseworkers who are determined does play a critical role.”

““

“The biggest challenge I faced is transport. On arrival, my case manager helped my family with public transport orientation, but I was very new to Australia and it was hard for me to understand things because I couldn't read or ask for help in English. For a long period, I preferred walking long distances with my adult children to go to the mall, I did not catch the bus as I was afraid to get lost in this new country.”

““

“Lack of family and friend around to support you especially during the weekend. I could call my case manager and report some issue during weekdays but if something during the weekend happens, there is no support around. I had an issue where my stove was broken on Friday night, I couldn't cook all weekend, I had to wait till Monday because I don't have anyone who can help during the weekend.”

Question 6:
 Could you share with us some examples
 of challenges you have had to overcome?

““

“Learning about the Australian laws and comply with it, at the same time, maintaining my own cultural heritage, and return favour to the country that embraces me and my family.”

““

“Employment agency referred me for jobs that aren't suitable to me, or beyond my physical capacity to perform, on one of many occasions, they referred me for a three days training course to clean heavy machineries, I tried to make my case and showed the case manager, am not suitable for the job even if I train how to do it, the answer was, if you don't go we will breach you and stop your payments, and if I don't refer you I will be sacked! Blind procedures, with no room for rational discussions, do as you're told or else, be punished. I swallowed my pride and attended the first training day, the trainer asked me if I can do the job, my answer was: I have back health issues, she commented: who sent you here to waste your time and ours, please get back to them and tell them not to send you again to jobs you cannot do.”

““

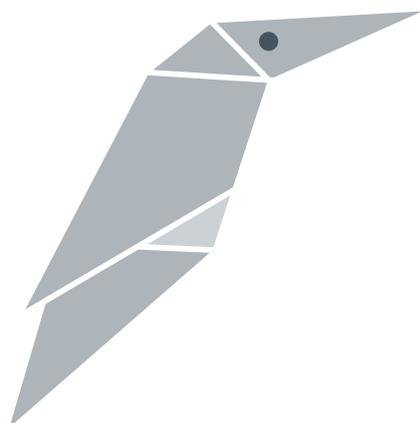
“To overcome home sickness I rely on communication with some friends and newly arrived families, I visited people and meet persons of similar situation at Navitas and TAFE, also my brother and old friends helped a lot in reducing the shock for the first few months, socialisation and engagement encouraged me to get socially active and avoid social isolation.”

““

“I took big heart for being helpful to others, I overcome challenges, and accepted what was imposed upon me without losing self-confidence and self-esteem.”

““

“I like to help people. I would tell them what I have been challenged, and share my experience of the language barriers overcome, tell them the more practice the more perfect and also make friends can make you increase self confidence”



Question 6:
Could you share with us some examples of challenges you have had to overcome?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Challenges

Mentioned very often:

Language barrier (English)

- Not understanding Australian accent
- Fearing criticism and teasing due to speech mistakes

Poor Health

- Age and sickness
- Multiple health issues
- Injury preventing work

Mental Health difficulties

- Newly arrived teenager who struggled to adjust had negative impact on mental health
- Affects whole health
- Trauma

Experiences of racism

- Not feeling valued compared to others

Negative emotions and experiences

- Stress
- Feeling overwhelmed – came from small village
- Anger
- Sadness
- Disheartened about lost time
- Geopolitics creating feeling of insecurity
- Overcoming shyness
- Not feeling helped

Paperwork

- Takes time
- needing help with legal documents
- Visa application
- Not accepting payments for fear of paperwork

Asking for help

- Getting lost, too shy to ask for help

Saving/Financial stress

Finding employment

- Needing more information about work
- Developing resume
- Pressure to apply for jobs – illiterate in own language
- Being referred to unsuitable jobs
- Needing work options that don't depend on English
- Failing to get a job interview
- Interviews are challenging – learning to answer on phone
- Getting working license – white card

- Not being able to find work is stressful, disheartening
- Finding work, biggest challenge
- Complying with broken job system until it is changed
- Career guidance
- High expectation, pushed hard at work

Skills transfer

- Unable to use previous qualifications and experience
- Job supports that don't allow choice or using experience, skills

Driver's License

- Driving / transport rules led to fear and stop driving
- Transport – no confidence so walked
- Public transport stressful
- Driving course
- Needing driver's license for work
- Finding support to overcome driving challenge
- Failing the driving test multiple times

Affordable and suitable housing

- Finding a home for big family
- Difficult to deal with agents
- maintenance issues, unable to communicate with landlord
- No tenant record – family rushed to rescue

Question 6:
**Could you share with us some examples
of challenges you have had to overcome?**

Mentioned often:

**Finding long term
accommodation**

- rely on family and friends

**Long work hours with low
pay**

- Doing a cleaning job
- Having to work hard is very real

Isolation

- Homesickness
- Missing family
- Looking for belonging

Separation from family

- Seeking family reunion
- Needing my own family overseas
- Missing relatives
- Leaving behind a boy and girl due to demand
- Letting go of relatives and connections
- Lack of family support
- Not having family and friends on weekends

**Parenting and supporting
young people**

- Different age children – transport to different schools
- Full time parenting without extended family support
- Transporting disabled child
- Raising young children challenges goals
- 17-year-old, missing HSC
- Language barrier – disconnected from school
- Change schools and support from community organisations
- Parents lack of knowledge about schooling
- Raising children with extended family

**In the process of trying to
access help**

- Being told no, hold to wait
- Disappointment in mistakes from case managers
- Wrong information given
- Services targeted for spouse of skilled migrants
- Complying with new procedures
- Blind procedures and no room for discussions
- Threat of punishment, withdrawal of support
- Lack of weekend support
- Support not from human contact
- Hardest stage after support ends

Mentioned occasionally:

Keeping family together

- No family support – shocked of hearing you can't rely on them for long
- Family conflicts

Gaining work experience

Domestic Violence

- Causing stress

**Getting an employable
qualification**

Managing schedules

- Understanding documents, appointments.

Low computer skills

- Can't access online supports or applications

**Mentioned
very occasionally:**

**Transitioning from spending
years as refugees with no
rights**

Cancellation of student visa

**Pressure to meet cultural
expectations**

**Informing people of my
cultural**

background

**Cultural differences
(physical, economical)**

Question 6:
Could you share with us some examples of challenges you have had to overcome?

**What enabled you to overcome these challenges?
 What support might help another person?**

Mentioned very often:

Face and accept challenges

- Taking responsibilities and action to improve
- Positive thinking, taking every opportunity, even unrelated training
- Previous challenges – I am ready and strong
- Adjusting attitude

Mentioned often:

No challenges

- I have no problem – use phone and interpreter and set up.
- No challenges – goes smoothly
- No challenges – family supported me
- Not encountered difficulties – ready to seek help

Friends and family

- Fear of reporting – friend gave confidence
- Helping others of friends – getting guidance
- Friends and community help overcome shock for few months and isolation
- Stay connected with friends and ask help
- Choosing right support network
- Remember better life for family

Speaking with healthcare professionals

Become religious/spiritual guidance

- Having a place of worship for my religion

Mentioned occasionally:

Gaining confidence

- Building confidence and resilience to reach what I want
- Long term accomplishments with guidance from support worker

Volunteering

- Gain experience, communication
- Volunteering do overcome systems demands

Helping others

- Offer guidance from experience
- A relief to be helping others

Setting goals

Positive emotions and experiences

- Calm
- Fun
- Less stress
- Build self esteem
- Belonging
- Independence
- Freedom

Mentioned very occasionally:

Music

Women's group

Finding community, write directions down

Education, get qualified

Courses help with employment

Collaborate, use strengths

Hard work creates opportunity

Learning to use internet

Information session

Bilingual support worker

Question 6:
Could you share with us some examples of challenges you have had to overcome?

Question
6

Themes from this question

What are some of the challenges ...?

1. Finding meaningful, well paid employment without adequate guidance and amidst financial pressures
2. Physical and mental health difficulties and the cascading impact on employment, education and social connections
3. Emotional and psychological distress, in particular financial stress and social isolation
4. Accepting the need to ask for help
5. Being unable to transfer prior qualifications, skills and experience
6. Finding affordable and suitable housing – the time required, barriers of no prior rental records and specific needs for large families
7. Difficulty in communicating due to language barrier, particularity understanding and completing paperwork
8. Experiencing racism and discrimination
9. Family and relationship stress in the form of separation from family, parenting challenges and

What enabled you to overcome these?

1. Facing and accepting that challenges are part of building life in Australia and taking action
2. Friends and family offering guidance, building confidence
3. Speaking with health professionals
4. Growing confidence through relationships, volunteering, helping others and setting goals
5. Positive emotions and experiences, participating in community and recreational groups

Question 7:
What have been three difficult things that stopped you getting help?

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.

“Don't live in (suburb with lots of refugees) – living in an area with the same cultural background will make it harder to adjust to Australian culture, and harder to learn the native language. To be around different communities and learning new things. Also apply to private or Catholic school if possible.”

“The sort action by Police in case of robbery.”

“Also asking for help and accepting that I need the help.”

“Lack of employment opportunities.”

“Lack of support from some government services.”

“Language is difficult to learn as everywhere in (suburb with lots of refugees) spoke either Arabic or Assyrian.”

“My personal background is making the change to Australian way of life difficult.”

“Not understanding the information provided.”

“Cultural difference has prevented the participants from getting help.”

“Waarabu Wanarahishiswa”) “People from Arabic background seem to have it easy”.

“Our children need a lot of help the face racism in school”

“6 years old who grew up in an outdoor environment without rules and been thrust into structured learning environment or playground. It will be a gradually process for that child to fit in. Solution is not sending lots of letters or “yellow cards” to parent for this issue but teachers taking the lead and working together as a team to support the child. Families are suffering and the asked the question why they came to Australia.”

A client explained that her child was repeatedly asked, “to clean their face” by other children and not to play with them and this made the child sad and not want to go back to school.

A client explained that often the child comes home with a yellow cards and letters because of behavioural issues.

One client said, “Not knowing English is a stopping point for me”. Those with some English are facing the cultural issues of plagiarism as copying and memorising information is a social norm in their culture.

Question 7: What have been three difficult things that stopped you getting help?

““

One client mentioned that as “long as we ask about things that we don’t know rather than keeping staying quiet, we should not have difficult things. I think there should be ways of finding on what/how should be done”. Another client noted that their nephew knows how to handle on difficult things when they arise because they have been here a while.

““

“Finding job here is very hard, I have sent many applications as a hairdresser after I get my hair dressing Cert II from TAFE, but still can’t find a job. They prefer to recruit Australians. In order to continue my study at TAFE and get Cert III and IV, I need to work in a beauty salon first, but I cannot get a job to continue my education and also earn money. This is not like other courses that you can study something and work in some another field, I have to work in my field to be able to continue my education.”

““

“Finding job is one of the matters that everyone struggles with. No one was happy with job providers and they mentioned their service is useless.”

““

“We think lack of knowledge about the help that is actually available to us is the most difficult part. Many people are unaware of the help that they can access, we would not have known a department such as ‘STARTTS’ if we did not hear about it from an external person, so raising awareness about the services available can have positive impacts on individuals that are new to Australia.”

““

“Every new arrival to a new culture and country, will experience lack of confidence at the beginning which might stop him/her from approaching the community in getting help. I would say the most three things stop most of the new arrivals from getting the right support are: Lacks confidence, English is another key barrier, Understanding of the system. Time is a crucial factor in resolving these three issues, joining the educational courses help boost the confidence as well as improve the language and create a sort of assertiveness to be better and compete with other people in the educational system and work.”

““

“Lack of information, lack of knowing how to build personal relationship with someone who is not from your culture background.”

““

“The absence of uniformed standards and procedures which is the basis of equal and fair treatments of all they need it”

““

“Getting proper training, and referrals to jobs related to my skills, or at least suitable to do, this wasn’t to happen, there are systematic problems with government choices of private providers, this training and employment should be government or community based organisations, not or profits, the job seeker system, it’s procedures and regulations, to me not there to help me to get suitable job, it was just to intimidate, threat to get people comply, with no real possibilities for me to gain employment and become self-reliant, and provide for my family out of my paid works.”

Question 7: What have been three difficult things that stopped you getting help?

““

“I have witnessed many people struggling to get access for help, lack of information and understanding how a complex system works, in my experience as a volunteer in the community centre, I found many confused persons with doubts about the services and the help they are eligible for, I also clearly noticed, that many organisations provide different services, the absence of on standard apply to all, an example is: A case worker refused to give EAPA voucher to a need persons in hardship, but given to others in better situation financially, when I asked why assistance given to one, and denying it to the other, the shocking answer was: don't know.”

““

“Policies and law are not reflection peoples aim and targets.”

““

“Stress I was afraid don't understand people and that I cannot explain what I need”

““

“Stress, when I had stressful situation it was very hard to think and to make decision. I was shy to ask help because I was afraid that people or friends would think that I am a loser”

““

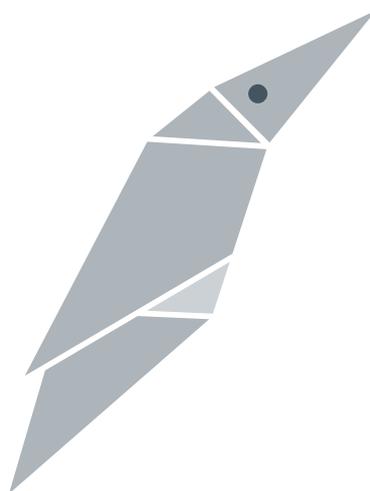
“Nothing stopped me, self-reliant and independent. Educated and taught self on what was needed to achieve goals. To not let other people's opinions, affect my goals – language was a barrier at first however got easier overtime”

““

“There is racism here, my partner is French, it seems that she is “a better” migrant that myself because she is European, I'm Iranian, so I'm a second class migrant. When she speaks French in public it is considered “cute”, If I speak Farsi in public I get funny looks.”

““

“Sometimes it is very hard to complete forms and applications, sometimes I just give up.”



Question 7: What have been three difficult things that stopped you getting help?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:

Language barrier

- Slow learning English

Technology skills

- Referral to online

Slow housing support

Low self-esteem or confidence

Shyness/embarrassment

Poor health

- Loss of energy
- Dental health
- Long wait – dental, specialist, medical appointments

Being outside eligibility for service

- Beyond five years

No license to drive

- Transportation
- access to travel card
- Afraid to public transport
- Strict road rules in NSW
- Fear of getting lost
- Wait time for bus

Knowing and navigating support system

- Cancelled appts and no follow up from service providers
- No service on weekends
- Worker not up to date
- Lack of awareness for help
- Lack of awareness and support
- Centrelink database
- Lack of standardisation

Mentioned often:

Finding work

- Quality of job support
- Distance to work
- Finding a job linked to passion
- Job trainings, link to applications
- Australians are preferred by recruiters
- Study required before work
- Lack of transparency in job supports
- Favouritism
- Religious beliefs barrier to employment
- Certificates to work
- Not understanding the labour market
- Not valuing previous education
- Discrimination in relation to employment opportunities

Culture shock and homesickness

- Family left behind
- Loss of cultural identity
- Gender role changes
- Two years of adapting intensely

Not culturally appropriate to ask for help

No money

- Cost of living – more affordable suburbs
- Financial sharing
- Specialists fees
- Use local community lenders

Lack of interpreters

Racism

Mentioned occasionally:

Completing paperwork

- Understanding plagiarism
- Illiteracy in primary language

Struggle build social life

- Difficulty making friends
- Busy workers, friends
- Not knowing how to build personal relationships across cultures
- Friendships linking to work
- Using personal relationships to
- Decipher
- Lack of access to interaction

Trauma

Personal background

Question 7: What have been three difficult things that stopped you getting help?

Understanding and remembering information

- Slower learning as an older person

Knowledge of the law

Age

Sharing problems with no help, follow up

Mental health

- Long wait for mental health support

Being overlooked for full time employment

Responsibility for children

- Childcare cost
- Children as translators
- Children need intense support
- Juggling large families waiting for appointments
- Loss of cohesion in child/parent relationships
- Discrimination in school
- Structured indoor schooling, difficult adjustment for children

Negative experiences and emotions

- Feeling stuck
- Isolation
- Pride
- confusion
- stress
- Fear of judgement
- Fear of gossip, embarrassment & stigma shame
- Experience of petty crime
- Unemployment affecting self-worth
- Not knowing

Mentioned very occasionally:

Opportunity

Self-compassion

Set goals

Coronavirus

Living amidst Australian culture

Support workers prevent difficulty

Accepting that I need help

No mentor to talk to

Practical orientation

- In Sydney

Self-courses

Being spouse of skilled migrant

Community settlement leadership

Recognition of prior goals

Question 7:
What have been three difficult things that stopped you getting help?

Question

7

Themes from this question

1. Support navigating systems and understanding where to get help, and eligibility for services.
2. Language barriers and difficulty learning English
3. A wide range of nuanced issues in relation to employment and barriers – discrimination and lack of support in particular.
4. Driving and access to transport and a drivers licence.
5. A range of personal issues were identified as barriers including confidence, embarrassment, age (and its impact on the capacity to learn), and culture shock.
6. Poor health in general, dental health and mental health were mentioned as specific barriers.

Question 8a:
If you had a magic wand, what support would you want others to be able to have?

Question
8a

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.

“

“I would have studied well to become a priest rather than marrying.”

“

“If I had a magic wand, I would like to see companies spread out more evenly across the country, so family could choose where to live based on their needs or likes, avoiding horribly long commutes or expensive houses.”

“

“I would include in the welcome pack any Audio or video recording about available services in my language”

“

“I would assign the most passionate, reliable, available, and informative workers to work with newly arrived refugees”

“

“I would assign mentors for the refugee families”

“

“I would remove the local work experience condition for refugees who want to work”

“

“Provide accommodation for refugees closer to place of study or work.”

“

“It would be great if settlement agency refers us and introduce us to employers, because we do not have local experience, no one is willing to give us a job.”

“

“Due to some discrepancies, the check and audit of some agents and their officers who look after the newcomers to Australia”

“

“Check and follow up the free packages donated by the governments so it will be the same as it is donated”

“

“Sometimes we feel that AMEP is wasting time, they should do an English assessment and based on that assessment, guide you to the right program. More excursions within AMEP.”

“

“To have been told what to expect. Sometimes I feel that we left one type of war to start another”

“

“Make things ready for people who arrive in a holiday or weekend.”

“

“A pill for learning”

“

“I wish I had a magic wand to find employment for everyone, so they didn't have to go through difficulty. I wish I had power to send information to other people's head”

“

“I would want for others - better employment support. If I could give everyone a job I would”

“

“support for elderly and ill, youth and sole habitants”

Question 8a:

If you had a magic wand, what support would you want others to be able to have?

Question

8a

“

“The government does not give enough money to people - this is very difficult as the cost of living is going up however government support is rarely increased. I would increase government support so life and all being is being supported. Rent especially is difficult.”

“

“Focus on youth development and offer secure jobs, currently we are seeing young people become carer of their parents and missing out on proper jobs and employment opportunities.”

“

“I want a very good English teacher, if I get it, I will utilise all strength”

“

“teaching new arrivals about peak/off peak services”

“

“Easy to get accommodation (even if you don't have rent history).”

“

“All the participants mentioned that better job opportunity for newly arrivals, better pay would be beneficial.”

“

“First 6 months guide”

“

“Our children are not used to structured life, “huwa wanazurura zurura” (They are used to roaming around) with other children in Africa and therefore wish that teachers and parents join hands in disciplining children instead of giving us letters and ‘yellow cards’.”

“

“If I would have a magic wand, I would like to assist my family members to be released from ISIS

“

“I would have come earlier to Australia to decrease the possibility of my son's disability”

“

“If I have a magic wand, I would be able to bring all community (Ezidian) wherever they live to come to Australia to feel that they are a real human being, live with respect and dignity and get rid of discrimination and offending.”

“

“Taking it easy will help think and plan better. Give a peace of mind.”

“

“Create a new system which gives all newly arrived persons the opportunity to work in their field of skills, and make free options widely opened to them toward and succeed in their life in Australia.”

“

“If I had a magic wand, I would place a special focus and make extensive English language classes first priority”.

“

“From hardship to hard work”

“

“Most of them come from War lands and have very negative experiences and difficult lives”

Question 8a:

If you had a magic wand, what support would you want others to be able to have?

Question

8a

“

...accommodation is a priority to all newly arrived families. It would reduce unemployment, enhance economic and active participation, and paved the way for self-reliance.”

“

“It would remove deeply seeded fears of mistreatments, discrimination, and create more trust in the system integrity and fairness.”

“

“someone to talk to”

“

“If I would have a magic wand, I would like to become a child without having worries.”

“

“I would have studied well when I was younger.”

“

“I would make my country to be a peaceful place rather than on that discriminates against other ethnic groups and everyone to have equal opportunities like Australia.”

“

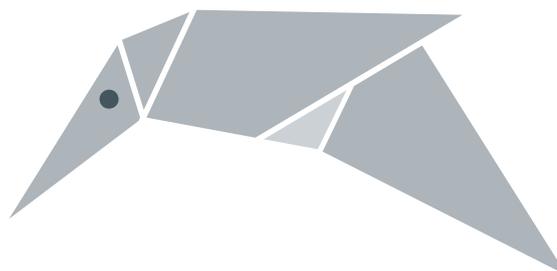
“I would not have married instead I would have studied well.”

“

Most clients mentioned that every day and academic English has been a challenge for them. English has been a barrier for many with trade backgrounds. One client said, “Not knowing English is a stopping point for me.” Those with some English are facing the cultural issues of plagiarism as copying and memorising information is a social norm in their culture.

“

“If I have a magic wand, I will bring my family to live in Australia, because Australia is a big country and welcomes everyone.”



Question 8a:

If you had a magic wand, what support would you want others to be able to have?

Question

8a

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:

Remove time limits on supports

- Finish at independence, not fixed timeframe
- Expand eligibility criteria for support opportunities

Family Reunion

- Being able to afford it
- Support for it
- Bring all family & friends to Australian
- To return to my country

Affordable and stable housing

- Accommodation – having a home
- Free land
- Closer to work/ amenities
- Emergency procedures in accommodation or public
- 6 months state accommodation on arrival
- Accommodation considering youth, sole, elderly
- Support for no rental history
- Lower rent
- Own a home and have a job
- Choice of where to live
- Awareness of the variance in cost of living across suburbs

To find a job they love

- When we have good jobs, we rely less on government
- Honest jobs
- Better employment opportunities

Improved access to employment

- Real job training until full employment
- Real trade skills
- Better job opportunities on arrival
- Job support
- Reduced concentrations of work opportunities in cities
- Employment for students
- Focus on vocation before marriage
- Equal opportunity
- Free work experience

Mentioned often:

Good mental health

- Never give up
- Avoid worry
- Happiness
- Live with integrity and fulfilment
- Greater enjoyment
- Reduced stress
- Feeling understood
- Reduce overwhelm for faster adapting
- Greater adaptation

Boost of self-respect and confidence

- Self determination

Financial support

- Greater support early on
- Car loan
- Support for buying a home
- Low interest home loans
- Tax relief
- Be aware of costs of living
- Banks with language services
- Cheaper services – vouchers

Support worker who speaks my language, knows my country

- Refugees as cultural awareness trainers

Buddy or mentoring system between peers

Question 8a:

If you had a magic wand, what support would you want others to be able to have?

Mentioned occasionally:**Support workers who are passionate, available, reliable.**

- Timely help reduces anxiety
- More after hours support
- One point of contact

Less errors in application processes

- Support for accurate documents

Government/ service documentation in language of origin

- reduced confusion
- greater support in accessing services

More support for education

- Digital literacy
- Higher education scholarships
- Learn quicker/ Started study earlier
- Technology courses
- Financial support while studying
- Australians to learn my language
- Childcare while studying

Greater knowledge of Australian Law

- End to violence
- Safety and freedom for family
- Peace in my origin country
- Greater recognition of prior education and qualifications

Learning English

- World class English teachers and programs
- English learning that is fun, conversational
- English classes based on ability
- learn English quicker, more confident
- Social English practice
- Environments for practicing English

Encourage volunteering**Activities for young adults**

- Just women, just men

Transport support

- From peers
- Dedicated helper to transport to appointments
- Reduce commutes

Realistic expectations about how support is offered

- Much of the services are online
- Faster phone support in services
- Services offered in language of origin
- Ease of access to support, less travel

Youth development

- Less drugs on street for youth
- Youth traineeships - qualification

Help people to connect socially

- Community groups
- Environments for connection
- Support for greater belonging

Social Supports

- CALD can be more discriminating
- Geographic links to same ethnic group
- More cultural events
- Greater social interaction across cultures
- Gender based community group
- Excursions and company to explore new places

Mentioned very occasionally:**Come to Australia sooner**

- Save grief
- Escape hardship

Easier citizenship and visa application**Support for Children**

- Naplan information
- Allowing children greater roaming
- Worry free childhood

Opportunities for asylum seekers**Specific programs for older people**

- with health challenges
- older migrants

Question 8a:

If you had a magic wand, what support would you want others to be able to have?

Learn to drive

- Driving lessons that take less time
- Instant 'Full' license
- Support for car ownership

Local orientation

- Specific
- Help save time
- knowing where to get help locally
- delivered when not jetlagged
- Workers with local experience

Opportunities to learn

- swim
- horse ride
- self defence
- sign language
- map skills

Own my own business, employ others**Support for individuals separate from family****Support for recreation & hobbies**

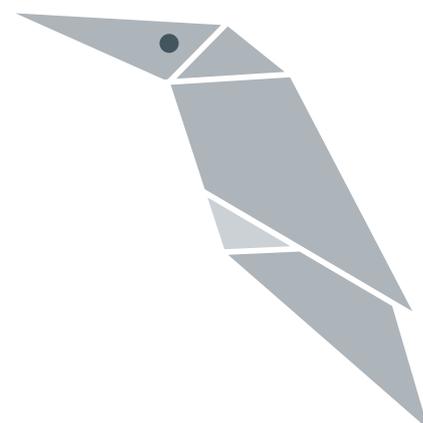
- general life discovery programs

Neutral interpreters**Good health**

- Access to dental

Address time pressures**Domestic violence strategies****Simpler Centrelink experience**

- payment changes
- simpler applications
- Shorter Centrelink timeframes

Exposure to options**Advocate at decision meetings****Start an NGO for my origin country****Stability****Genuine opportunity to rehabilitate****Shops open late, vibrant night life**

Question 8a:

If you had a magic wand, what support would you want others to be able to have?

Question

8a

Themes from this question

1. Employment that is meaningful, honest, secure and acknowledges prior skills and experience
2. Family reunion and safety for family
3. Support workers who speak my own language and understand, and are available
4. Connection to community, both my own and in Australia, through events and community connections
5. Secure housing, preferably in my own home

Question 8b

Question 8b:
If you had a magic wand for yourself and could go back in time, what support would you have wanted more of?

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.



"I wanted genuine opportunity to gain full time employment according to my skills and qualifications, which enable me to actively participate and contribute to Australian society and become totally independent... and I wouldn't deprive this great country to benefit from my skills and creative contribution."



"I would treat the new comers of migrants and refugees with respect and integrity, not threats and do as you're told wrong approach, which kills our confidence, and self-esteem, and deny us real opportunity to give back to the country in many better ways we received helps."



"I think Australia provided for us more than enough."



"I will never get the job network providers to work with refugees the same way as they do currently that they are making the newly arrived refugee (with very limited reading and understanding of English language) to sit in front of computer to look for jobs online."



"Knowledge of law"



"Knowledge of rights"



"For example: how much you can have in your bank account to be eligible to access Centrelink benefits or if you have more money in your bank account, the better chance to be accepted for rent..."



"Know what is and isn't acceptable (or legal)."



"I get to see these available job support and trainings very late."



"At the time I didn't know how to get most of the support I was given. I wish I could change that."



"Traineeship program available to new clients to help with career, I possess the qualifications, but I need the local experience."



"For the very first week to start learning on how to drive. Because a car plays a big role in Australia. Jobs, transport children to school, shopping etc..."



"Having a family mentor too support you with everything that can be a challenge to you. When I came to this country everything was new to me, having a mentor from your own community could support you"

Question 8b

Question 8b:

If you had a magic wand for yourself and could go back in time, what support would you have wanted more of?



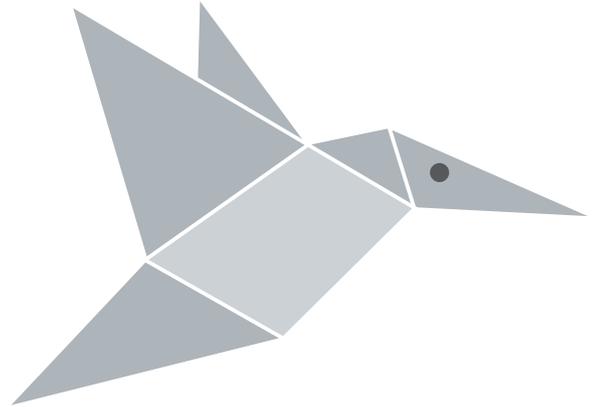
“Clients never ask about internal law (systems) from official staff because we can’t understand. We need more orientations about internal law (systems). For example: how much you can have in your bank account to be eligible to access Centrelink benefits or If you have more money in your bank account, the better chance to be accepted for rent.”



“If I could go back I would wanted a job as now English speaking person. I would go and provide job to those people who needs to immediately support their family and loved ones. I wanted to support with housing and other support to find a home for my family and I would learn English quickly.”



“I would go back and find some organisation earlier and I could get certain help earlier and I could use them wisely and earlier when I was lost so others don’t make the same mistakes”



Question 8b

Question 8b:
If you had a magic wand for yourself and could go back in time, what support would you have wanted more of?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:

Meaningful work over basic work

- Avoid exploitation – low wage
- Getting a job rather than stay at home

Easier living/improved finances

Home ownership

- cheaper rent
- housing stability

Mentioned often:

Reduced stress/trauma

Greater confidence

- wisdom
- certainty
- Recognition of education / prior work

Learn English quicker, unlimited hours

Job support and job choices

- one to one mentoring
- resume writing
- application
- access to work
- Support to learn English while working
- Jobs without language barrier
- Bridge between experience / qualification and local experience
- Job equality for older people
- disability

Workers who speak my language

Workers who check in

Mentioned occasionally:

More friendships

- Change lonely, homesick days

Easier transition, adapting

Health

- Cure for cancer
- No Covid

Mental health support

Driving lessons

Made better use of supports

- Ask for help earlier
- Centrelink savvy
- Links to supports uses time and energy

Mentioned very occasionally:

Financial independence

- Understanding tax

Treated with respect, impartiality, integrity

- Reduce distrust
- Open minded city people

Contributing to others

- Mentoring from lived experience

Engaging

- Youthful energy to learn, connect, participate
- Greater participation in cultural life.
- Being a productive person

Education

- Technology skills
- That leads to employment
- Leads to independence
- Earlier education decisions
- Start study younger

Local Knowledge

- transport
- cheap shops

Preparation

- learn a skill before arriving
- learn English
- skills course

Supporting children

- Awareness of Australian school system
- Support with school aged children
- Have baby here

Clearer communication

Family reunion

English proficiency

Question 8b:

If you had a magic wand for yourself and could go back in time, what support would you have wanted more of?

Question

8b

Themes from this question

1. Having an easier life, with less stress, more financial security
2. Owning your home, and having security
3. Having meaningful work, not just any job

Question 9:
Based on all you have learned about life in Australia – if you could give three pieces of advice to someone just arriving, what would they be?

In the client's voice

These quotes were selected as a representation of diverse responses from across all conversations.

“

“Focus on your English Language skills, because this is the way to a successful and happy life in Australia”

“

“Do not be like a snake and cheater in order not to lose your life obeying laws of this country.”

“

“Start a new beginning to build real life”

“

“People who live in Australia will get feeling that you have been born newly, second do not account on Centrelink for all your life, go look for a job to build yourself and create new life, finally done be away from your norms and culture.”

“

“Reflect a good picture as a real refugee who is grateful to Australia has to embrace the culture of Australia so that a person can communicate with this country easily and get rid of any mistakes which prevent the progressed.”

“

“Be active and participate in every program you can.”

“

“See who is doing what you want to do”

“

“Take time to look at what is achievable”

“

“To follow their passion because there are opportunities.”

“

“Keep asking to learn better, and become self-reliant”

“

“Make good choices. Sometimes easy things are not the best things.”

“

“Reflect picture of a real refugee”

“

“thing we all remember is the people that were kind and supportive to use during hard times in a new country”

“

“Enjoy Australia, you are in a democracy. Enjoy your life in your new country.”

“

“Be open to other cultures, open new page in Australia and forget the past.”

“

“Study course that fits you”

“

“Learning English opens many doors, enquire about English classes, language is always a barrier therefore, study is always recommended by the group.”

“

“Language is always a barrier”

Question 9:
Based on all you have learned about life in Australia – if you could give three pieces of advice to someone just arriving, what would they be?

““

“Setting an ago aside with help in life and to adjust easily and faster”

““

“Have a big heart and patience (Uwe na mayo mkubwa na wakuvumilia) to bear in all that you will see and experience”

““

“One client stated they would tell them to bring plates from Malaysia as it is hard to eat on Australian plates, as the bottoms are flat. The rounded plates are more culturally appropriate for the food they eat”.

““

“Follow the rules. Understand what is legal and what is not. People get in trouble for that.”

““

“Keep the family together and study English”

““

“Accept what is good of the Australian culture”

““

“Australia is not a bad country, you just need to slow down and make a wise decision, and do not set up a very high expectations, and learn the language first.”

““

“try new things, things that you have not done before”

““

“Be an open minded.”

““

“to become accustomed and adjust to this society. To know all the different government departments and to learn the English language.”

““

“I advise the newcomers to quickly adapt to the Australian society. To look for opportunity to learn and to work.”

““

“If you need help, you need to speak up. You are not alone; Learning English as soon as you can, will make your life become more easier; Know you are good at, look for that job and do it.”

““

“Respect the country and its people, punctuality – a lack of punctuality led to some people lack success, respect the law and the road rules. Just like the country resected us as people and migrants – we should return the favour and respect the country with its rules and systems”

““

“Advice to new arrival will be learn English language to be able to speak and communicate with others, respect other cultures, learn the Australian law so you understand when you are facing legal problems. Take on education for example study course to improve on skills”

Question 9:
Based on all you have learned about life in Australia – if you could give three pieces of advice to someone just arriving, what would they be?

Responses by topic

Frequency of mention:

Very often (orange)

Often (green)

Occasionally (purple)

Very occasionally (blue)

Mentioned very often:

Learn English

Asking for help

- Discover where supports are
- Sharing information with others
- Connect with others who have built life in Australia - You are not alone
- Try new things/ Adapt
- Open mind
- connect with others who are established

Volunteer/actively participate

- study that fits you
- socially
- community activities
- Identify a goal job
- Study that gives you qualification
- purpose, enjoyment, relationships, discovery
- school, shops, cultural event
- build friendships

Learn to drive/get licence

- For work too
- Car ownership
- Use google maps

Acceptance/respect of Australian ways

- Respect laws
- punctuality
- immunisation
- road rules
- Respect law - no violence, child protection
- Understand your rights and responsibilities
- Pay bills on time
- Show tolerance

Look for work and study opportunities

- Work may feel menial at the start but leads to better opportunities

Supporting others

- through encouragement
- finding accommodation
- sharing experience
- sharing information
- finding work
- Local knowledge - cost of living in various suburbs, cheaper shops, schools, banking, beautiful places, finding services
- transport to appointments
- company while shopping
- orientation on domestic appliances
- recommending services
- being a referee
- friendship, kindness, connection, community groups
- teaching English
- Helping others as a way to overcome disappointment
- lack of confidence
- to reduce suffering

- tai chi
- Giving furniture
- bank help
- access healthcare
- as a way to recover from bad personal experiences
- Contribute to safety

Mentioned often:

Learn about Australia

- Be curious.
- ask Questions
- Sharing food as a path to connection
- study Australian culture, ways, "the nature life in Australia."
- Cultural norms - smile, eye contact
- Understand your local area
- Learn about financial management

Mentioned occasionally:

Follow rules

Keep links to your culture

- Respect others culture
- Share your culture

Question 9:
Based on all you have learned about life in Australia – if you could give three pieces of advice to someone just arriving, what would they be?

Mentioned very occasionally:

Use your strengths and mindset

- Follow your passion
- Make wise choice
- Reflect with others on your options
- Take time to understand options/don't waste time/ Try to do things slowly no hurry
- Use your strengths/skills
- Look for others doing what you want to do
- Respect others
- Peace
- Practice gratitude
- Accept change
- Behave well/ Honesty while engaging with others
- Humility
- Enjoy your life!
- Smile!
- Grow your independence
- Self-belief open mindful acceptance
- Perseverance
- Patience
- Have a goal, there are opportunities, be proactive

Let go of:

- fear of missing friends
- fear of police
- Set ego aside
- worry about food and accommodation on arrival - basic needs are met

Preparing to come by:

- Be aware there may be experiences of racism
- packing clothes
- study Australian culture
- learn to cut hair as cost saving
- save money
- Bring some keepsakes
- Join an online group
- Knowledge of city you live in
- learn English
- Practice manners
- quiet voice
- politeness

Keep healthy

- Attend health checks
- Access support for your own trauma
- Eat healthy food
- Avoid drugs and alcohol
- Learn to cook

Listen to others

Encourage your children

Tell stories about regional living

Understand your options

- may be conflicting advice
- get multiple perspectives

Start a new beginning

Avoid dependence on Centrelink

Accurate, complete documents

Understand options

Question 9:

Based on all you have learned about life in Australia – if you could give three pieces of advice to someone just arriving, what would they be?

Question

9

Themes from this question

1. English as helpful to building life in Australia
2. Asking for help and offering it
3. Acceptance and respect for Australian laws and culture
4. Participation in a variety of ways – volunteering, community life, work, friendships, fun
5. Self-belief, gratitude, perseverance, open-mindedness
6. Time – punctuality (appointments, bills), time to get used to life here



Exploring
Settlement

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