

Building a New Life in Australia

News, 2017



thank you

Thank you very much for taking part in the **Building a New Life in Australia** project. It is great that so many of you have taken time out of your busy lives to talk with us. The project couldn't keep going without your valuable contribution.

We are now in the fifth year of **Building a New Life in Australia**. We hope that you will speak with us again about your settlement experiences. We want to know how you and your family have been going since we last spoke with you.

How will **your** views make a difference?

You have given us important feedback about what can be done to help new humanitarian migrants living in Australia. Your opinions are being heard.

The government has used information from this study to develop programs to help humanitarian migrants find employment. For example, this study has informed the development of a new trial program, the Career Pathways Pilot program. You can find information about the Career Pathways Pilot program at www.dss.gov.au/careerpathways.

We delivered a presentation with the Multicultural Youth Advocacy Network that was attended by 120 organisations all over Australia. What you shared with us will help these organisations deliver services that respond more effectively to the needs of young people from humanitarian migrant backgrounds.

Later this year we will talk to health experts to tell them about the challenges you have faced so that they can work out how health services can better support migrants like you.

These are some examples of how your participation is helping researchers, policy-makers and service providers to improve the wellbeing of humanitarian migrants in Australia.



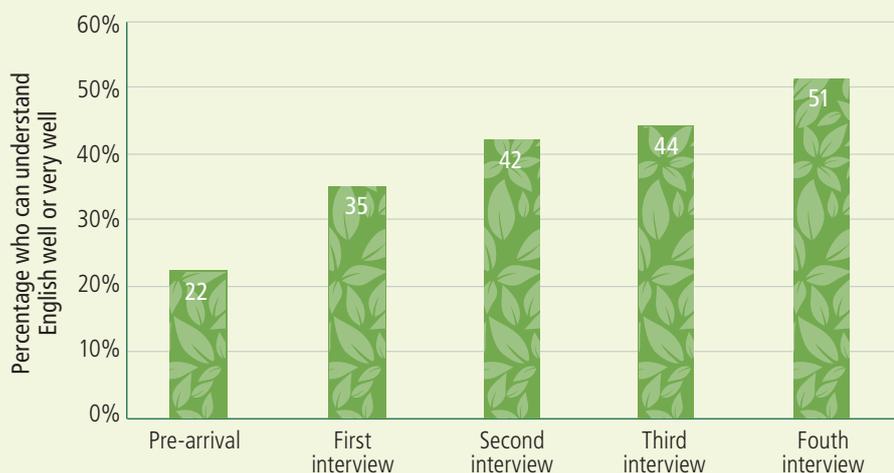
What's new?

We are very excited to share with you that **Building a New Life in Australia** will keep going beyond Wave 5. Your contribution is helping governments understand the difficulties faced by new humanitarian migrants and to improve programs and services. Five years is a short time, so continuing the study will help policy-makers and service providers find out about humanitarian migrants' ongoing settlement experiences in Australia. Thanks! We are looking forward to having the opportunity to speak with you more in the future. We will be contacting you next year about how you can continue to be involved.

Some things we have learned so far

English, study and work

- It's great to see how your English continues to improve every year. In the last interview, over half of you told us you can now understand English well or very well.
- Since arrival, **44%** of you have done study or job training. Well done!
- When we first spoke to you, not many of you had found jobs. The last time we spoke with you the number of people working had increased to nearly **30%**.



Over time more of you can understand English well or very well

Your life in Australia

- Over **40%** of children who took part in the study in 2015 had been recognised or received awards for their achievements in school, sports, arts and the community.
- It was great to hear that nearly **80%** of you feel part of the Australian community, and almost **90%** of you received support from your ethnic or religious community or other community groups during your settlement journey.
- However, many of you report that you are still waiting for family to join you in Australia.

Finding a job in Australia

- Although more and more of you have found jobs, finding a job is still one of the biggest challenges many of you face in your settlement journey.
- Many of you have found it hard to get a job that matches your skills, especially without Australian work experience.
- Some of you are looking after your health or your family and may not be available to work yet.
- You think that the services provided by Centrelink and employment agencies are helpful in assisting with finding a job but that humanitarian migrants need more support to find work.
- Your views are making a difference. The new Career Pathways Pilot program is designed to help humanitarian migrants with skills or qualifications who have arrived in the last five years to find a job in Australia.

Help with services

Some of you told us that you would like more information about services available to humanitarian migrants. The web address below provides a list of services that can be searched by program name, state/territory, region or postcode, or a combination of these.

serviceproviders.dss.gov.au

Your interviewer can also provide an information sheet on legal services available in your state.



What our interviewers said

Our interviewers would like to thank you for talking to them again about your life in Australia. Interviewers said that the most rewarding and enjoyable aspects of the study are:

"Giving participants the opportunity to have their say."

"Helping participants solve their problems and helping them to feel less lonely."

"Seeing positive changes in the lives of the families."

"Seeing participants happy, safe and successful."

We were pleased to hear from our interviewers that you enjoyed sharing your experiences with us and are happy to take part again.



What will we do with your information?

All of your personal information and what you say is completely **confidential**. This is because your name and contact details are not attached to the responses you provide. When we write about the results we always talk about how people **generally** responded (for example, that your English skills are improving), as we have done in this newsletter.

It is really important to hear about your experiences coming to and living in Australia. The BNLA study team will continue to look for opportunities to talk with others about this. We are very proud to be involved in such an important project that will help to improve programs and services for humanitarian migrants. Hearing about your experiences is very important, so that we can identify the challenges humanitarian migrants may experience in Australia.

Stay in touch

Please remember to let us know if you move house, change your telephone number or email address.

We want to be able to stay in touch with you. If you have any questions, please don't hesitate to contact us.

 **Call: 1800 442 400**
(freecall except from a mobile phone)

 **Email: info@bnla.com.au**

 **Website: www.bnla.com.au**

Next time

The next interview is nearly here! Last year we spoke with you over the telephone. Many of you told us that you prefer to speak with us in person. This year we will be coming back to your homes. Our interviewers are looking forward to seeing you again. The interview will take about 60 minutes for those completing the longer interview and about 30 minutes for others. To thank you for your time you will be given a gift card.

What will we speak with you about?

We will be talking with you about similar things as in previous interviews, such as housing, English language classes, looking for a job, your neighbourhood, and how you feel about your life here in Australia. Many of you have told us that finding a job is one of your main concerns, so we will be asking more questions about this in the next interview.

Our interviewers will call you to arrange a time to talk with you. They will give you more information about this when they call you. We are looking forward to speaking with you again and seeing how you are going.

If you have any questions, please contact us using the details at the bottom of this page.



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[freecall except from a mobile phone]

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