

# Building a New Life in Australia

News, 2014



## Thank you!

We want to thank you for taking part in **Building a New Life in Australia**. Your views about what it's like to live in Australia and your needs as a new migrant are very important. The knowledge gained from this project will really make a difference.

We are now in the second year of **Building a New Life in Australia**. We hope that you will speak with us again about your experiences in Australia. We want to know how you are settling and how things have changed for you or your family since we last spoke with you.

You are all very important to us and hearing about everyone's different experiences will help us get a better picture of what life is like for new humanitarian migrants living in different parts of Australia.

## Who took part last time?

About 2,400 newly arrived humanitarian migrants took part in the first stage of **Building a New Life in Australia**. We were very pleased that so many people agreed to speak with us, and it was great to hear stories from so many people with different backgrounds and experiences.

We interviewed people from all parts of the humanitarian program. We spoke with:

- 1,509 adults who were the main applicants on their visa application
- 755 adults who were also named on the visa application
- 135 adolescents aged 15–17 years who were named on the visa application

### The majority of people were born in:

1. Iraq (39%)
2. Afghanistan (25%)
3. Iran (12%)
4. Myanmar (6%)
5. Bhutan (4%)



Where people were living at time of visit

### The most common languages used to complete the survey were:

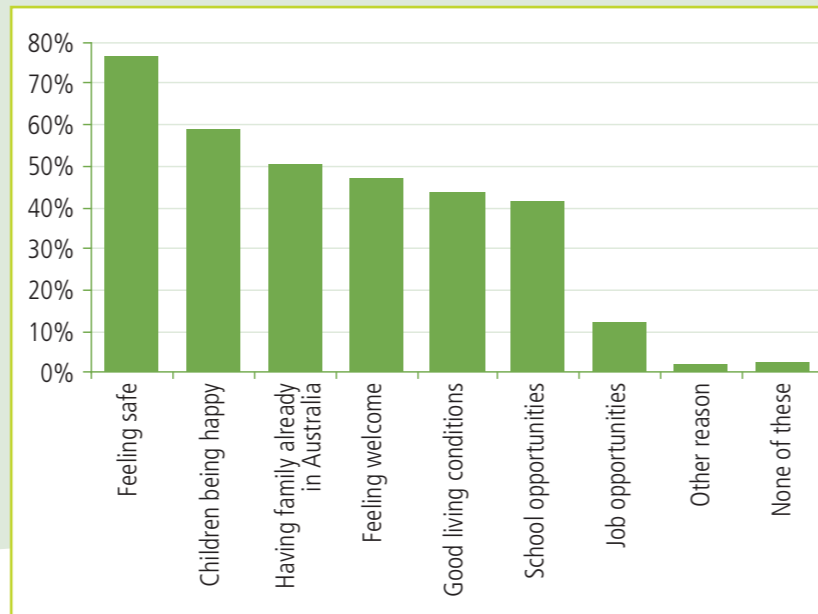
1. Arabic (42%)
2. Persian (23%)
3. English (10%)
4. Dari (8%)

Other languages used were Amharic, Burmese, Chin Haka, Hazaragi, Nepali, Oromo, Pashto, Somali, Swahili, Tamil, and Tigrinya.

# Some things we have learned so far

## What you think about where you live

- About three-quarters of you had difficulty finding a place to live. This was mainly due to the cost of housing, language difficulties, and not having rental references.
- Although it has been hard for people to find a place to live, the majority of people were satisfied with their housing and its closeness to services and transport.
- More than three-quarters of people felt safe in their neighbourhood and thought it was a good place to bring up children.

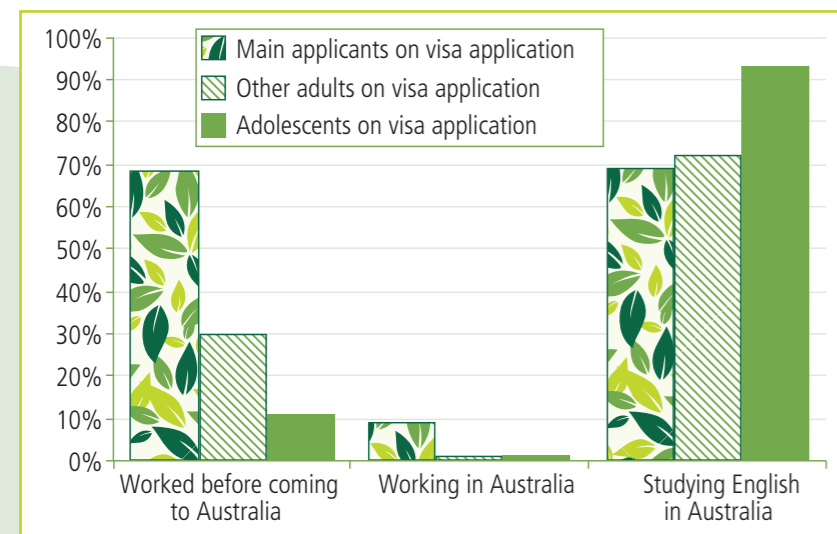


## How you feel about living in Australia

- Most people felt welcome in Australia and were starting to feel they belonged here.
- It was great to hear that most teenagers who took part were finding it easy to attend school and participate in class.
- About 60% of people thought it was hard to understand Australian ways and talk to their Australian neighbours. We hope this will become easier for you as time goes by.

## What helped you settle in Australia

We asked everyone about the types of things that have helped you settle in Australia. By answering “yes” or “no” for each question, most people said that feeling safe, their children being happy and having family already in Australia helped them settle into life in Australia.



Although a lot of you worked before coming to Australia, less than 10% were working at the time of our visit. However more than 70% of adults and almost all teenagers were studying English classes in Australia.



## Your thoughts about what could be done to improve programs and services

Many people thought more services are needed to help new migrants find affordable and suitable housing.

Many people said that they wanted to learn English and hoped there would be more opportunities and programs to study English in the future.

Some people wanted more help finding a job or learning new skills to help them get a job.

Some of you also thought it would be useful to have more caseworkers available to assist humanitarian migrants.

We will make sure that the government hears what people have said about the types of services and help needed.

## What our interviewers said ...



“Thank you for being so friendly and welcoming”

“Supporting new migrants to have a voice”

“You made it a rewarding and humbling experience”

“Enjoyed meeting new migrants and hearing their stories”

## What you thought ...

“This is a great initiative because the project allows us to express our feelings”

“I enjoyed the interview and would be happy to do it again”

“The interviewers were caring and patient”

## Working and studying

## What we will do with your information

All of your personal information and what you say is completely **confidential**. No one but your interviewer will know that you have taken part in the project or what you have said. When we write about the results we will always talk about how people generally responded (for example, that many of you had found it hard to find a place to live), as we have done in this newsletter.

It will be really important for us to tell the government and the Australian community about what you and others have told us about your experiences coming to and living in Australia. We will be looking for opportunities to talk with others about this. We are very proud to be involved in such an important project which will help the Australian community better understand the experiences of humanitarian migrants and will improve programs and services in the future.

## Next time

The next interview is nearly here! It will be much shorter than last time. It will only take around 20 minutes for main applicants on your visa application and 10 minutes for other adults and adolescents on your visa application. We hope to talk with you over the telephone next time. Like last time, to thank you for your time you will be given a gift card, but it will be a smaller amount.


One of our interviewers will call you to arrange a time to talk with you.

We are looking forward to speaking with you again and seeing how you are settling. We hope to find out how people's needs change over time and what we can do to help people at different stages of their settlement journey.

If you have any questions, please contact us.

## 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](mailto:info@bnla.com.au)**

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