

Building a New Life in Australia

News, 2015



thank you

Thank you so 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 and we hope that you will continue to do so. Your views about what it's like to live in Australia and your needs as a new migrant are very important. We would not be able to keep the project going without your support. The knowledge gained from this project will really make a difference.

We are now in the third 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 going and how things have changed for you and your family since we last spoke with you. You are all very important to us. Hearing about everyone's experiences will help us get a better picture of what life is like for new humanitarian migrants living in different parts of Australia.

Our interviewers enjoyed hearing your stories ...

Thank you for talking to them again about your life in Australia. They really enjoyed hearing your stories and seeing how your lives have changed. They felt that you had more confidence talking to them and that so many of you were able to communicate better in English.



What you thought ...

We were pleased to hear that you enjoyed the experience too and were happy to take part again.

"It was very rewarding to meet new people from my home country"

"My interviewer was a kind person who took the time to ask my opinion"

"I enjoyed getting to know new migrants and listening to their stories"

"I have a chance to give my story and tell the government about my resettlement"

"I enjoyed hearing the joy in their voice when they talk about how safe and free they feel in Australia"

"This will help to set up better support services for refugees"

"Good to have this survey as it reminds me every year how my life has changed"

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

Many of you have given us valuable feedback about what can be done to help new humanitarian migrants living in Australia.

You told us what you think can be done to improve services such as housing, English language classes and employment.

We have taken note of this and have been giving presentations to the government and community groups about the challenges you have experienced and the types of assistance you said you needed.

Your opinions are being heard! The information you have provided is now available to policy makers, researchers and service providers in the community.

We anticipate that many more will make use of the information over the next few years. We think that they will be very interested in hearing about your settlement journey and about the types of services you need.

The information collected in this study will mean that the government knows about the types of services and help needed by you and by future migrants.

Why take part again?

The **Building a New Life in Australia** project will continue for the next 3 years, until 2018.

It is a great opportunity to help the government and the Australian community understand the types of things that can be done to help new humanitarian migrants build a life in Australia.

Last year, more than 2,000 of you took part again. You told us how things had changed for you and your family since arriving in Australia.

Everyone's experiences are different.

It is very important that we continue to speak with as many people as possible, so that the government can hear about the needs of people from many different countries and backgrounds.

Your views are unique – we need to hear from you!

What will we do with your information

All of your personal information and what you say is completely confidential. Your name and contact details are not attached to the responses you provide.

When we write about the results we will always talk about how people generally responded (for example, that some of you have found a job), 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 continue to look 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.



Some things we have learned so far

Finding a place to live



Around two-thirds of you had a long-term lease.



60% of you were still living in the same house as last time.



Most of you found stable accommodation in the last year, but your rent is still very expensive.

How you feel about living in Australia



About two-thirds of you felt that it was getting easier to understand Australian ways, but some of you said that it was hard to make friends here.

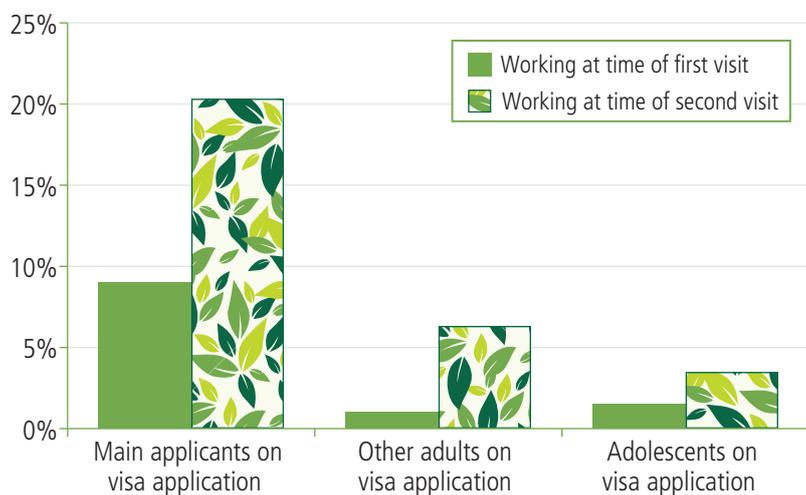


It was great to hear that your children have been finding it easy to participate at school, make friends, understand Australian ways and settle into life in Australia.



Many of you told us that you are still waiting for your family to come to Australia and that you miss them very much.

Working in Australia



Around 10% of main applicants were working at the time of our first visit. When we spoke to you last year, this had doubled to 20%.



About one-third of you were looking for a job.



Around half of you were studying English.



You felt that it would be easier to find a job once your English improves.

Your thoughts about improving programs and services

- It takes a long time for people to settle in a new country. You thought it would be good for your Case Manager to continue supporting you beyond the first year.
- Many of you have found it hard to get a job in Australia. You suggested giving more assistance to new migrants to help them find a job.
- It would be very useful to be given extra information about what services are available and how you can access them.

Many of you told us that you would like more information about services in your area. We have provided a list of different services on our website.

Please visit www.bnla.com.au or you can speak to our interviewers when they come to visit you soon.

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 house, like we did the first time we spoke with you. Our interviewers are looking forward to seeing you again. The interview will take about 60 minutes for the main applicants on the visa application 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 we have spoken about before, such as housing, English language classes, looking for a job, your neighbourhood and community, and how you feel about your life here in Australia.

This year, we are also interested in finding out about how children in migrant families are going.

For those of you who have children, we'd like to ask you some extra questions about how your children are settling into Australia. We'd like to know things about how they are doing at school, whether they are making friends, their health and wellbeing, and how they are adjusting to life here in Australia.

There is more information about this in the letter we sent you.

One of our interviewers will call you to arrange a time to talk with you. They will give you more information 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.

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**

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