

Building a New Life in Australia



News, 2016

thank you

Thank you for participating in the **Building a New Life in Australia** project. We would not be able to continue without you. The information you have shared with us will help improve services for all humanitarian migrants.

Building a New Life in Australia is now in its 4th year. For the past 3 years you have shared your experiences with us, and we hope you will again. We want to know how your settlement journey is progressing and how things have changed for you and your family since we last spoke.

Your dreams for the future

Last time we spoke, you shared some of your dreams for your future life in Australia. Some of the things you wished for were:

"For my family to join me as soon as possible and we have a happy life in Australia."

"To have a good and permanent job."

"I hope to improve my English, find a job and improve my financial situation."

"I want my children to continue their study."

"I wish to continue studying and get good work experience, find a suitable job."

"For my children to finish their education, be of service to people around them and in Australia."

"To continue learning English, to get a job and have a house of my own."



Our interviewers told us ...

They were very grateful that you opened your doors to them and took the time to speak with them about your experiences. They are looking forward to talking to you again this year.

"I enjoyed talking to people from different cultures and hearing about their backgrounds and experiences."

"It was very rewarding seeing improvements in participants' situations over the course of the project – such as getting their driver's licence and improvements in their ability to speak English."

"It was great to see the smiles on participants' faces when I arrived at their household, how warm and welcoming they generally were."

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

During the last few years, we have been advising the government, policy-makers, researchers and service providers about what you think can be done to improve services for humanitarian migrants. Talking with you about your settlement journey allows us to identify the issues that are important to you – the things that are going well for you, and the things you need more support with.

We have also been able to show the government and the broader public how you have been contributing to the community by working, studying and developing your skills.

Your opinions are being heard. The information you have shared with us is helping to improve services for humanitarian migrants.

Why take part again?

Building a New Life in Australia

will continue for at least 2 more years (including this year). Last year we spoke with almost 1,900 humanitarian migrants about how things had changed for them over the previous 3 years. It is very important that we continue to speak with as many of you as possible, so that we can better understand their settlement journey.

Every story is unique. We need to hear from as many people as possible, from as many different countries and backgrounds as possible. **We need you!**

What will we do with your information

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.

We will **only** talk about how people **generally** responded (for example, that some of you are working and some of you are studying) not about each individual response.

This year at a conference we discussed the settlement experiences of humanitarian migrants. This gave us the opportunity to share what we have learned from this project – all thanks to your participation.

We will continue to look for opportunities to talk with others about this. We are very proud to be part of a project which will make a real difference for humanitarian migrants settling in Australia.



Some things we have learned so far

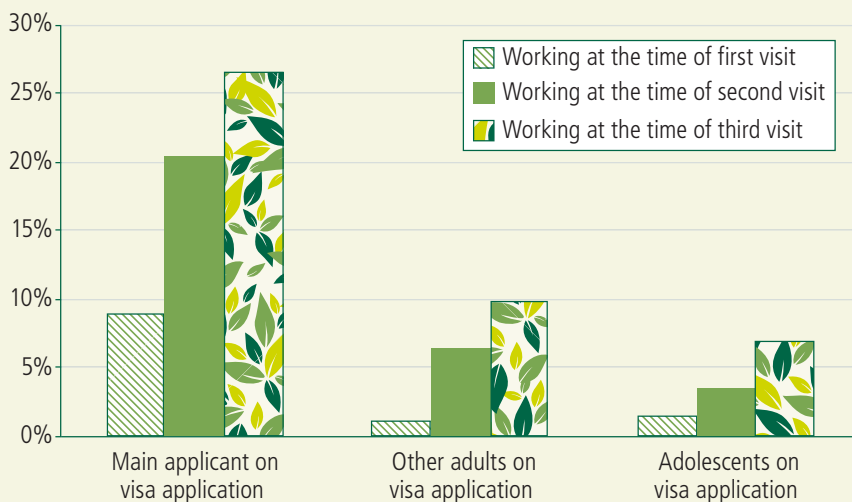
Your life in Australia – what you told us

- Your neighbourhood is friendly and feels safe, and you now find it easier to talk to your Australian neighbours than you did when we spoke to you 3 years ago.
- Many things have become easier for you – such as how to look for a job, how to use public transport, and how to use bank services.
- It has become easier for your children to make friends, to learn and understand English and to understand Australian ways compared with the first time we spoke to you.
- Your overall experience in Australia has been good and you want to stay in Australia.

Working and studying in Australia

It was great to hear that many of you have been working, studying English or doing other study or training since you arrived in Australia.

- Around one-quarter of main applicants were working when we last spoke to you. Of those who were working, more than half had had a job for at least 6 months in the last year.
- Over the past 3 years, around 85% of you had studied English. You said that learning English is very important to settling in well. It was great to see how much your English has improved since you first arrived in Australia and how it gets better every year. Keep it up!



Each year, more and more of you have found work

What could be done to help you?

- Although most of you have found a long-term place to live, you said it would be very helpful to receive more support with finding and paying for suitable accommodation.
- Many of you are still waiting for your family to come to Australia.
- Every year more of you have been able to find work, but many still find it hard. You suggested that providing opportunities to gain work experience and to practice your English would make it easier for you to find a job.

The next interview

The next interview is nearly here! This time we will speak to you over the phone, but we are looking forward to visiting you in your home next year. This time the interview for the main applicants on the visa application will take about 20 minutes, while interviews with others will take about 10 minutes. You will receive a gift card to thank you for your time, but it will be for a smaller amount than last time.



What will we speak with you about?

It has been great to learn about your experiences in Australia during the last 3 years. Last time we spoke with some of you about how your children are adjusting to their new life in Australia. It was great to understand their experiences.

This time we will speak again about things such as housing, studying, looking for a job, your neighbourhood and community, and how you feel about living in Australia. This will help us understand how things change for you and your family over time.

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 to seeing how you are going!

Stay in touch

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