

Perspectives on New Arrival African Humanitarian Entrants in the City of Whittlesea

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INTRODUCTION

Communities originating from the countries of the Horn of Africa (Ethiopia, Eritrea, Somalia, Sudan and Djibouti) form small and emerging communities in Whittlesea, despite larger and longer periods of settlement in the inner northern region. The Western region has predominantly been the preferred destination of half of the Horn of African arrivals, particularly municipalities of Greater Dandenong, Brimbank, Maribyrnong and Monee Valley (Aplin 2002). However recent data indicates that the Horn of Africa represents a small yet growing community in the Northern region including the City of Whittlesea.

According to the DIMIA Settlement Database 2001 to 2005, the population of The Horn of African communities in the City of Whittlesea consists of at least 11 families and more than 57 humanitarian entrants. However these figures do not include factors such as secondary migration, which has significantly contributed to the growth in Horn of African communities in the area.

Many migrants and refugees from the Horn of Africa have come to Australia escaping civil war. Years of violent conflict have severely affected the quality of health care, level of education, employment and poverty in these countries. It is not uncommon for migrant and refugee people from this region to have spent 10 to 15 years in refugee camps before arriving in Australia.

Newly arrived migrants face difficult experiences during settlement such as the break down of social support networks, lack of knowledge and capacity to access essential services, as well as language, cultural and religious barriers. These issues are exacerbated by refugee experiences of grief, trauma and loss. Most refugees have also been forced to leave their extended families, friends and communities behind.

Newly arrived migrants and refugees experience a range of difficulties as they resettle in a new local community, and enhancing capacity of local services to respond appropriately to the needs of new arrivals is essential to improving settlement outcomes. This report therefore examines the settlement issues faced by the Horn of African communities in the City of Whittlesea, in order to develop strategies within our organisation and municipality in planning to meet emerging settlement needs.

Most of the information in this report has been gathered directly from the Horn of African community, clients of WCC and workers who have assisted the Horn of African communities during the settlement process.

CONSULTATION AIMS

This consultation aimed to:

- Identify and explore difficulties faced by newly arrived migrants and refugees from the Horn of African community as they settle into Whittlesea.
- Determine whether the Horn of African community will experience changing and or particular settlement needs as they progressively settle in Whittlesea.
- Develop strategies for Whittlesea Community Connections and the municipality in planning to meet emerging settlement needs
- Produce and disseminate a report to local agencies, outlining the findings and recommendations, which will be used to assist newly, arrived migrants and refugees from the Horn of African communities in Whittlesea.

METHOD

A range of consultation methods were utilised to identify the needs of the Horn of Africa community in Whittlesea. Face to face and phone interviews, were conducted by the Arabic Settlement Support Worker. Written surveys were also distributed to AMEP students at NMIT Epping. A total of 24 migrants and refugees from the Horn of African communities took part in this consultation.

Consultations with workers assisting Horn of African clients were also carried out through surveys (six participants) to determine changing settlement needs and service gaps in Whittlesea.

DEFINITIONS & CONCEPTUAL FRAMEWORK

“The Grater Horn of Africa” is the term given by the Department of Immigration Multicultural and Indigenous Affairs (DIMIA) to the countries of Somalia, Eritrea, Ethiopia, Djibouti and Sudan.

This consultation predominantly focused on the Horn of Africa and Arabic speaking communities. However due to the relatively small Horn of African population and an emerging West and Central African community residing in the City of Whittlesea, countries such as Burundi and Liberia have also been included in this consultation.

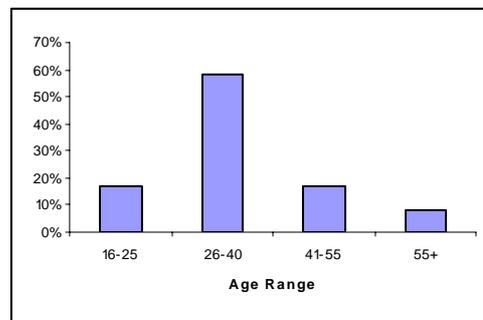
LIMITATIONS

The number of participants in this consultation was small, a result of the emerging nature of the Horn of African community in Whittlesea. This does limit however the generalisations that can be made from this consultation to the wider population.

RESULTS

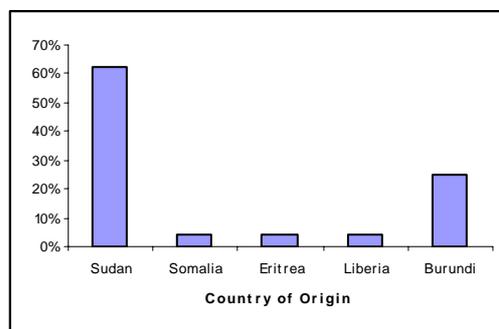
The Community's Perspective

The total number of participants was 24 people. Half of the participants were male and half female, with most falling into the age range of 25 to 40 (58%). The diversity of age ranges is detailed in the graph below.

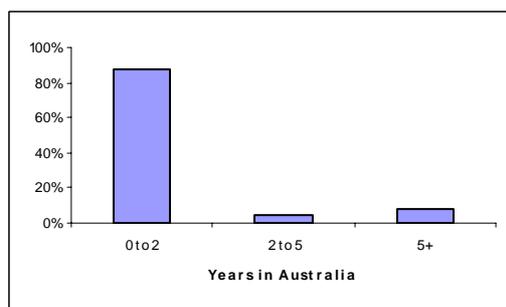


Almost three quarters (71%) of participants were living in couple households with children. However there were a number of single (17%), single with children (8%) and widow (4%) households as well.

Countries of origin included Sudan, Somalia, Eritrea, Liberia and Burundi. As the graph indicates, Sudan and Burundi were the most common countries of origin.



An overwhelming majority (96%) entered Australia under special humanitarian categories, while only 4% had entered under other categories. Most participants had arrived in the last two years, as the following graph indicates.



The high number of humanitarian entrants and recent arrivals, under two years, indicates that support needs for this community will be high in both complexity and intensity. Access to essential services and family support will be integral to addressing settlement needs for these emerging African communities.

Settlement Issues

Access to Services

For most participants, friends and family were the main support networks upon arrival. Workers within organisations were also mentioned. However the response rate to the question of available support networks was low (50%), which may not demonstrate the range of support initially accessed by the community.

In terms of access to support currently, participants responded that they had utilised a range of services including Centrelink, Salvation Army and NMIT. These organisations were cited the most often, which may be indicative of the community's immediate settlement needs, that is income, emergency relief and education and or English language tuition.

Other services utilised by participants in order of frequency were The Northern Hospital, Whittlesea Community Connections, City of Whittlesea, Whittlesea Housing, Plenty Valley Community Health Service and the Northern Migrant Resource Centre.

While Centrelink was the most utilised service, it was also rated the most difficult to access, followed closely by the Northern Hospital. The City of Whittlesea, Whittlesea Community Connections, Salvation Army and Whittlesea Housing were less difficult to navigate however still posed access barriers for participants.

Participants explained that these services were hard to access because of language barriers, lack of public transport options, and services not providing enough appropriate support for families from CALD backgrounds. It was also evident that participants were unaware of the types of services agencies provided.

"I did not know about most of these services before and had never heard of them. Also I did not know what kind of services they provide." (Sudanese arrived 2004)

Why were services hard to access? *"Transport"*.
What other services would you like? *"Learning about the transport system"*. (Burundi arrived 2005)

Lack of knowledge about the services and transport, combined with language and cultural barriers were the main access barriers faced by participants in terms of accessing mainstream service providers. The lack of ethno specific workers in Whittlesea was an additional difficulty.

Appropriate promotion of essential services is important, as participants had only heard about services on an ad hoc basis from relatives and friends. Language and literacy barriers may be addressed through the provision of culturally and linguistically appropriate settlement information. One participant also recommended that a mentoring type project be established, enabling new arrivals to learn about services in the local area.

"DIMIA should have an organisation that can only meet new arrivals in the airport and know where they are living so they can provide them with information about the services available and how to access them." (Sudanese arrived 2004)

Respondents also suggested that to help future migrant and refugees improved access to translated material and interpreting services was critical, particularly for small and emerging communities.

"[We] need to have information about the services in our own language so we can be aware of these services and to be able to access them." (Sudanese arrived 2003)

"[We need] more interpreters especially in my language (Moro)." (Sudanese arrived 2004)

"More interpreters especially Dinka and Nuba." (Sudanese arrived 2004)

Social Isolation

Due to the disruption and loss of informal support networks, the Horn of African community in Whittlesea face issues around social isolation and dislocation from the wider community. One participant highlighted the need to encourage self- empowerment, allowing the Horn of Africa community to develop their own support networks and organisations.

“[We need] a community organisation from our own culture.”
(Sudanese 2002)

Family Support

Family support services are not meeting the needs of African families according to participants, particularly as the services provided were sometimes culturally inappropriate. This was particularly the case for emergency relief services, where the type of relief provided was not always relevant.

“[Emergency relief] is not enough for the family and not always appropriate... “[We also need] social workers to follow up with family needs.” (Burundi arrived 2005)

Demand for child- care was also impacting on families. Due to the lack of child- care places newly arrived parents, particularly women found, it difficult to attend English classes. For those who had access to child- care, the high costs will make child- care an unsustainable option. Inability to access and maintain child- care impacted upon women’s ability in particular their ability to participate in education and other activities.

“[We need] to have move child care places available for migrant and refugee people so they can access ESL classes when they first arrive in Australia.” (Sudanese arrived 2004)

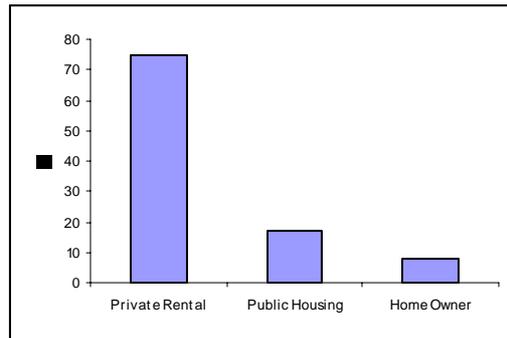
Immigration

Immigration was raised as an important issue for newly arrived migrants and refugees from African communities, particularly as many have had to flee their country, leaving behind family members. Those who have resettled remain concerned about their family and friends, many of whom remain in refugee

camps. Providing financial assistance to families back home was common, possibly contributing to the financial strain faced by many newly arrived migrants and refugees settling in the area.

Housing

As the graph below indicates, the majority (75%) of participants live in private rental accommodation. Public housing and home-ownership were less common housing options.



The greatest difficulty participants experienced with housing was affordability, and increasing private rental prices in Whittlesea will continue to place financial strain and housing stress on the community.

Lack of information on how to apply for public housing rated as the second most difficult problem in the housing sector, indicating the need for education about the public housing sector. However low levels of public housing in Whittlesea combined with long waiting lists are serious barriers to entering public housing. Participants therefore raised the issue of long waiting periods as a problem that needs to be addressed.

Issues of over-crowding were also affecting participants, particularly larger families. Families who have sponsored relatives or friends to migrate to Australia provided initial accommodation, which further leads to situations of overcrowding. Housing stock in Whittlesea does not meet the needs of families with six or more family members, nor does it meet the proportion of widows and single parent households from the Horn of Africa. A diverse range of housing stock is needed in Whittlesea to help overcome issues caused by inappropriate housing.

Participants indicated the need for more affordable housing options for newly arrived migrants and refugees and to provide housing assistance to those who sponsor family members to migrate to Australia.

Employment and Education

All participants were currently unemployed and 88% were receiving their income from Centrelink benefits. Respondents were concerned about their employment situation due to their lack of English Language skills and experience in Australia. Language was seen as the main issue impacting on the gainful employment for newly arrived African migrant and refugees.

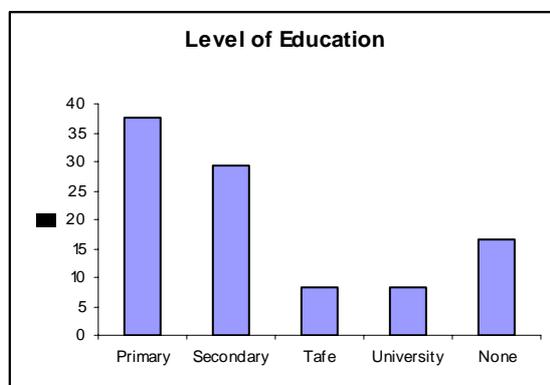
“I need to have more free hours of English classes for newly arrived migrant and refugee people at least for the first two years after arrivals only to learn the language and not to look for work until settled.” (Sudanese arrived 2004)

Indeed more than half (58%) of participants indicated that they did not speak English at all and 21% felt they spoke English not well. Only about one-fifth (21%) responded they spoke English well. This is despite the fact that the majority of participants (83%) were studying English as a Second Language. A few (4%) were studying other types of courses, however 13% were not attending any studies at all.

Difficulties in attending further education or training were predominantly English language barriers and lack of child-care.

“Because of my English I can't go to university to continue my studies.” (Somali arrived 1995)

Prior to arriving in Australia the highest level of education most participants (37.5%) had completed was primary school. Some (16.7%) participants had not attended any school at all as the graph below indicates.



Low levels of prior education combined with English language barriers are significant barriers for African communities engaging with the wider

community in more meaningful ways. This is particularly the case for gaining employment. Respondents were also concerned about the difficulties in obtaining skill recognition in Australia for qualifications acquired overseas.

Respondents indicated that education was also affected by disrupted education due to being in a refugee camps for so long. The impact on children was highlighted, particularly as parents felt incapable of assisting their children with education in Australia. Participants therefore indicated the need for homework support programs to improve equity in educational outcomes for African young people.

"[We need] homework support for children." (Sudanese arrived 2005)

"Help our children in homework." (Sudanese arrived 2004)

Health

Participants' experience in accessing health services included long waiting lists and times, especially for high demand services, complicated paperwork and an overall difficulty in navigating larger services such as hospitals. Language barriers were also common as interpreters were not commonly used due to time issues, lack of provision generally and unavailability of qualified interpreters from small and emerging communities such as those of the Horn of Africa.

The Social Support Sector's Perspective

Organisations supporting the African communities consulted included Centerlink, Foundation House, Victorian Arabic Social Services, La Trobe University and Women's Health In The North.

Within these organisations, worker roles assisting African communities included Community Development, Project Officer, Refugee Health Research Worker, Counsellor, Multicultural Service Officer and Social Worker. Half of the workers had assisted African clients from the City of Whittlesea.

According to these workers the main issues facing African communities were family conflict, navigating systems, isolation, employment, and issues specific to young people.

Family conflict has been arising due to the sponsorship of relatives to migrate to Australia, as sponsors generally provided accommodation during the initial settlement period. Inter- generational conflict was also occurring as children increasingly adopted Australian cultural values, conflicting with African values and traditions.

Learning what services are available and how to access them is a difficult and long process for newly arrived migrants, particularly where cultural and language barriers exist. As this is the case for African communities inability to access essential services such as housing and health was becoming an issue. Often services were accessed at crisis points where reduced services could be provided. Lack of appropriate interpreting services also prevented people from receiving appropriate support.

Social isolation was closely linked with the inability to build a sense of community belonging because of language and cultural barriers. This may also indicate that the mainstream community needs to do more to promote connectedness and participation, particularly as racism was raised a common issue impacting on African new arrivals.

Economic forms of participation are also an issue for African communities as high level of unemployment and underemployment exist. Estimates from a Horn of African worker based in Melbourne suggest that almost 60% of new arrivals from Horn of Africa communities are unemployed (Kingston Multicultural Women's Network)

Horn of Africa youth were also mentioned as having particular needs particularly in regards to legal and education issues.

As the African, and particularly the Horn of Africa community, continues to grow and follow secondary migration patterns into areas such as Whittlesea some settlement needs continue to evolve. Participants indicated that inter-generational conflict was the most prominent. As adolescent aged young people have grown older and sought increased independence, this has often led to conflict with parents and guardians and is a common theme.

There are also issues pending with the transition to Australian society in particular the ability to access services from mainstream organisations and specific government agencies.

Participants indicated that the following strategies have been most effective in helping African communities

- Reconnect and tracing services for refugees.
- Consultations with specific groups amongst their own community, assisting in the process of becoming aware with needs and issues affecting access to mainstream services.
- Connecting new arrivals to other people in the community.
- Service orientation and education about services in an Australian context.
- Cross cultural training amongst mainstream service providers.
- Promoting and developing empowerment and self- independence.
- Advocacy to access essential services such as health, travel and training and education opportunities. There is a need to model these processes in a coordinated way so that people feel safe and familiar.

- Support group processes in communities, so that people can re-establish their social structures. This also recognises and respects existing competencies.
- Services that provide a combination of direct support and assistance as well as community development projects.
- Adopt community development approaches enabling communities to be part of the planning, development and implementation processes of programs. "Communities are involved not only as participants but as partners on the re-construction of their own history."

The following were highlighted as service gaps in terms of providing adequate and appropriate support to African communities

- Community development programs that empower community members to become leaders within their own community.
- Cultural festivities that celebrate and recognise community achievements and contributions to the wider community.
- Increased availability and appropriate interpreting services, particularly for women. There is also a need for greater willingness of service providers to contact and use interpreters when working with these communities.
- Culturally appropriate childcare to allow women in particular to access English language classes and other training and education opportunities.
- Intensive support workers who can assist with repeated travel training, attending medical appointments and explaining the links between services.
- Appropriately address problems arising in the community around credit, consumer and legal issues.
- Provide community education about family violence in an Australian legal context.
- Culturally appropriate family support services and recreation opportunities.

Participants provided the following recommendations to enable existing services to address these gaps

- Increase linkages between existing mainstream services and specialised culturally specific services.
- Provide cross-cultural training for service providers, especially around language and interpreting issues and gender sensitivities
- Target cross-cultural training to health services.
- Improve awareness of the importance of using interpreters.
- Increase cultural competence regarding African communities, that is, the historical context of cultural traditions, the impact of colonisation and the push factor for refugee movements.

Participants perceived that the difficulties the African community will face as they continue to move into the Whittlesea region are:

- Isolation
- Employment
- Childcare
- Transport
- Health
- Language barrier
- Appropriate services

Accessing services may be more difficult as new arrivals move into Whittlesea, particularly due to the lack of public transport and having to learn about services in the local community all over again.

SUMMARY OF FINDINGS

Accessing Mainstream Services Providers

- While essential services were being accessed, there was a lack of awareness about the range of services available, particularly within the local context.
- There is a need for culturally and linguistically appropriate settlement information to be provided.
- There is a need for orientation of local services by and for African communities to increase access and enhance self-empowerment.

Social Isolation

- Due to the loss and erosion of informal support networks, there is a need to facilitate local community support groups and to increase community leadership.
- Lack of public transport within the local community has lowered access to services.

Family Support

- An under-supply and increasing cost of child-care places is impacting on parents and women's opportunity to attend English language classes and other education and training programs.
- Family support services need to become more aware of the cultural needs of the Horn of African community.
- Family break down and intergenerational conflict need to be addressed by family services in a way that is culturally appropriate.

Immigration

- Forced separation from family members contributed to emotional and financial stress experienced in African communities. Greater access to free immigration services would provide some assistance in reuniting with family left behind.

Housing

- Most new arrivals from Africa were living in private rental; affordability was the main housing difficulty experienced by participants.
- Larger family units and inappropriate housing stock in Whittlesea was leading to situations of overcrowding. Overcrowding was also impacting on family relationships particularly between sponsored relatives.
- Lack of public housing and long waiting lists contributed to the issue of affordability for newly arrived migrants and refugees.

Employment and Education

- Most (88%) of participants were unemployed indicating the lack of employment opportunities and extent to which language is a barrier in gaining employment.
- Greater information about recognition of overseas qualifications is needed.
- Around 79% of participants did not speak English at all or not well and access to free English classes was not always available, particularly for women with child-care responsibilities.
- Low-levels of prior education were impacting on current education outcomes and that of their children.
- Greater English language support is needed for children from the Horn of Africa.

Health

- Community education in accessing essential health services is critical.
- Improved access to interpreters from the Horn of Africa as well as translated material is urgently needed.

RECOMMENDATIONS

- Provide information to African communities soon after arrival and throughout the settlement period about services available and systems in an Australian context. This information needs to be culturally and linguistically appropriate.
- Improve access to interpreting services and enhance capacity of mainstream service providers to utilise interpreters.
- Improve public transport options in the City of Whittlesea to increase access to services and community participation activities.
- Address whole of family needs within African communities
- Cultural awareness training needs to be provided to mainstream service providers, particularly health and emergency relief.
- Address issues around financial crisis among African communities.
- Provide further English language support to the African community.
- Explore the development and implementation of additional homework and study options for children from Africa through partnerships with local schools.
- Establish social support groups for African women in Whittlesea and culturally appropriate recreational activities for men and young people.
- Increase access to childcare enabling parents, and particularly women to access education and training opportunities.
- Improve labour market participation opportunities for African communities
- Put in place ethno specific workers within mainstream and specialist services to appropriately support the Horn of Africa community.
- Develop and implement an orientation and mentoring project, led by the Horn of African community to increase awareness and capacity to connect with the wider community.
- Facilitate community development projects that address issues around family violence and family conflict in an Australian legal context.
- Improve linkages between existing mainstream services and specialised culturally specific services through forums such as the Whittlesea Multicultural Issues Network.

- Celebrate cultural diversity and recognise the contribution migrants and refugees have made to the local community.

Conclusion

This consultation identified the difficulties faced by African communities upon arriving in Australia and as they move into the City of Whittlesea. The African and Horn of Africa communities are relatively small and emerging in Whittlesea with diverse and complex needs. The high humanitarian intake and political and historical experience of this community also heightens the need for appropriate opportunities to participate in the wider community.

The high level of need, coupled with the complexity of the pre- migration experience, make it imperative that specialist settlement and mainstream services create meaningful partnerships. This will ensure that the emerging communities from Africa receive the essential support needed in the early stages of settlement.

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- 4- The World Fact Book: <http://www.odci.gov/cia/publications/factbook/print/et.html>

APPENDICES

APPNDIX 1: COMMUNITY PROFILES

ETHOPIA

The Federal Democratic Republic of Ethiopia is located in East of Africa.

A two and a half year border war with Eritrea ended with a peace on the 12th December 2000.

Ethnic groups:	Oromo 40%, Amharic and Tigre 32% Sidamo 9% Shank Ella 6% Somali 6% Afar 4% Gurage 2% Other 1%
Religions:	Muslim 45%-50% Orthodox 35%-40% Animist 12% Other 3%-8%
Languages spoken:	Amharic Tigrinya Oromigna Guaragigna Somali Arabic Other local languages English: the major foreign language taught in schools.

SUDAN

Sudan is the largest country in Africa and is located in Northern Africa, bordering the Red Sea between Egypt and Eritrea.

Sudan has been embroiled in a civil war for more than ten years. The war has affected more than 2 million deaths and over 4 million people displaced.

Ethnic groups:	black 52% Arab 39% Beja 6% Foreigners 2% Other 1%
Religions:	Sunni Muslim 70% (lives in northern area of Sudan)

Indigenous beliefs 25%
Christian 5% (mostly live in south and in the capital city Khartoum)

Languages: Arabic (official)
Nubian
Ta Bedawie
Diverse dialects of Nilotic - Nilo-Hamitic
Sudanic languages
English

ERITERA

State of Eritrea is situated in Eastern Africa, bordering the Red Sea, between Djibouti and Sudan.

Eritrea was awarded to Ethiopia in 1952 as part of a federation. Ethiopia's annexation of Eritrea as a province 10 years later sparked a 30-year struggle for independence that ended in 1991 with Eritrean rebels defeating governmental forces, independence was overwhelmingly approved in a 1993 referendum. A two-and-a-half-year border war with Ethiopia that started in 1998 ended under the United Nation (UN) auspices on 12 December 2000.

Ethnic groups: Tigrinya 50%, Tigre and Kunama 40%, Afar 4%, Saho (Red Sea coast dwellers) 3%, other 3%

Religions:

Languages: Afar, Arabic, Tigre and Kunama, Tigrinya, other Cushitic languages.

DJIBOUTI

Republic of Djibouti: The French Territory of the Afar and the Issas became Djibouti in 1977. Djibouti is situated in Eastern Africa, bordering the Gulf of Aden and the Red Sea, between Eritrea and Somalia.

Ethnic groups: Somali 60%
Afar 35%
French
Arab
Ethiopian and Italian 5%

Religions: Muslim 94%
Christian 6%

Languages: French Arabic (official)
Somali
Afar

BURUNDI

Republic of Burundi is located in Central Africa, east of Democratic Republic of the Congo.

Burundi's first democratically elected president was assassinated in October 1993 who has served the country only one hundred days. Since then, about 200,000 Burundians have perished in widespread, often intense ethnic violence between Hutu and Tutsi factions. Hundreds of thousands have been internally displaced or have become refugees in neighbouring countries. Burundi troops, seeking to secure their borders, briefly intervened in the conflict in the Democratic Republic of the Congo in 1998

Ethnic groups: Hutu (Bantu) 85%
Tutsi (Hamitic) 14%
Twa (Pygmy) 1%, Europeans 3,000
South Asians 2,000

Religions: Christian 67% (Roman Catholic 62%, Protestant 5%)
Indigenous beliefs 23%
Muslim 10%

Languages: Kirundi (official)
French (official)
Swahili (along Lake Tanganyika and in the Bujumbura area)

APPENDIX 2

African Community Consultation

Aim

The Horn of Africa community is a small and emerging community in Whittlesea, despite larger and longer periods of settlement in the inner northern region. Community Information Whittlesea provides settlement support to newly arrived migrants and refugees and through this consultation, aims to identify the complexity of needs of the diverse Horn of Africa community as it increasingly settles and expands in Whittlesea.

Your responses will only be used to fulfil the research aims and to develop strategies within our organisation and municipality in planning to meet emerging settlement needs. Consultations will also be conducted with workers supporting Horn of African communities and a report of findings will be disseminated to local agencies.

Privacy

Information being collected will not identify you and will only be used to inform the research aims. Completed surveys will be stored where no one else can access them.

If you would like further information or to obtain the information you have provided then please contact Dalal Sleiman at Community Information Whittlesea on 9401 6666.

Please answer the questions and the appropriate answer.

1. What is your sex?

- Male
Female

2. What is your age range?

- 0-16 16-25 25-40 40-55 55+

3. What is your household type/ marital status?

- Single Single with children Divorced/ separated
Couple Couple with children Widow

4. What is your country of origin? _____

5. Are you a humanitarian entrant (refugee)?

- Yes
No

6. What year did you arrive in Australia? _____

7. What kind of accommodation do you currently live in?

- Own house
Public housing

- Private rental
- Shared accommodation
- Other (please specify) _____
- Do you have any problems with your current housing situation and if so what do they relate to?
- Affordability
- Over crowded
- Public Housing waiting list
- Tenancy issues
- Other (please specify) _____

8. What is your current employment status?

- | | | | |
|-------------|--------------------------|------------------------------|--------------------------|
| Full time | <input type="checkbox"/> | Part time | <input type="checkbox"/> |
| Home duties | <input type="checkbox"/> | Unemployed | <input type="checkbox"/> |
| Retired | <input type="checkbox"/> | Receiving Centerlink benefit | <input type="checkbox"/> |

9. If employed, what is your occupation? _____

10. How do you rate your level of English?

- | | | | |
|-----------|--------------------------|------------|--------------------------|
| Very well | <input type="checkbox"/> | Well | <input type="checkbox"/> |
| Not Well | <input type="checkbox"/> | Not at All | <input type="checkbox"/> |

11. Are you currently attending any studies or English classes?

- Yes
- No

If yes what is the name of the course you are doing? _____

If no why not? _____

What are the difficulties in attending further education/ training?

What is your level of education?

- Primary school
- Secondary school
- Tafe
- University
- Did not attend any school at all

12. Who helped you when you first arrived in Australia? (Eg friend, relative, your Sponsor or a worker in an organisation)?

13. List the names of any agencies /organisation which you have access to

- Centrelink
- The Northern Hospital
- Community Information Whittlesea
- City of Whittlesea
- Salvation Army
- Whittlesea Housing
- Plenty Valley Community Health Service

Kildonan
Other (please specify) _____

14. Which services were the hardest to access?

Centrelink
The Northern Hospital
Community Information Whittlesea
City of Whittlesea
Salvation Army
Whittlesea Housing
Plenty Valley Community Health Service
Kildonan
Other (please specify) _____

Why was this service(s) hard to access? (Eg language, cultural differences)

16. What other services would you like to be included for future migrant and refugees that are not available at the current time?

APPENDIX 3

Horn of Africa: Worker Questionnaire

Aim

The Horn of Africa community is a small and emerging community in Whittlesea, despite larger and longer periods of settlement in the inner northern region. Community Information Whittlesea provides settlement support to newly arrived migrants and refugees and through this consultation, aims to identify the complexity of needs of the diverse Horn of Africa community as it increasingly settles and expands in Whittlesea.

Your responses will only be used to fulfil the research aims and to develop strategies within our organisation and municipality in planning to meet emerging settlement needs. Consultations will also be conducted with the Horn of African communities in Whittlesea and a report of findings will be disseminated to local agencies.

1. What organisation do you work in? _____
2. What is your role? _____
3. What do you see as the main issues facing Horn of African communities?
4. Have their settlement needs changed over time, and if so how?
5. What kind of support has been most effective in helping this community?
6. What service gaps exist in terms of providing adequate and appropriate support to the Horn of African community?
7. What do you think existing services can do to address these gaps?
8. Have you ever assisted any African clients from the City of Whittlesea (includes Thomastown, Lalor, Epping etc)?
Yes Go to Q 9
No Go to Q 10
9. (a) If yes, do you think there are differences in the difficulties Africans face in Whittlesea? (For example, there are fewer services in Whittlesea, which may impact on settlement needs and outcomes).

(b) Have you ever referred clients to Community Information Whittlesea for settlement support?

- Yes How did you find this service?
No Why not? (For example, did not know about the service).

10. If no, what do you perceive as difficulties for the Horn of Africa community as they move into the Whittlesea region?

11. Do you know of other workers supporting the African community in the northern region? If so, is it possible to have their contact details?

**You can email completed surveys to Dalal Sleiman: dalal@vicnet.net.au
Or mail to: Shop 111 Epping Plaza Epping 3076**