

QCOSS

Queensland Council
of Social Service

Inclusive Policies

*A guide for analysing the impact
of government policies on
culturally diverse communities*



August 2014

ISBN: 978-1-876025-64-9

Introduction

The Queensland Government's Cultural Diversity Policy focuses on improving outcomes in language independence, education participation and attainment, economic independence and community participation for members of culturally and linguistically diverse (CALD) communities in Queensland.

The Queensland Council of Social Service (QCOSS) is Queensland's peak representative body for the community services industry. For more than 50 years QCOSS has been a leading force for social change to eliminate poverty and disadvantage. With more than 600 members, QCOSS supports a strong community service sector.

QCOSS is committed to supporting refugee and migrant communities to achieve positive social and economic participation.

This agenda for QCOSS means:

- always asking questions about the cultural appropriateness and sensitivity of policies and programs
- being aware of when the professional services of interpreters and translators are required
- understanding the impact of legislation, policies, programs and budget initiatives on low resource households of refugee and disadvantaged migrant settlers, and
- anticipating and averting any unintended outcomes from the initiatives.

It is for this purpose that QCOSS has produced *Inclusive Policies: A guide to analysing the impact of government policies on culturally diverse communities* (the Guide).

QCOSS intends to use this Guide as a basis for its policy and advocacy work. The Guide includes a review of the most recent and pertinent studies on the issues of migration and re-settlement. The literature review highlights the importance of evidence in the analysis process. Additionally, the literature review identifies some gaps in research which we hope can be addressed by the relevant organisations.

This guide is recommend to Queensland organisations in pursuit of socially inclusive outcomes.

Purpose

The purpose of *Inclusive Policies: A guide for analysing the impact of government policies on culturally diverse communities* is to provide a framework for assessing the economic and social impact of proposed legislation and government policies, programs and budget initiatives on refugee and disadvantaged migrant communities.

A society that aspires to the elimination of poverty and disadvantage sets its sights clearly on identifying:

- the factors that contribute to economic and social disadvantage
- the determinants of economic well-being, and
- the contributors to social well-being.

For each determinant of economic well-being presented in the Guide are listed key drivers. These drivers have been identified through an examination of studies and reports which highlight cost of living pressures for migrant and refugee communities.

For each contributor to social-well being presented in the Guide are listed key drivers which are based on an understanding of social services and other supports necessary for achieving successful social participation.

This Guide recognises the overlapping and sometimes complex outcomes for vulnerable populations in an environment of changing economic and social policies and the impact of one type of policy on another. The Guide promotes social and economic analysis together and consideration of their interaction.

The questions which align with the key drivers are drawn from the empirical evidence presented in the literature review.



Determinants of economic well-being

| Key drivers | Interrogation of economic policies |
|--|--|
| <p>Household income</p> <ul style="list-style-type: none"> • Eligibility to benefits and allowances • Eligibility to work • Financial commitments to families overseas • Total income level <p>Housing and household costs</p> <ul style="list-style-type: none"> • Weekly rent • Housing options appropriate to size of households • Affordability of essential services (utilities) • Motor vehicle and fuel costs • Public transport accessibility and affordability • Affordability of phone and IT costs • Accessibility of financial counselling <p>Health and well-being costs</p> <ul style="list-style-type: none"> • Affordability of medical and healing services (including hospital and specialist services) • Affordability of pharmaceutical costs • Affordability of fresh food • Disposable income for recreational/cultural activities • Disability support | <p>Have there been changes in access to Health Care Cards, Medicare, welfare benefits, rebates and subsidies that would ameliorate or deteriorate the financial situation of humanitarian entrants?</p> <p>Have there been changes to tax arrangements, welfare benefits, rebates and subsidies that would ameliorate or deteriorate the financial situation of low resource households of new settlers?</p> <p>Are new settlers encouraged or obliged to settle in areas where:</p> <ul style="list-style-type: none"> • there is low unemployment • employment options are commensurate with their skills and cultural needs • median housing rental prices are affordable for low resource households • transport costs are affordable for low resource households • essential services (utilities) are affordable • there are social and cultural networks of support to avoid isolation • the groundwork has been done to ensure a welcoming community? <p>Are concessions for essential services available to those with high need in the new settler populations?</p> <p>Are new settlers able to access health and disability services that:</p> <ul style="list-style-type: none"> • are culturally appropriate and sensitive to the lived experience of refugees and other migrants • understand health and mental health issues prevalent in refugee and migrant populations • recognise the importance of healing as part of community development programs and build community resilience • take a preventative approach by focusing on the specific nutritional needs of refugees and other new settlers? • support sports and recreation in ethnic communities • are affordable for low resource households? |

| | |
|--|---|
| <p>Community and institutional participation costs</p> <ul style="list-style-type: none"> • Affordability of childcare • Affordability of aged care (both residential and domiciliary) • Affordability of school costs • Availability and affordability of training and vocational/tertiary education costs • Affordability of recognition of overseas qualifications | <p>Are new settlers able to access universal or subsidised:</p> <ul style="list-style-type: none"> • early childhood learning programs and child care • adult migrant English programs (AMEP) at times and in a timeframe that recognises their other personal and resettlement and priorities for adults and their families • English as a second language (ESL) classes in schools at times and in a timeframe that recognise that refugee learning may be affected by pre and post migration experiences • services that utilise professional interpreters and translators at no cost to clients • job readiness and job search programs that are culturally appropriate and accessible and acknowledge the value of volunteer work in community • business development programs • vocational training and education • aged care services for non-English speaking persons that are culturally appropriate and affordable? |
|--|---|

Contributors to social well-being

| Key drivers | Interrogation of social policies |
|--|--|
| <p>Inclusive community strategies</p> <ul style="list-style-type: none"> • Protections from discrimination (legislation and policies) • Positive community relations (belonging and identity) • Community development • Advocacy and voice (civic responsibilities and rights) | <p>Have legislative protections against racial, ethnic and religious discrimination been strengthened?</p> <p>Is redress for discrimination affordable for persons from low resource households?</p> <p>Do all economic and social policies together support positive community relations?</p> <p>Do any economic and social policies have unintended outcomes that threaten positive community relations?</p> <p>Do programs support community development and community capacity building?</p> |

| | |
|---|--|
| <p>Individual, family and community services</p> <ul style="list-style-type: none"> • Culturally appropriate services • Provision of multi-lingual language services • Availability and accessibility of services (including areas of locational disadvantage) • Accessibility of appropriate housing options • Accessibility of child care services • Accessibility of culturally responsive youth services • Availability of Settlement Support Services • Opportunities for English literacy and acculturation (not focused only on workplace English) | <p>Are social services being improved and expanded to target refugee and migrant settlement areas in both rural and urban regions?</p> <p>Are government and non-government agency policies and provisions in line with the Queensland Government Language Services Policy?</p> <p>Are social services meeting the specific needs of refugees and disadvantaged migrants as demonstrated in empirical and clinical studies?</p> <p>Are schools improving their responsiveness to refugee and migrant students and families? Are changes to school policies based on evaluation?</p> <p>Are resettlement services for refugees and migrants based on need and adequately targeted across Queensland? Are changes to settlement services based on evaluations?</p> <p>Are funding and service providers collecting data on client numbers and needs to report participation of CALD communities?</p> <p>Are funding models enabling service provider flexibility to respond to the specific needs of refugee young people?</p> <p>Are policy priorities in the AMEP recognising the importance of language and literacy for women who will not seek paid employment?</p> |
| <p>Social connections and networks</p> <ul style="list-style-type: none"> • Own language and cultural maintenance (belonging and identity) • Social connection and participation • Community and personal safety | <p>Do policies demonstrate an understanding of the value of cultural and social networks to positive resettlement and well-being of refugees and migrants?</p> <p>Are law enforcement agencies using culturally sensitive information dissemination strategies?</p> <p>Are emergency services improving home and community safety for vulnerable refugee and migrant communities through their information and training strategies?</p> |

Literature review – Queensland studies

Education

This study addresses the underlying factors constraining access to higher education for young Pacific Island people from low socio-economic backgrounds in the Inala-Ipswich corridor in Queensland. These include financial pressures, lack of understanding of the Australian higher education system as a result of poor strategies for making information accessible to this community, lack of role models and cultural differences. (Cuthill & Scull, 2011)

Refugee education in Queensland has been the subject of a number of studies including how complex educational needs were being addressed in state high schools in Brisbane. The study outlined problems with current policies and provisions in refugee education experienced by teachers and community workers. The study also found that locating information on resourcing available through commonwealth or state governments, specifically for refugee education, is not transparent making analysis of the policies and programs impossible. Generally the researchers found that programs and funding to support the education of refugee students came from multiple and fragmented sources.

The study highlighted that at that time, resources were inadequate to meet the complex needs of a growing number of refugee students in terms of ESL teachers, mainstream teachers, support staff and professional development. Many schools rely on the support of community organisations which assisted with transport problems, financial assistance for textbooks, mental health problems or childcare for teenage mothers.

Community organisations were reliant on ongoing funding from the commonwealth

through the Settlement Grants Program which was becoming more competitive. (Taylor, 2008)

A study of the schooling experience of African refugee school students with low levels of engagement with English literacy backgrounds in Brisbane, Queensland, re-confirmed the pressures faced by children and young people who have experienced little history of schooling or severely interrupted schooling. This is evident in the emergence of school-community based homework help clubs and tutoring programs for students. The study has highlighted the tensions between family and school expectations and the dilemmas that arise for teachers. While families of these students are requesting more repetitive and more skills-based homework to overcome the students' history of no or little schooling, Queensland teachers follow a different approach to homework setting under their policy guidelines. The data presented here shows teachers beginning to re-think the place of skills-based development activities as homework for some cohorts of students. (Dooley, 2009)

Consultations with refugee and other disadvantaged migrant communities in Queensland have been documented in a report on universal access to early childhood education for children from CALD backgrounds. This report indicates that many people from refugee backgrounds are largely not aware of the availability of early childhood education services. Information about government allowances, subsidies and benefits available to eligible families are not generally understood. (MDA, Centacare Cairns, QACC, 2012)

Youth support services

A study of Sudanese adolescent refugees living in Brisbane revealed that the main source of acculturation stress was related to concern over English language proficiency, issues of parental control and conflicting cultural roles. The results suggest the need for culture-specific

counselling practices and ongoing English language and cultural support for Sudanese refugee children in mainstream schools. (Poppit & Frey 2007)

A study of the social and emotional well-being of 123 young people from CALD backgrounds in Queensland, Western Australia and South Australia has identified a number of risk factors, coping strategies and recommendations about how these young people could be supported in their struggle to maintain good mental health. Their home countries included Somalia, Sudan, Former Yugoslavia, Cambodia, El Salvador and Colombia. Most commonly, the young people sought help from friends and family. Only a small number accessed formal services, due mainly to a lack of awareness of relevant services. Those who said they benefited from the services cited practical support, such as help finding accommodation, financial benefits, employment and emotional support. Barriers to access were described as lack of understanding of cultural issues and lack of ethno-specific services. The young people recommended more support through youth services, education and employment. They reinforced the importance of language and cultural maintenance. Issues of identity were significant and it is clear that mental health clinical services need to be attuned to issues of identity, self-worth and loss. The need for cultural competence in those services is essential. Mental health services will be informed from this study with regard to the process of acculturation and its impact on young people, including post-traumatic stress. The study also highlighted the coping and resilience of the young people. (Gorman et al, 2003, Brough et al, 2003)

A study of refugee young people and homelessness reminds us that the experience of homelessness is not new to many refugee young people. This study presents a concise review of the literature which demonstrates that homelessness is one of multiple and complex needs intersecting with social isolation, disrupted

education, economic hardship surviving on a youth allowance, racism and discrimination by real estate agents and employers, language barriers, and poor physical and mental health due to experiences of trauma in the pre-migration period. A narrative inquiry approach was used to capture the lived experience of the young refugees. The young people themselves identified reasons contributing to their homelessness and described the experience of homelessness for them.



These young refugees made a number of suggestions on how services could be provided and how workers' knowledge of the refugee cultures could be improved. What is clear from the study is that homelessness is not a choice and often occurred as a result of strained family relationships which were made more difficult by re-configured and overcrowded households which developed through and from the migration experience. Their transition to independence faces many barriers. (Couch, 2011)

Child protection services

Studies of Queensland child protection services examined assessment frameworks and cultural competency in working with CALD families. The study of 66 caseworkers identified a number of key concerns when working with CALD communities including: lack of preparedness; limited knowledge on various groups and diverse child rearing practices; lack of suitable training and limited use of interpreters when conducting assessments. (Kaur, 2009)



Kaur's national literature review also highlighted Queensland studies, including a study of child protection service responses for culturally diverse communities (Babacan, 2006) which found that there is a need: to define child protection across cultures; for community awareness and education programs on child protection issues; for further research into risk of harm for CALD communities; for appropriate data collection which records language, ethnicity and religion; for practice frameworks that are culturally sensitive; to develop specialised cultural competence training; to develop Out of Home Care and Kinship protocols and guidelines for CALD children and families; and to develop appropriate service delivery models which target CALD communities (Kaur, 2012).

Settlement patterns

Amid the ongoing debates about the benefits of residential concentration and/or dispersion patterns of immigrant settlement, a study of eight African refugee communities in South East Queensland (SEQ) has revealed a relatively high rate of secondary migration among the communities, indicating significant inconsistencies in settlement data. Using only initial settlement data will not provide adequate or accurate planning information for service delivery purposes. The study discusses two key factors in this secondary migration which are housing and social networks. Some residential clusters have emerged and it is possible to see that there is tension between the maintenance of residential hubs for social and cultural reasons and the continuing

pressure to disperse being forced by housing issues. Community distribution maps have been assembled through data triangulation using the Settlement Database, community focus groups and validation of the maps through consultation with community leaders. The study recommends an alternative model of demographic data collection for African refugee communities in SEQ. The study also provides a good discussion of the forces of concentration versus the forces of dispersion, including consideration of the median weekly rents in SEQ. (Harte et al 2009, Harte et al 2011)

The Australian Government's policy of directing increasing numbers of humanitarian migrants to non-metropolitan areas is the subject of a comparative study of re-settlement in rural NSW compared to rural Queensland. The specific towns studied were Toowoomba in Queensland and Shepparton in NSW. Shepparton has a history of multiculturalism while Toowoomba does not. The study reinforced that racism in the community is a significant barrier to effective integration; the absence of a co-ordinated network of multicultural and ethno-specific services in a community is problematic and decreases the capacity of mainstream services to cope with the influx of CALD communities; and a local government multicultural policy is a necessary adjunct to a positive resettlement process. The study reinforces that before CALD migrants can be re-settled in rural areas, considerable groundwork needs to be undertaken to allow appropriate social and structural dynamics to develop. The study also reinforces that host communities must ensure that entrants from similar ethnic backgrounds are located in close proximity to each other to allow them to form viable communities that can themselves build internal cohesion. (Carrington & Marshall, 2008)

More recently, a study undertaken to map refugee communities in SEQ looked at two types of social infrastructure: generic infrastructure for use by all new settlers (Centrelink AMEO, refugee support

services, health and Jobsearch services); and infrastructure specific to a particular community, including places of worship, community gathering places, specialist food shops and places where compatriots have recently found employment. Detailed maps have been produced by individual ethnic communities. The report provides a number of recommendations for settlement support services in SEQ. (MDA, Eastgate, 2013)

Housing and homelessness

A literature review by the Ethnic Communities Council of Queensland (ECCQ) culminated in the Stronger Tenancies Project Report. It summarises studies since 1996 to 2009 in Queensland in relation to the tenancy needs of people of non-English speaking backgrounds (NESB). The most recent study included in the review is from 2009, a six-month project by the Sunshine Coast Housing Company to identify gaps in tenant education in CALD communities within the region. Common to most studies of tenancy need emerged the demand for community education sessions and the need to provide detail to housing and rental industries about more suitable housing designs and the specific locational needs of newly arrived migrants and refugees. (ECCQ, 2009)

Employment

Generally at the national level, the gendering of the migrant labour experience is that women in all visa categories have lower labour market participation rates than migrant men and reasons for this are clear in the research: division of labour within households; lack of spousal support for women's careers; lack of access to appropriate child care and other support systems. Both men and women migrants generally experience downward occupational mobility; and the broader catch all of the compounding intersection of gender and race. A research project in Queensland which was undertaken as part of a larger longitudinal research project focusing on

job search and employment experiences for skilled NESB migrant workers, both women and men reinforce a number of key issues identified also through national studies. The key findings revealed barriers such as language, skill and qualifications recognition, as well as a lack of local work experience. The study participants were obliged to accept jobs for which they were over-qualified leading to difficulties in meeting the cost of living in Australia. Cost of re-education was also identified as a concern. (Ressia, 2010)

A study of the health and settlement experiences of recently arrived adult men from refugee backgrounds between 2008 and 2010 in regional SEQ demonstrated the pressing need to tackle barriers to economic participation and discrimination. The study reinforces that discrimination is two to three times higher in regional areas of the state. In regional areas, these men are more likely than their urban counterparts to: be excluded from employment; report negative experiences at educational institutions; struggle to have overseas qualifications recognised; experience discrimination in accessing services; be more likely to be stopped by police; experience discrimination in public places; and be more likely to experience difficulty accessing housing. All these factors contribute to a significant level of economic and social exclusion. While the study found that there are benefits associated with regional settlement approaches, concerns have been raised that such policies act to further exclude refugees from full participation in society, leaving them doubly disadvantaged by being sent to rural/regional areas which are already disadvantaged in comparison to urban areas in Australia. A more targeted approach may be needed to facilitate men's access to education and to the labour market through, for example, flexible traineeships and mentoring programs. (Correa-Velez & Onsando, 2009, Correa-Velez et al, 2012)

Aged care

A study of social isolation of older Chinese migrants in Brisbane, Queensland, found that Chinese people, and particularly women, experience significant restrictions in their activity patterns, social isolation and loneliness. Their lack of proficiency in the English language, and difficulties in accessing language support and interpreting services, limit their autonomous mobility and make them heavily dependent upon their adult children, not least for transport. Their physical and psychological well-being is also affected by strained relations with their adult children, and these are compounded by financial concerns with significant findings for welfare policy and practice. (Ip, Lui & Chui, 2007)

A study of CALD families dealing with dementia also included examination of the Queensland experience. The study notes that in many CALD communities it is families who provide increasing levels of care and multicultural community workers are often key players in supporting families in the provision of that care. Arabic, Chinese, Italian and Spanish-speaking were the focus of this study. Many families were not using even ethno-specific services for the care of family members with dementia due to the lack of familiarity with the term “carer”. The multicultural community workers played a significant role in introducing families to the notion of carers and care provided by other services. Multicultural community workers brought to their role a good understanding of cultural nuances of filial piety and the concept of care in those families and communities. The study provides useful insights into the experience and patterns of family care-giving within CALD communities, including women, children, and spouses as carers. (Boughtwood et al, 2011)

Health and nutrition

A study of the health status of Thai migrants in Brisbane using a cross-sectional investigation found that the

different patterns of health and illness displayed among the respondents compared to the general population, and other migrants from Southeast Asia, suggests the need for health professionals to be vigilant in ensuring appropriate screening is undertaken and health messages are understood. Further research is required to understand the causes of poorer health status and higher prevalence of chronic diseases in younger Thai migrants compared to other Southeast Asian migrants. Research is also required into targeted health promotion campaigns for prevention of chronic diseases in minority migrant groups. (Askew et al, 2011)



A study of the nutritional needs of Pacific Islander and African communities was undertaken in Logan, Queensland. When re-settling, migrants are placed in new social and built environments and into new food systems. For many migrants during the acculturation process, they move from traditionally active lifestyles and healthier foods to more sedentary lifestyles in the host country with typically higher-fat and higher-density foods. This has led to higher risks of obesity. The study highlights the need for appropriate health and social services information on nutrition and greater emphasis on public health interventions focused on prevention to lessen the impact of disease on individuals and communities. This study has developed specific recommendations for the delivery of: preventative health services and information; education about what is available in supermarkets; Western cooking styles; and food safety issues in

relation to supermarket food and Western cooking. (Williams & Harris, 2010)

This study was conducted with CALD women living in Sydney, Brisbane and Melbourne, Australia to examine the attitudes and beliefs concerning physical activity behaviours of CALD women. A total of 110 women from Filipino, Sudanese, Bosnian and Arabic speaking backgrounds participated in the study. Findings showed how levels of physical activity change upon migration, with a greater level of physical activity in their home countries due to significant lifestyle differences. Factors which contributed to their level of physical activity included considerations of safety of the environment, medical concerns, cultural notions of well-being which mitigated against the need for physical activity, and the lack of family support networks which may otherwise have allowed women to have more time for physical activity. It is recommended from the study that health promotion initiatives pay more attention to cultural differences pertaining to interpretation, and benefits of physical activity. (Caperchione et al, 2011)

A study of the prevalence of obesity and related conditions amongst Sudanese adult migrants in Toowoomba and Brisbane, Australia, documented that more than half of the study participants of 314 were overweight, 6.4 per cent reported having type 2 diabetes and 12.4 per cent reported having hypertension. The respondents predominantly had come to Australia through camps where health care is very limited and Sudanese refugees in these camps are commonly affected by tuberculosis, poor eyesight, diabetes, under-nutrition and high blood pressure. Generally rapid weight gain of immigrants to Western countries happens within the first five years. Previous studies of African refugees and migrants to industrialised countries tend to have poorer health outcomes than the host population and an increased risk of obesity and obesity-related conditions such as type 2 diabetes and hypertension. The study points to the potential benefits of

early intervention with health promotion initiatives among Sudanese refugees. (Renzaho et al, 2014)

A study into the experiences of primary health care providers working with newly arrived refugees in Brisbane has shown that while the establishment of a specialised refugee health service improved the providers' capacity to deliver refugee health care, most general practices continue to feel isolated as they search for solutions, and need far greater supports and a more coordinated approach to care. The participants in the study identified communication difficulties as one of the most significant barriers to refugee health care and that they felt that interpreter services were an important enabler of refugee health care but were time consuming, often unavailable and sometimes questionably reliable. When interpreters were not available, health providers in general practice used family and friends. Providers also recognised that the use of interpreters did not necessarily overcome the impact of cultural difference on effective communication. General practice providers stated that they require clinical information on conditions likely to present from various communities. (Farley et al, 2014)

A study was undertaken using Queensland Hospitals' Emergency Department Dataset to compare emergency care (use of ambulances and access to hospital emergency departments) with those who speak English at home and those who speak a language other than English at home. Main language groups in the study were English, Chinese, Vietnamese, Arabic, Spanish, Italian, Hindi and German. This study describes the role of language in the use of emergency care in Queensland. The data showed significant association between the use of emergency care and English spoken at home. Researchers found a lack of empirical literature to explain these results but have drawn from other studies that the reasons for low use of emergency care by those who speak a language other than English at home to be

language barriers, unfamiliarity with the health system, lack of knowledge and fear of high costs. (Mahmoud et al, 2013)

Community development

A study of Sudanese refugees in SEQ was undertaken to examine the level and range of traumas they have experienced, and their current psychosocial functioning. The study also tested the combined influence of pre-migration trauma, post-migration living difficulties and social support in determining well-being. The Sudanese sample in this study experienced a number of pre-migration traumas, including experiences of violence, deprivation of basic needs, witnessing murders of family and friends, loss of loved ones in the migration process, and social isolation in exile. These trauma experiences directly predict levels of depression and anxiety in this sample. Just as pre-migration traumas are a predictor of mental health problems, the post-migration experiences were also of importance in predicting psychological well-being. Post-migration difficulties include concerns about family not living in Australia and employment difficulties. The presence of family and social support from others within the Sudanese community are determinants of mental health functioning, while social support from the wider community is not. (Schweitzer et al, 2006)



This paper reinforces the important role of a range of social services and community resources in supporting re-settlement of refugees. Queensland researchers present the view that it is important not to

overstate the criticality of medicalised trauma work at the individual level with refugees, and that the traditional approaches of social work and human services have just as significant a role to play. The researchers reinforce “multiple and simultaneous practice pathways are required in order to engage responsively across a range of dimensions with people who have arrived as refugees” (p 1771). They draw on the Victorian Foundation for Survivors of Torture (1998) report to re-state as personal recovery goals to restore: safety, increase control and reduce fear and anxiety; attachment and connections; meaning and purpose in life; and dignity and value. (Westoby & Ingamells, 2010)

A Queensland study of community development practice with Southern Sudanese refugees in Brisbane and Logan in the resettlement process was undertaken in 2008. This study emerged in part as a particular and purposeful response to comments by Sudanese refugee community leaders at the time that practitioner services appeared dominant, neo-colonial and conflict causing. This study explored a model of community development that would give primacy to the agency and choice of the individuals and community being targeted. This research posed the question of how community development practice can contribute to refugee recovery as a social process and acknowledge that refugees themselves are able to dictate the recovery process (privileging the views of the Sudanese insider or client). (Westoby, 2008)

A paper on community development with survivors of torture and trauma presents an evaluation framework with outcome indicators to evaluate:

- at the systemic level how to increase community cohesion and how to increase tolerance and respect for difference within the community
- at the worker level how to get to know the community, how to

engage with the community, how to consolidate networks, and how to set the agenda with the community.

The framework unfolds within a definition of social capital that not only requires commitment from the agency but from the community and individuals. It provides guidelines for planning, implementing and evaluating community development programs with survivors of torture and trauma that places emphasis on participation in community development by community members. This paper advocates a very evidence-based approach to addressing the needs of survivor communities. (Mitchell & Correa-Velez, 2009)

Well-being and healing

A survey of access to mental health services by members of CALD communities across the Cairns region, Queensland, was undertaken by Centacare, Cairns. It highlighted: underutilisation of interpreters by health care providers; limited or no access to interpreters in new and emerging community languages; limited options and support for health care complaints by NESB persons; no access to health literacy and mental health promotion materials in relevant languages; and an overall lack of cultural responsiveness in mental health services and practice. The report from this survey recommends key focus areas for improvements, including improved coordination between services to people of CALD backgrounds and an increase in capacity and capability of mental health practitioners in working with CALD patients. (Centacare, Cairns, 2013)

A study of the mental health of West Papuan refugees in Far North Queensland, Australia, has been undertaken to inform the appropriateness and effectiveness of current clinical responses in dealing with adaptation and development after persecution and trauma. Limited English language skills and education meant that West Papuan refugees were obliged to migrate to small rural areas in Far North Queensland to

obtain employment on banana farms. Isolation has increased social marginalisation and access to support services which would otherwise play a role in assisting adaptation to the new country. The study has found that those with pre-existing disease and injury were most vulnerable to the hardship associated with employment in the banana industry which requires a high level of physical strength. This has compounded trauma-related injuries and ageing, increasing risk of disability, forced retirement and poverty. However, working in North Queensland has also provided a climate and environment that would be more similar to conditions in West Papua than what they would encounter in southern cities. The rural setting facilitated social gatherings among West Papuans, persons from Papua New Guinea and Pacific Islanders offering some broader cultural context that was less alienating than might be the case in a large Australian city. The study also highlighted the importance of support from within the community as vital especially when access to professional support is difficult. (Rees et al, 2009)

A study of Sudanese refugees living in Brisbane, Australia, examines the coping strategies applied by refugees throughout the pre-migration, transit phase and post-settlement period. The refugees identified several strategies including the use of religion, social support networks, re-framing and focusing on the future. Their social support networks included a range of individuals such as friends, family and neighbours. Loss and separation from loved ones also caused significant impact. Many refugees expressed concerns about the inability to continue everyday activities such as education and employment during the transit period and again during the post-migration period. The four major concerns during the post-migration period were lack of environmental mastery, financial difficulties, social isolation and the impact of perceived racism. Respondents reported experiencing significant difficulties learning English. Financial difficulties were seriously impeding their ability to find

accommodation suitable for large families and to provide the basic necessities of life. (Khawaja et al, 2008)

A Queensland study of the acculturation process for migrants and refugees reinforces the value of preventative programs. One example is the BRiTA Futures program developed and trialled in Queensland through the Queensland Transcultural Mental Health Centre. It aims to build resilience in transcultural adults through culturally and language sensitive programs for CALD people. Facilitators are trained to deliver the program in the language of the target community. An evaluation of the program makes a number of suggestions for its future. The BRiTA program promotes health and well-being as an ability to cope with life's stressors. It understands that an individual's well-being results from his or her interactions with others and the social system. It focuses on strategies for social inclusion and builds resilient features into family and community life to cope with the acculturation process. The program has also previously been trialled with adolescents and school children. Further evaluations of the program are planned. The program has much to offer in the development of community, in the development of social inclusion and in building resiliency. Its further development is shown to be valuable. (Khawaja et al, 2013)

A report on the preliminary findings of the BRiTA Futures program for children and young people from CALD backgrounds has shown that upon completion of the program there has been an improvement in well-being. The study involving 117 primary school children and 192 adolescents in Queensland has demonstrated the need for continuation of such a program. It fills an important service gap for young CALD people in resilience-building which enhances protective factors and minimises risk factors in children from CALD backgrounds. The report emphasises the need for better evaluation and the development and extension of the

program to adults. (Mitchelson & Erskine, 2010)



Raising awareness of the circumstances of refugee and immigrant women who are survivors of sexual violence as they resettle in Australia is a paper by Queensland practitioners. The paper examines the issues for counsellors and women victims/survivors as they engage in the counselling process, and suggest good practice for service providers offering cross cultural services and support to this target group of women. The paper describes cultural values and diverse understandings of sexual violence and provides a multicultural practice framework for counsellors that responds to the specific needs of women who face personal and social barriers to accessing support to deal with their experiences of sexual assault and violence. The writers adopt a strong rights approach and bring to the fore the human rights and professional issues for counsellors. The paper underlines the importance of cultural competency and development among practitioners. (Allimant & Ostapiej-Piatkowski, 2011)

The need for culturally sensitive language in broaching mental illness in refugee and migrant communities is a challenge. A Queensland study using participatory action research as part of a recovery process for people with a mental illness living in the community may offer a culturally appropriate approach. A recent Queensland study engaged eight artists to participate. While there were concerns raised of recovery as a clinical term with its

requirement to meet distinct conventions of recovery formulated by health workers, this study demonstrates the role of art in understanding health issues through a holistic approach. The study points to the value of utilising broader social work frameworks for responding to complex needs of people with a mental illness. (Gwinner et al, 2013)

Home safety issues

For the purpose of this study, home safety was defined as freedom from harm during everyday tasks within the home. This study references studies by Correa-Velez that emergency admissions to hospitals are higher for refugees than for the general population in Australia. Risk factors recorded from various studies include lead poisoning, unsafe practices when working with carers, security, food hygiene, child safety, incorrect use of heaters and fire safety. These are all issues for occupational therapists and case managers working with refugee communities as part of settlement services. This study specific to Brisbane refugee communities has identified the most frequently identified hazards to be: use of electrical appliances; child safety especially in relation to risks associated with electricity and high temperatures; knowledge of emergency procedures such as calling 000; fire safety; risk of poisoning; hygiene and food safety; and being and feeling safe at home. The study highlighted numerous issues that need to be addressed by authorities with regard to information and community education strategies. (Campbell & Turpin, 2010)

Cultural identity

A study has been conducted on language maintenance and identity among Sudanese-Australian refugee-background youth in Toowoomba, Queensland. Findings from this study demonstrate that the Sudanese refugee community in Queensland is strongly attached to their mother-tongue, Dinka, however, English is increasingly used in various public and private domains among the children and

young people. The study reinforced that increasing use of English among Sudanese refugees is reflective of the important role English plays, not only as the language of settlement and of becoming Australian, but also the lingua franca across various language groups and tribes in the community of Sudanese Queensland youth. However, despite this, the majority of Sudanese refugee-background Queensland youth are closely attached to their mother tongue and their tribal language is an important tool for expressing their identity and for maintaining the social networks in the local community and in Africa. (Hatoss & Sheely, 2009)

Resettlement experience

A study into the problems faced by African women during re-settlement in Toowoomba reinforced that for most women gaining English language proficiency was the greatest hurdle in attaining employment. However, there were also some reports of discrimination on ethnic grounds when job searching and in seeking rental opportunities. The issues raised by the African women in this study were not unlike issues raised in other regional and urban studies of similar population groups. The study highlights the important role of local community services in making the re-settlement experience positive and successful for new settlers. In particular this study added to previous studies that show the magnitude of the employment problem for refugees in the re-settlement process, particularly in regional areas where the studies have illustrated the low status and unsuitability of refugee employment opportunities. Interestingly, this study in Toowoomba did not highlight the difficulties of homesickness and cultural difficulties as did similar studies in Tasmania. (Henderson, 2010)

A study into the acculturation stress in South Sudanese refugees settled in Brisbane, Australia and the impact on marital relationships identified the perceived causes and possible solutions

of conflict. Major issues causing conflict between couples were identified as the management of finances and the lack of family and social support. There was dissonance regarding the adherence to cultural gender roles. Freedom afforded to women in Australia caused tension between the couples. Law enforcement officers were perceived as lacking cultural understanding and misinterpreting the couple's distress. Limited information provided to refugees pre and post migration was considered to hinder adjustment and the participants made suggestions for guiding future refugee settlement programs. Participants in the study emphasised a need to learn new social, communication and financial skills. The importance of being able to budget money was stressed as well as the need for ongoing emotional and instrumental support to master the environment and the relevant skills. (Khawaja & Milner, 2012)

Crime and policing

A Queensland study examined the challenges faced by Sudanese youth in the criminal justice system. Many of these young people were displaced or orphaned during the Sudanese civil war. Studies during the past few years have raised concerns about the criminalisation and demonisation of refugees in Australia and the need to consider complex factors when analysing social integration of refugees. African young people congregating in public spaces are more likely to come into contact with police which in a number of cases has led to troublesome relationships. However, there is little knowledge about young Sudanese people's involvement with the criminal justice system. This particular study conducted surveys of 380 Sudanese youths across three cities in Queensland. Focus groups with young Sudanese and police data was analysed relating to arrests and charges where victim data pertained to Sudanese from 2000 to 2009. The data reinforces that young Sudanese are the victims of negative media reports, have perceptions of being victims of police harassment or attention because of their

racial characteristics and collective practices, and experience inadequate representation in the courts. (Dawes, 2013)



A research study into police perceptions of working with interpreters was undertaken in Queensland. It examined why police may be reluctant to use interpreters, the challenges for police working with them and the effects of interpreters on police interviewing. The study details the considerations by police when having to decide whether an interpreter is considered a necessary requirement in obtaining evidence. The study also assessed organisational preparedness for interpreted interviews. Findings from this study support a number of concerns held about police use of interpreting services. The study contributes to a plan for increasing and improving the use of interpreters not only in more serious crimes but in a wider range of offence types. It also points to ways that a more consistent approach to the use of interpreters could be developed through training, policy and guidelines development. (Wakefield et al, 2014)

A study of crime prevention programs for CALD communities in Australia includes a consideration of effective strategies in Queensland. Australian studies have shown that adult migrants from New Zealand, Lebanon, Vietnam, Turkey and Romania have been identified as having a higher involvement in criminal activity than the Australian-born population. Juveniles from Lebanese, Turkish, Vietnamese, Indo-Chinese and New Zealand backgrounds were more highly represented in the criminal justice system than their Australian-born counterparts

(Bauer, 2006). However, it is also noted by researchers that socio-demographic factors and social disadvantage can better explain criminality than membership in the identified ethnic group. Key risk factors include limited English language proficiency, acculturative stress, racism and discrimination, disrupted education and cultural isolation. Protective factors are feelings of safety and support in the community. Identified as promising initiatives in Queensland are: Burmese refugee (Karen/Chin) police information sessions; Queensland Police Service and ethnic community sports tournaments; Muslim Women's Days; the development of ready reference guides for police to be aware of cultural aspects of different communities; information for police on how to contact interpreters; and cross cultural training for police. (Bartels, 2011)

Background readings and references

- Allimant, A, Ostapiej-Piatkowski, B, 2011, *Supporting women from CALD backgrounds who are victims/survivors of sexual violence-challenges and opportunities for practitioners* (Australian Centre for the Study of Sexual Assault, 9,1-15)
- Australian Social Inclusion Board, 2010, *Social Inclusion in Australia-How Australia is Faring*, (Australian Government)
- Askew, D, A, et al, 2011, *Health status of Thai migrants in Brisbane: findings from a cross-sectional investigation*, (Australian and New Zealand Journal of Public Health, 35(6) 574-575)
- Bartels, L, 2011, *Crime prevention programs for culturally and linguistically diverse communities in Australia*, (Criminology Research Council, Report number 18)
- Booroah, V, Mangan, J, 2007, *Living here, born there: The economic life of Australia's immigrants*, (European Journal of Political Economy, 23, 486-511) (includes Australian data)
- Boughtwood, D, Shanley, C, Adams, j, Sanatalucia, Y, Kyriazopoulos, H, Pond, D, Rowland, J, 2011, *CALD Families dealing with dementia: An examination of the Experiences and perceptions of multicultural community link workers*, (Journal of Cross-Cultural Gerontology, 26, 365-377)
- Brough, M, Gorman, D, Ramirez, E, Westoby, P, 2003, *Young refugees talk about well-being: a qualitative analysis of refugee youth mental health from three states*, (Australian Journal of Social Issues, 38 (2), 193-208)
- Brotherhood of St Laurence, 2013, *Social exclusion monitor*
- Campbell, E, Turpin, M, 2010, *Refugee Settlement workers' perspectives on home safety issues for people from refugee backgrounds* (Journal of Australian Occupational Therapy, 57, 425-430)
- Caperchione, C, M, Kolt, G, S, Mummery, W, K, 2009, *Physical Activity in Culturally and Linguistically Diverse Migrant Groups to Western Society-A review of barriers, enablers and experiences* (Sports Medicine, 39(3), 167-177)
- Carrinton, K, Marshall, N, 2008, *Building Multicultural Social Capital in Regional Queensland*, (Tural Society, 18(2), 117-130)
- Centacare, Cairns, 2013, *Migrant Settlement and Mental Health in Far North Queensland, A Background Paper*
- Correa-Velez, I, Spaaij, R, Upham, S, 2012, *"We are not here to claim better services than any other": Social exclusion among men from Refugee backgrounds in urban and Regional Australia* (Journal of Refugee Studies, 26(2), 163-186)
- Correa-Velez, I, Onsando, G, 2009, *Educational and Occupational Outcomes Amongst African Men from Refugee Backgrounds Living in Urban and Regional Southeast Queensland*, (ARAS 30(2), 114-127)
- Couch, J, 2011, *"My life just went zig"-Refugee young people and homelessness*, (Youth Studies Australia, 30(2) 22-32)
- Curnow, D, Curnow, A, 2012, *Double Disadvantage-How Toowoomba schools embrace new-arrival refugee students* (Catholic Diocese of Toowoomba, Social Justice Commission)
- Cuthill, M, Scull, S, 2011, *Going to University: Pacific Island migrant perspectives: Underlying factors constraining access to higher education for young people from low socio-economic backgrounds in Australia: Pacific Island migrant perspectives* (Australian Universities' Review, 53(1) 5-13)
- Damm, A, P, Rosholm, M, 2010, *Employment effects of spatial dispersal of refugees*, (Review of Economic Households, 8, 15-146)
- Dawes, G, 2013, *Sudanese "lost boys" and their interactions with the Criminal Justice System in Queensland Australia* (International Journal of Social Inquiry, 6(1), 73-89)
- Dooley, K, 2009, *Homework for refugee middle school students with backgrounds marked by low levels of engagement with English school literacy*, (Literacy Learning: the middle years, 17 (3) 28-36)
- Ethnic Communities Council of Queensland, 2009, *Stronger Tenancies Project, Review of the Literature*
- Farley, R, Askew, D, Kay, M, *Caring for refugees in general practice: perspectives from the coalface*, (Australian Journal of Primary Health, 20, 85-91)
- Fleay, C, Hartley, L, Kenny, M, 2013, *Refugees and asylum seeker living in the Australian Community: the importance of work rights and employment support* (Australian Journal of Social Issues, 48(4), 473-493)
- Gallegos, D, Ellies, P, Wright, J, 2008, *Still there's no food! Food insecurity in a refugee population in Perth, Western Australia*, (Nutrition and Dietetics, 64, 78-83)
- Gorman, D, Brough, M, Ramirez, E, 2003, *How young people from culturally and linguistically diverse backgrounds experience*

- mental health: Some insights for mental health nurses*, (International Journal of Mental Health Nursing, 12, 194-202)
- Gwinner, K, Know, M, Brough, M, 2013, *Making Sense of Mental Illness as a Full Human Experience: Perspective of Illness and Recovery Held by People with a Mental Illness Living in the Community* (Social Work in Mental Health, 11, 99-117)
- Hadjiyanni, T, 2009, *Sacred Places: Culturally Sensitive Housing Designs for Hmong and Somali Refugees*, Journal of Family and Consumer Sciences, 101(1), 30-35)
- Hajkowicz, S, Mason, C, Spinks, A, 2013, *A Decision model for targeting social welfare services: A case study of intensive Customer Support*, (Administration in Social Work, 37, 297-311) (study of Centrelink Australia)
- Harte, W, Childs, I, R, W, Hastings, P, A, 2009, *Settlement Patterns of African Refugee Communities in Southeast Queensland*, (Australian Geographer, 40(1), 51-67)
- Harte, W, Childs, I, Hastings, P, 2011, *African Refugee Communities in Southeast Queensland: forces of concentration and dispersion*, (Australian Geographer, 42(3), 325-342)
- Hatoss, A, 2013, *Displacement, Language Maintenance and Identity-Sudanese refugees in Australia*, (E-book, John Benjamins B.V. Publishing)
- Hatoss, A, Sheely, T, 2009, *Language maintenance and identity among Sudanese-Australian refugee-background youth*, (Journal of Multilingual and Multicultural Development, 30(2), 127-144)
- Ip, D, Lui, C, W, Chui, W, H, 2007, *Veiled entrapment: a study of social isolation of older Chinese migrants in Brisbane, Queensland*, (Ageing and Society, 27, 719-738)
- Kaur, J, 2009, *Developing culturally sensitive practice when working with CALD communities in child protection-an Australian exploratory study*, (Developing Practice Issue, 23, 23-34)
- Kaur, J, 2012, *Cultural Diversity and Child Protection- A review of the Australian research on the needs of CALD refugee children and families*, (Diversity Consultations)
- Kearney, J, F, Fletcher, M, Dobrenov-Major, M, 2011, *Nonaligned worlds of home and school: A case study of second-generation Samoan children*, (Journal of Family Studies, 17, 146-156)
- Keddie, A, 2012, *Refugee education and justice issues of representation, redistribution and recognition*, (Cambridge Journal of Education, 42(2), 197-212)
- Khoo, S-E, 2010, *Health and Humanitarian Migrants' Economic Participation*, (Journal of Immigrant Minority Health, 12, 327-339)
- Khawaja, N, G, Milner, K, 2012, *Acculturation stress in South Sudanese refugees: Impact on marital relationships*, (International Journal of Intercultural relationships, 36, 624-636)
- Khawaja, N, G, Ramirez, E, Prasad-Ildes, R, 2013, *Building resilience in transcultural adults (BRiTA): Developing a novel preventative intervention*, (Advances in Mental Health, 11(3), 301-312)
- Khawaja, N, G, White, K, M, Schweitzer, R, Greenslade, J, 2008, *Difficulties and Coping Strategies of Sudanese Refugees: A Qualitative Approach*, Transcultural Psychiatry, Sept, 489-512)
- Kivunja, C, Kuyuni, A, B, Maxwell, T, 2014, *Settlement experiences of African Refugees: A case study of the Armidale, Tamworth and Coffs Harbour Regions of NSW, Australia*, (Journal of Asian and African Studies, (49(1), 64-79)
- Lenette, C, Brough, M, Cox, L, 2012, *Everyday resilience: Narratives of single refugee women with children*, (Qualitative Social Work, 12(5), 637-653)
- Mahmoud, I, Hou, X-Y, Chu, K, Clark, M, 2013, *Language and utilisation of emergency care in Queensland*, (Emergency Medicine Australasia, 25, 40-45)
- Massey, S, J, L, Parr, N, 2012, *The socio-economic status of migrant populations in regional and rural Australia and its implications for future population policy*, (Journal of Population Research, 29, 1-21)
- McMaster, D, 2006, *Temporary Protection Visas: Obstructing Refugee Livelihoods*, (Refugee Survey Quarterly, 25(2), 135-145)
- Mitchell, J, Correa-Velez, I, 2009, *Community development with survivors of torture and trauma: an evaluation framework*, (Oxford University Press and Community Development Journal, 45(1), 90-110)
- Mitchelson, M, R, Erskine, H, E, Ramirez, E, Suleman, F, Prasad-Ildes, R, Siskind, D, Harris, M, 2010, *BRiTA Futures: a resilience-building program for children and young people from CALD backgrounds-Program Description and preliminary findings* (Advances in Mental Health, 9, 243-254)
- Multicultural Development Association, Centacare, Cairns, Queensland African Communities Council, 2012, *Universal Access to Early Childhood Education for Children from CALD Backgrounds-Options for Consideration 2012-2013*

- Multicultural Development Association, 2013, *Refugee Community Mapping Project- Executive Summary*, (Eastgate et al, Business Geographics)
- Poppitt, G, Frey, R, 2007, *Sudanese Adolescent Refugees: Acculturation and Acculturative Stress*, (Australian Journal of Guidance and Counselling, 17(2), 60-181)
- Queensland Council of Social Service, October 2013, *Indicators of Poverty and Disadvantage-Summary*
- Queensland Council of Social Service, December 2013, *Cost of Living Report, Can low incomes households afford a basic standard of living*
- Rees, S, Silove, D, Kareth, M, 2009, *Dua Sakit (Double Sick): Trauma and the Settlement Experiences of West Papuan Refugees Living in North Queensland*, (Australasian Psychiatry, The Royal Australian and New Zealand College of Psychiatrists, Feb,128-132)
- Renzaho, A, M, N, Bilal, P, Marks, G, C, 2014, *Obesity, Type 2 Diabetes and High Blood Pressure Amongst Recently Arrived Sudanese Refugees in Queensland, Australia*, (Journal of Immigrant Minority Health, 16, 86-94)
- Ressia, S, 2010, *Starting from scratch: Skilled dual-career migrant couples and their search for employment in South East Queensland*, (International Journal of International Employment, 18 (1) 63-88)
- Riggs, E, Block, K, Gibbs, L, Davis, E, Szwarc, J, Casey, S, Duell-Piening, P, Waters, E, 2012, *Felxible models for learning English are needed for refugee mothers*, (Australian Journal of Adult Learning, 52(2), 397-405)
- Saunders, P, Naidoo, Y, Griffiths, M, 2007, *Towards new indicators of disadvantage: Deprivation and social exclusion in Australia*, (Social Policy Research Centre)
- Schech, S, 2014, *Silent Bargain or Rural Cosmopolitanism? Refugee Settlement in Regional Australia*, (Journal of Ethnic and Migration Studies, 40(4), 601-618)
- Schweitzer, R, Melville, F, Steel, Z, Lacherez, P, 2006, *Trauma, post-migration living difficulties, and social support as predictors of psychological adjustment in resettled Sudanese refugees*, (Journal of the Royal Australian and New Zealand College of Psychiatrists, 40, 179-187)
- Seglem, K, Oppedal, B, Roysamb, E, 2014, *Daily hassles and coping dispositions as predictors of psychological adjustment: A comparative study of unaccompanied refugees and youth in the resettlement country*, (International Journal of Behavioural Development (38(3), 293-303)
- Sidhu, R, Taylor, S, 2007, *Educational provision for refugee youth in Australia: left to chance?* (Journal of Sociology, 43(3), 283-300)
- Spinney, A, Nethery, A, 2013, *"Taking our houses": Perceptions of the impact of Asylum Seekers, Refugees and New Migrants on Housing Assistance in Melbourne* (Social Policy and Society 12(2), 179-189)
- Taylor, S, 2008, *Schooling and settlement of refugee young people in Queensland: The challenges are massive...* (Social Alternatives, 27(3), 58-65)
- Uniting Care Centre for Social Justice, 2010, *A Scan of Disadvantage in Queensland*
- Vidyattama, Y, Tanton, R, Nepal, B, 2013, *The effect of transport costs on housing-related financial stress in Australia* (Urban Studies 50(9) 1779-1795)
- Wakefield, S, Kebbell, M, R, Moston, S, Westera, N, 2014, *Perceptions and profiles of interviews with interpreters: A police survey*, (Australian and New Zealand Journal of Criminology, 0 (0) 1-20)
- Westoby, P, 2008, *Developing a community-development approach through engaging resettling Southern Sudanese refugees within Australia* (Community Development Journal, 43(4), 483-495)
- Westoby, P, 2009, *The sociality of refugee healing: in dialogues with southern Sudanese refugees resettling in Australia: towards a social model of healing* (Seaholme, Vic: Common Ground)
- Westoby, P, Ingamells, A, 2010, *A critically informed perspective of working with resettling refugee groups in Australia*, (British Journal of Social Work, 40, 1759-1776)
- Williams, E, Harris, N, 2010, *Understanding the nutrition information needs of migrant communities: the needs of African and Pacific Islander communities of Logan, Queensland* (Public Health Nutrition, 14(56), 989-994)
- Wiesel, I, 2014, *Mobilities of Disadvantage: The Housing Pathways of Low-income Australians*, (Urban Studies 51(2) 319-334)