



Queensland Council
of Social Service

Issues Paper

Developing a framework for the implementation in Queensland of the Australian Government's regional dispersal policies for the re-settlement of refugees in regional Australia.

October 2014

About QCOSS

The Queensland Council of Social Service (QCOSS) is Queensland's leading force for social change, working to eliminate poverty and disadvantage. With more than 600 members, QCOSS undertakes informed advocacy and supports a strong community sector.

QCOSS's key activities focus on providing effective policy advice, work to strengthen responsive community services and having productive partnerships with government, private sector, the media and the sector. This work is done with a Queensland free of poverty and disadvantage front of mind.

QCOSS is also funded by the Queensland Government to undertake advocacy to improve access to services and community participation for individuals and families from culturally and linguistically diverse (CALD) backgrounds.

As part of this role, QCOSS convenes the Queensland Accessing Interpreters Working Group (QAIWG) providing advice to Government on access to language services in a linguistically diverse state; and undertakes an examination of legislation, policies and budget initiatives to assess their impact on the social and economic circumstances of migrants and refugees.

Purpose of this issues paper

QCOSS notes the Australian Government's current regional dispersal policies for the resettlement of refugees in regional Australia. In response, QCOSS has prepared this *Issues Paper* to facilitate discussion and highlight what has already been shown to contribute to the successful resettlement of refugees and migrants in regional areas of Australia.

The *Issues Paper* canvasses the issues that should be considered when determining and planning resettlement of refugees in rural and regional areas. The paper raises a number of issues with regard to the social infrastructure requirements in regional Queensland to support the re-settlement process, while also acknowledging the longer term benefits that accrue to regional and rural communities with dispersed re-settlement.

Australian Government's proposed policy

Recently the Minister for Immigration and Border Protection introduced a Bill to the federal parliament, the ***Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014***.

Under the proposed provisions of the Bill, temporary protection visas and safe haven enterprise visas will be introduced. Both are temporary visas which target the processing of some 30,000 Unauthorised Maritime Arrival asylum claims, hitherto held in abeyance.

Under the provisions in this Bill:

1. Temporary Protection Visas (TPV) will be granted for a maximum of 3 years and will provide access to Medicare, social security benefits, work rights, torture and trauma counselling, translating and interpreting services, complex case support and access to education for school aged children, and
2. a new visa, the Safe Haven Enterprise Visa (SHEV), will also be created. This SHEV will be open to applications by those who have been processed under the legacy case load and are found to be refugees.

The SHEV is also a temporary visa but allows re-settlement in regional areas on the basis that the applicants agree to be "learning or earning".

These visa holders will self-nominate to and be confined to a designated region. The SHEV visa will be valid for five years and will not include family re-union. SHEV holders will be obliged to fill regional jobs in the designated region and will have access to the same support arrangements as the TPV holders.

SHEV holders who have worked in regional Australia without requiring income support for three – five years, will be able to apply for other visas such as family reunion or skilled visas as well as temporary skilled and student visas. Study for a degree, diploma or trade certificate would not be counted as "accessing income support".

A state or territory or local government can seek to nominate a designated region for the re-settlement of SHEV holders.

This *Issues Paper* does not provide a policy position on the provisions of the Bill but provides information for consideration should the proposed Safe Haven Enterprise Visa (SHEV) be introduced.

Queensland policy context

The Queensland Government's participation in this proposed scheme could be countenanced as consistent with the objectives of The Queensland Plan to build regional population and infrastructure and other measures to:

- recognise the impacts of population growth
- seek to double the regional population outside South East Queensland
- capitalise on social and economic opportunities from diversity
- celebrate diversity, respect Aboriginal and Torres Strait Islander cultures and embrace migrant communities
- support the least advantaged and their active participation in community life, and
- have essential services available across the state to Aboriginal and Torres Strait Islanders, migrants, and people with a disability.

Similarly local governments' participation in the proposed scheme is likely to be consistent with the objectives of regional and local plans.

The Queensland Government has put in place for Queensland Government departments and state-funded services, a strong *Cultural Diversity Policy (2014)* and a new *Languages Services Policy (2014)*. These policies ensure a sound basis for ongoing resettlement of refugees and migrants in this state ensuring equitable access to services that will contribute to the social participation and economic independence.

QCOSS strongly supports these Queensland Government policies and notes the commitment of the social services sector to provide services to culturally and linguistically diverse communities.

Recommendations

Having regard for the measures put forward in *The Queensland Plan*, the objectives of Regional and Local Area Plans and the Queensland Government's *Cultural Diversity Policy* and *Language Services Policy*, QCOSS recommends:

1. That the Queensland Government and regional and rural Local Governments note the Australian Government's proposal to introduce the Safe Haven Enterprise Visa under the ***Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*** which may soon be enacted in legislation.
2. That, should this legislation be enacted, both levels of government consider positively the option provided by the Australian Government for state and local governments to put forward nominations for designated regional areas for resettlement of Safe Haven Enterprise Visa holders in Queensland.
3. That both levels of government, in considering potential designated areas for regional resettlement of SHEV holders, consider the following:
 - The potential for resettlement of SHEV holders to assist in the rejuvenation of country towns and rural areas
 - The willingness of potential designated areas to welcome and support the resettlement of SHEV holders
 - The need to undertake community consultation and social impact assessments before nominating designated areas
 - The evidence-based success factors for regional dispersal:
 - available support given by the same or related ethnic community in the designated area
 - available jobs that match the skills set of the new settlers
 - available, affordable and appropriate housing
 - access to humanitarian settlement services funded by the Australian Government, and
 - access to State-funded services, especially education and health services with the capability to support refugees who have usually experienced trauma and long periods of dislocation and who have limited life skills or experience of western society systems
 - Measures of disadvantage and cost of living in regional and rural areas mindful that refugees bring little in accumulated financial or other resources to fall back on in hard times
 - Employment and unemployment rates in regional and rural regions particularly for overseas born from non-English speaking countries
 - The need for intensive employment case management support for new settlers seeking jobs in designated areas
 - Timely access to language services using credentialed interpreters and translators, and
 - The need for additional support and training for mainstream service providers in the designated areas to be able to provide appropriate services and assistance.

Overview of issues

There are several key issues that QCOSS wishes to address in this context.

- labour attraction and retention in regional and rural communities
- measures of disadvantage for regional and rural areas of the state
- cost of living data for regional and rural communities
- employment and unemployment rates and labour shortages in regional and rural communities
- success factors for dispersed settlement of refugees and migrants in regional and rural communities
- access to English language classes and VET and other tertiary studies
- current dispersal of recent humanitarian settlers in Queensland, and
- access to social support and language services in regional and rural communities.

Labour attraction and retention in regional and rural communities

Attracting and retaining a skilled workforce in rural areas of Queensland is a complex issue. A recent study of efforts to attract and retain skilled labour in two separate Australian regions (Central Highlands and the Gulf Savannah in Queensland) recognises learnings from previous efforts of employers and communities to address skilled and unskilled labour shortages and rejuvenate their townships (Becker, Hyland and Soosay, 2013).

This study refers to many previous studies and adds new data from its own research investigations. The study notes that:

- the sustainability of communities depends on retention of workers and their families and that the factors that influence retention include access to services such as healthcare, education and childcare that meet their expectations
- the retention of workers and their families is also influenced by contentment with the current job or work, and
- the social participation of workers and their families depends on their perceptions of the quality of life and how this measures up to the expectations that had been built up for them before re-location.

In the review and analysis of literature in relation to labour attraction and retention as part of this study by Becker et al, it is noted that community factors are often ignored or their impact is under-estimated.

This study of the Central Highlands and Gulf Savannah regions identified many successful strategies to attract and retain workers. These included:

- paying benefits and incentives including compensatory means of ensuring access to health and education for workers' families and subsidised housing
- re-designing work to allow for increased flexibility in work arrangements
- social activities and amenities that nurtured a sense of belonging to the community, and
- the use of non-traditional labour pools such as skilled migrants.

As the Becker et al study points out, not all rural communities can offer this level of incentives and benefits. In some areas for which unskilled labour is sought, a significant element of the population is on lower than state average wages and in the most socially disadvantaged quintiles. In such areas, different solutions will be required to attract and retain workers and their families.

The studies in relation to labour market experiences of refugees and migrants settling in regional Australia add some further issues to be addressed.

A research project in Queensland on job search and employment experiences for skilled NESB migrant workers, both women and men found barriers to employment included English language proficiency, skill and qualifications recognition, as well as a lack of local work experience. The study participants were obliged to accept low income jobs for which they were over-qualified leading to difficulties in meeting daily costs of living. Cost of re-education was also identified as a concern (Ressia, 2010).

Other studies of the settlement experiences of recently arrived adult men from refugee backgrounds between 2008 and 2010 in regional South East Queensland demonstrated the pressing need to tackle barriers to economic participation and discrimination.

The studies reinforced that:

- discrimination is two to three times higher in regional areas of the state and in regional areas these men are more likely than their urban counterparts to be excluded from employment
- the men reported negative experiences at educational institutions and struggled to have overseas qualifications recognised
- they experienced discrimination in accessing services
- they perceived that they were more likely to be stopped by police and experience discrimination in public places, and
- the men experienced difficulty accessing housing.

While the studies found that there are benefits associated with regional settlement approaches, concerns have been raised that such policies, without sufficient planning, can act to further exclude refugees from full participation in society, leaving them doubly disadvantaged by being sent to rural and regional areas which are already disadvantaged in comparison to urban areas in Australia. A more targeted approach may be needed to support refugees resettling in rural and regional areas. (Correa-Velez & Onsando, 2009, Correa-Velez et al, 2012)

A number of studies at the national and state level have demonstrated the benefits to Australian communities of the re-settlement of humanitarian entrants (<http://www.immi.gov.au/media/publications/research/pdf/economic-social-civic-contributions-about-the-research2011.pdf>; <http://www.mdainc.org.au/sites/default/files/Assessing-the-economic-contribution-of-refugees-in-Australia-Final.pdf>).

Areas experiencing higher levels of poverty and disadvantage

In considering dispersal of SHEV holders to rural areas of Queensland, it will be important to consider that many rural towns are shown to experience higher levels of poverty and disadvantage than metropolitan areas and that there is a significant demand for individual and family support services in those areas.

The traditional measure of poverty determines the number of individuals in income poverty – that is, the number whose income fell below the 50 per cent median income.

However, using a new poverty measure to look at regional differences in living standards within Australia, Callander et al (2012) use a broader definition of poverty.

The new index for measuring poverty is in line with recent developments at the global level that recognise that poverty cannot be measured simply by level of income and that it is multi-dimensional.

This new poverty measure combines measures of low income, poor health and insufficient education which together influence living standards compared across five categories:

- Major cities
- Inner Regional
- Outer Regional
- Remote, and
- Very Remote.

In applying this new multi-dimensional measure, it was found that amongst those who are counted as having income poverty (using the old index), some 50 per cent of those experience multiple disadvantage of low income coupled with poor health or insufficient levels of education attainment. This is the case in all areas outside the major cities and inner regional areas.

In Queensland the major cities are listed as Brisbane and Townsville and areas such as Sunshine Coast and the Gold Coast are classified as inner regional areas. Thus locations listed in **Table 1** below for humanitarian settlement, apart from Brisbane, Townsville, Sunshine Coast and Gold Coast are located in areas experiencing high levels of multiple disadvantage.

Successful resettlement of humanitarian entrants in outer regional, remote and very remote areas according to this measure of poverty and living standards requires enhanced access to social services.

Cost of living issues for regional and rural communities

The index of retail prices in Queensland regional centres 2013 (Queensland Government's Statistician's Office, 2014) compares indicative retail prices across Queensland. The index of retail prices compares the price of a basket of household goods and services between Brisbane (which for the purpose of the index includes Brisbane, Ipswich Logan, Moreton Bay and Redlands local government areas) with 27 regional areas.

The basket of goods and services includes clothing and footwear, housing, food and non-alcoholic beverages, transportation, furnishings, household equipment and services, and recreation and culture.

Nine regional areas were shown to be more expensive than Brisbane in the following order:

Region/Town	% more expensive compared to Brisbane
Weipa	22.5
Moranbah	22.2
Mount Isa	10.8
Emerald	8.5
Gladstone	8.0
Mackay	6.3
Roma	6.1
Cannonvale	4.3
Gold Coast	4.1

Sixteen regional areas were found to be less expensive than Brisbane with the least expensive of these being:

Region/Town	% less expensive compared to Brisbane
Gatton	10.5
Kingaroy	10.0
Maryborough	8.7
Beaudesert	7.9
Ayr	7.2
Charters Towers	6.7
Charleville	6.7
Warwick	6.6
Bundaberg	5.9
Gympie	5.4
Sunshine Coast	5.3
Toowoomba	5

Rental costs in regional and rural areas vary considerably and generally are higher in resource towns and cities.

Median Weekly Rents for 3 Bedroom Houses for New Bonds Lodged - June Quarters

	Jun-12		Jun-13		Jun-14	
	Rent (\$)	New Bonds	Rent (\$)	New Bonds	Rent (\$)	New Bonds
Atherton *	285	46	285	44	295	43
Bundaberg	275	327	290	284	285	307
Cairns	320	488	330	496	350	430
Charters Towers *	270	45	270	43	260	40
Emerald *	650	71	400	60	300	54
Gatton *	270	46	270	69	280	48
Gladstone	520	204	480	219	335	263
Gympie	250	169	250	160	260	143
Hervey Bay	270	224	280	226	285	204
Kingaroy *	250	67	250	73	250	59
Mackay	460	296	440	320	360	305
Mareeba *	290	47	290	44	315	33
Maryborough	250	117	255	113	260	128
Mount Isa	540	88	580	80	480	87
Nambour	340	93	350	93	370	97
Rockhampton	330	247	340	252	310	247
Roma *	500	53	430	53	430	58
Toowoomba	280	436	300	452	310	451
Townsville	345	718	340	685	330	632
Warwick *	240	81	250	86	250	94

Where the number of lodgements is small the rent values should be used with caution.

Source: Residential Tenancies Authority, Rental Bond Lodgements

It should be acknowledged that the Queensland Government keeps cost of living pressures down in regional and rural Queensland through the Electricity Uniform Tariff Policy (UTP) which means that all residential customers in Queensland pay the same tariff price for their electricity, regardless of where they live. The payment to subsidise the difference between the tariff and the actual cost to deliver electricity to regional and remote customers is called the Community Service Obligation payment. The Queensland Government provides the

subsidy through payments directly to Ergon Energy. This payment by the Queensland Government ranges from \$400-600M per annum.

In Queensland there are no transport concessions for persons on temporary humanitarian visas. Their need to access re-settlement and support services, English classes, case worker appointments, counselling (as torture and trauma victims) appointments, immigration legal appointments, Centrelink appointments, require them to rely heavily on having access to transport. For those living in outer suburbs where housing is more affordable or in regional and rural areas, transport costs are difficult to meet and transport often not available.

Employment and unemployment in regional and rural communities

The Labour Market Information Portal provides up-to-date data on the unemployment rate of born-overseas in non-English-speaking countries. The unemployment rate is generally higher for born-overseas.

Region by total unemployment rate and unemployment rate of born-overseas in non-English-speaking countries

Region	Total unemployment rate	Unemployment rate of born-overseas in non-English-speaking countries
Fraser Coast	10.2%	10.2%
Bundaberg	9.0%	9.4%
Cairns	7.1%	8.2%
Toowoomba	5.2%	8.1%
Gympie	7.8%	7.6%
Townsville	5.2%	6.5%
Gladstone	4.2%	5.9%
Capricornia	4.4%	5.4%
Warwick	4.7%	5.3%
Western Downs	3.5%	4.7%

The Labour Market Information Portal also provides up-to-date data on the employment rate of born-overseas in non-English-speaking countries. The employment rate is generally lower for born-overseas.

Region by total employment rate and employment rate of born-overseas in non-English-speaking countries

Region	Total employment rate	Employment rate of born-overseas in non-English-speaking countries
Mt Isa	80%	77.7%
Western Downs	76.7%	76.1%
Mackay	78.3%	76.0%
Capricornia	75.3%	74.2%
Gladstone	76.5%	71.3%
Townsville	74.5%	69.6%
Cairns	71.8%	66.6%
Warwick	71.5%	66.6%
Toowoomba	71.5%	62.3%
Bundaberg	63.2%	59.1%

Source: Labour Market Information Portal (Based on monthly updates of the ABS Labour Force Survey, Centrelink's Administrative Database, The Department of Employment's Administrative Data (Job Services Australia) and the Department of Employment, Small Area Labour Markets estimates (SALM) data, and using the 2011 Census of Population and Housing for the overseas-born profile.

Projected regional employment growth, five years to November 2018 (000') by selected regions and industries
000s

Region	Health care and social assistance	Transport postal & warehousing	Agriculture forestry and fishing	Mining	Manufacturing	Accommodation and food services	Construction
Greater Brisbane	23.5	3.3	-0.3	-0.7	-1.3	3.8	7.9
Ipswich	3.9	0.9	-0.0	-0.0	-0.3	0.9	2.2
Logan-Beaudesert	1.6	-0.2	-0.2	-0.1	-0.1	-0.1	0.3
Cairns	2.4	0.3	0.0	-0.1	0.3	0.2	0.3
Darling Downs-Maranoa	1.1	0.3	-0.6	-0.2	0.1	0.3	0.8
Fitzroy	2.5	0.8	0.2	-0.5	0.2	0.5	3.4
Mackay	1.9	0.5	0.1	0.5	0.3	0.3	1.8
Qld Outback	1.1	0.2	-0.4	0.0	0.0	0.2	0.3
Toowoomba	1.8	0.2	-0.1	-0.1	-0.0	0.4	0.1
Townsville	2.5	0.6	-0.4	-0.1	-0.3	0.9	0.8
Wide Bay	2.7	0.3	-0.6	-0.2	-0.1	0.5	1.1

Source: Labour Market Information Portal

Regional and rural employment growth in industries with greater than 40% of the workforce with no post-school qualifications, 2013-14 to 2018-19

Industry	% of workforce with no post-school qualifications	Regions with highest projected growth (excluding Brisbane, Gold Coast and Sunshine Coast)
Retail trade	73.3%	1. Cairns 2. Mackay 3. Townsville
Agriculture and forestry	69.3%	1. Darling Downs 2. Mackay 3. Townsville 4. Outback Queensland
Transport and logistics	59.0%	1. Mackay 2. Townsville 3. Fitzroy 4. Cairns
Tourism and hospitality	57.5%	1. Mackay 2. Cairns 3. Townsville 4. Fitzroy
Manufacturing	51.4%	1. Mackay 2. Townsville 3. Cairns
Construction	47.4%	1. Wide Bay 2. Toowoomba
Mining (minerals and energy)	40.4%	1. Fitzroy 2. Darling Downs 3. Mackay

Source: data drawn from Annual Skills Priority Report March 2014 (Ministerial Industry Commission)

This data provides some indication of industries where jobs for unskilled and semi-skilled workers may be required in regional and rural areas.

The following provides a list of skills shortages and difficult to fill jobs in regional Queensland as identified in 2013-14.

- Surveyor
- Electrical Engineer
- Early Childhood Teacher (pre-primary)
- Diagnostic Medical Radiographer
- Midwife
- Automotive Electrician
- Motor Mechanic
- Sheetmetal Trades Worker
- Welder
- Bricklayer

- Painting Trades Worker
- Wall and Floor Tiler
- Glazier
- Farm Managers.

Source: Labour Market Information Portal

Experience to date in efforts to support employment of people born overseas of non-English speaking background settlers indicates strongly the need for intensive case management support through employment service providers. With the introduction of the new Model for the provision of Employment Services, introduced through the Commonwealth Department of Employment, to commence from 1 July 2015, it appears that specialist employment services targeting asylum seekers, refugees and recently arrived migrants will no longer be funded separately and it will be the responsibility of the mainstream employment service providers to provide support to all job seekers, including those of culturally and linguistically different (CALD) backgrounds. There remain concerns in the social and employment services industries that, under the new Employment Services Model, job seekers from CALD backgrounds may not receive the intensive and appropriate levels of services to address the specific barriers to employment experienced by refugee and humanitarian entrants. This concern is amplified with respect to the needs of refugees and humanitarian entrants wishing to settle in rural and regional areas.

Success factors for dispersed settlement of refugees and migrants in regional and rural communities

The most recent study of the dispersal policies of overseas and of the Australian Government in relation to the settlement of humanitarian entrants provides a concise view of the factors that mitigate for and against successful settlement in regional and rural areas (Schech, 2014).

The study examines the reasons that drive dispersal policies such as the belief that it would be best to avoid social problems, inter-ethnic tensions and other burdens that are seen to be caused by the tendency of asylum seekers and refugees (and migrants in general) to concentrate in “migrant dense” and often low income metropolitan areas. However, this critical view of dispersal policies is also balanced by more positive views of the potential benefits of dispersal for both refugees and host communities. The Australian Government’s dispersal policies to settle new arrivals in less culturally diverse and less-populated areas is considered to speed up integration and enable these areas to share in the economic, cultural and social benefits that immigrants can contribute to addressing job shortages, and to the revitalisation of country towns. In regional Australia, humanitarian migrants make a significant contribution to labour shortages in low-skill, low-status and low-paid occupations which other Australians are unwilling to take.

In this paper by Schech the case of a regional town in south-east Australia is the focus of a study which demonstrates that for successful re-settlement in rural and regional areas:

- The support given by the ethnic community is critical in the adjustment process of humanitarian settlers

- Critical mass of refugees from the same or related ethnic backgrounds helps to consolidate their settlement and attract further numbers of refugees to that town
- Work can speed up integration into Australian society and is one of the important factors in social inclusion, and
- A good range of services in regional towns is needed to support refugees.

Current regional dispersal of humanitarian settlers in Queensland

In Queensland dispersal policies have to some extent decentralised humanitarian settler populations as shown in the tables below.

Table 1 shows that:

- Some regional LGAs would appear to have less than the critical mass of humanitarian settlers required to ensure viable and responsive social support services, and
- Many regional and rural LGAs are not included in this table because they have very few or no humanitarian settlers.

Table 2 shows that settlement services funded through the Australian Government to Townsville are required to outreach to Mt Isa, Mackay and Bowen.

Table 1 Number of humanitarian settlers (entrants) to Queensland by LGA, age and gender 2011 to June 2014

Rank	LGA	Age Band	2011		2012		2013		(June) 2014	
			Female	Male	Female	Male	Female	Male	Female	Male
1	Brisbane (C)	00-05	62	61	49	57	45	38	1	6
		6-15	64	87	73	60	87	71	18	14
		16-24	84	138	56	144	61	83	14	15
		25-34	95	159	86	143	52	69	10	9
		35-44	56	76	39	93	51	36	5	8
		45-54	23	30	10	15	23	27	9	5
		55-64	8	12	9		6	13	2	2
		65+	5	5	6	7	8	2	2	1
2	Logan (C)	00-05	26	28	24	24	41	44	9	5
		6-15	46	62	29	58	72	114	11	17
		16-24	41	108	21	118	72	67	16	6
		25-34	29	62	32	76	64	50	8	4
		35-44	25	31	15	29	42	22	5	2
		45-54	9	19	5	9	21	17	3	2
		55-64	5	8	2	3	14	11	2	1
		65+	4	4	3		5	5	1	2
3	Toowoomba (R)	00-05	22	14	15	11	12	12	2	6
		6-15	28	16	19	22	40	42	12	19
		16-24	14	14	14	22	37	24	10	5
		25-34	10	7	12	19	14	5	8	1
		35-44	3	8	6	13	20	8	8	2
		45-54	5	4	4	8	6	6		
		55-64		1	1	2	3	2	2	
		65+					1	1		
4	Townsville (C)	00-05	9	10	3	8	29	20		
		6-15	22	21	11	8	37	40	1	
		16-24	27	17	3	8	13	19	1	2
		25-34	11	10	3	8	20	20		2
		35-44	10	3	3	5	11	15	1	3
		45-54	4	5	1		3	7		
		55-64	3	1	1	2	3	2	2	
		65+	1	1		1	1		1	1
5	Cairns (R)	00-05	13	4	4	4	6	10	5	3
		6-15	19	18	6	4	20	15	6	2
		16-24	17	14	6	15	18	11	8	6
		25-34	14	16	4	5	15	10	4	8
		35-44	9	11	8	7	11	11	4	5
		45-54	7	11	3	2	6	5	1	2
		55-64	3	3	1	1	4	4	3	3
		65+	7	8	2	1	2	5		

Rank	LGA	Age Band	2011		2012		2013		(June) 2014	
			Female	Male	Female	Male	Female	Male	Female	Male
6	Ipswich (C)	00-05	7	3	12	7	7	7	5	6
		6-15	5	8	20	13	5	17	6	10
		16-24	5	7	7	16	3	5	5	2
		25-34	2	8	17	10	9	10	4	
		35-44	3	6	5	8	5	5		
		45-54	1	2	2	2	2	2	2	
7	Gold Coast (C)	00-05	4	6	9	7	5	4	1	2
		6-15	1	2	14	13	12	14	3	4
		16-24	6	8	3	10	11	10	1	1
		25-34	6	11	17	21	13	4	2	
		35-44	3	6	8	6	8	4	1	
		45-54	4	3		1	1	2	3	
		55-64			2					
		65+	1			1				1
8	Rockhampton (R)	00-05				1	1			
		6-15	2	1			3			
		16-24	1	35	2	35	2	3		1
		25-34	1	56	1	47	1	3		
		35-44	2	20	1	16	1	1		2
		45-54		3		4				
		55-64				1	1	1		
9	Not Recorded	00-05							10	5
		6-15					1	2	9	6
		16-24				1		1	8	5
		25-34		1					9	8
		35-44							4	7
		45-54							3	
		55-64							1	
		65+	1							
10	Moreton Bay (R)	00-05	2	1	1					
		6-15	1	3	3	2	1			
		16-24	4	6	1	3	1	1		
		25-34	2	1	1	5				
		35-44	1	3	1	1	1	1		
		45-54	2	2	1	2				
		55-64	1	1	1	1				
		65+	1	1		2	2	2		
11	Lockyer Valley (R)	00-05			1		1	1		
		6-15					3	1		
		16-24		3		4		1		
		25-34		1		4	2			
		35-44			1	1	1	2		
		45-54				2				
		55-64			1					

Source: Humanitarian Settlement Database Department of Immigration and Border Protection

Note: this database indicates the first location of settlement and does not reflect secondary migration.

LGAs with fewer or no humanitarian settlers are not included in Table 1.

The following table (Table 2 below) based on client numbers of Humanitarian Settlement Service Providers reflects some degree of secondary migration movements.

Table 2 Number of clients receiving Humanitarian Settlement Services by age, location and main language spoken at May 2014, Queensland

	Age	Number of humanitarian clients	Main ethnic/language groups
Cairns	0-5	13	Nepali/Bhutanese
	6-13	17	
	14-18	14	
	19-25	22	
	26-40	34	
	41-60	21	
	61+	6	
	Total	125	
	Male total	62	
	Female total	63	
Logan (Total 363) Gold Coast (Total 59) Ipswich/Goodna (Total 114)	0-5	92	(Hazaragi/Afghanistan Congolese Myanmar Somali)
	6-13	129	
	14-18	73	
	19-25	68	
	26-40	106	
	41-60	54	
	61+	14	
	Total	536	
	Male total	265	
	Female total	271	
Townsville (Including Mt Isa, Mackay and Bowen)	0-5	73	Congolese Somali Karen Nepalese
	6-13	125	
	14-18	69	
	19-25	74	
	26-40	130	
	41-60	59	
	61+	18	
	Total	548	
	Male total	278	

	Age	Number of humanitarian clients	Main ethnic/language groups
	Female total	270	
Brisbane - North	0-5	3	Dari Burmese Nepali Farsi Arabic
	6-13	25	
	14-18	18	
	19-25	13	
	26-40	11	
	41-60	18	
	61+	2	
	Total	90	
	Male total	35	
	Female total	55	
Brisbane - South	0-5	48	Dari Somali Farsi Tigre Arabic Swahili Tamil Oromo Hazaragi Amharic
	6-13	78	
	14-18	37	
	19-25	75	
	26-40	89	
	41-60	52	
	61+	12	
	Total	391	
	Male total	213	
	Female total	178	
Brisbane - West	0-5	3	Somali Farsi Eritrea Tamil
	6-13	13	
	14-18	5	
	19-25	7	
	26-40	5	
	41-60	5	
	61+	1	
	Total	39	
	Male total	18	
	Female total	21	
Brisbane - East	0-5	1	Burmese Arabic Farsi
	6-13	4	
	14-18	0	
	19-25	2	
	26-40	5	
	41-60	1	
	61+	0	
	Total	13	
	Male total	5	

	Age	Number of humanitarian clients	Main ethnic/language groups
	Female total	8	
Brisbane (Total number of humanitarian settlers in Brisbane, including those living in the North, South, West, East and Central.)	0-5	56	Somali, Dari Farsi, Arabic Swahili Tamil Burmese Oromo Amharic
	6-13	122	
	14-18	63	
	19-25	101	
	26-40	116	
	41-60	80	
	61+	15	
	Total	553	
	Male total	282	
	Female total	271	
Toowoomba	0-5	17	Dari Farsi Tigre Pashto Arabic
	6-13	61	
	14-18	44	
	19-25	30	
	26-40	37	
	41-60	20	
	61+	4	
	Total	213	
	Male total	88	
	Female total	125	

Source:

Data in this table was provided by Humanitarian Settlement Services Providers: Access Community Services, Logan; Centacare Cairns; Multicultural Development Association; and Townsville Multicultural Support Group.

May 2014 service collection

Humanitarian settlers determined by visa.

Settlers with a visa sub class categorised as refugee as at the May 2014 collection.

Notes:

These services are not required to publish client services data but they have provided this data as a one-off. Future requests for data may not always be able to be met and will always be subject to operational convenience and ensuring that release of data does not compromise confidentiality and anonymity of clients.

Access to English language classes, VET and other tertiary studies

The proposed new humanitarian visas put forward by the Bill are both temporary visas and they are not intended provide holders with a pathway to permanent visas.

Only holders of permanent visas and some business/skills temporary visas are eligible to access the Adult Migrant English Program (AMEP).

This then raises the issue of whether the holder of the temporary Safe Haven Enterprise Visa to be allocated to those willing to go to designated regional areas will have access to the free AMEP classes.

AMEP is funded by the Commonwealth Government and provided throughout Queensland by Training Queensland. Classes are available in most provincial centres up and down the Queensland Coast and to a few inland towns including:

- Biloela
- Toowoomba
- Kingaroy
- Warwick
- Charleville
- Roma, and
- Mt Isa.

Training Queensland also offers as part of its AMEP services access to online and distance learning, as well as Home Tutor programs offered by trained volunteers.

However, if these new temporary visas do confer eligibility to AMEP, the conditions of the SHEV, requiring holders to take up jobs in the designated regional areas, will not be likely achieved.

The holders of these new temporary visas will be encouraged to undertake “learning” if they are not “earning”, specifically to undertake degrees, diplomas or trade certificates. It is not yet clear whether under the conditions of their visa they will be offered free or concessional rates for their student fees.

Social support and language services in regional and rural communities

As can be seen in Table 2 above, Humanitarian Settlement Services are those funded by the Australian Government to target humanitarian entrants to Queensland.

Humanitarian Settlement Services (HSS) provide six months (and up to 12 months) of intensive on-arrival assistance to humanitarian migrants on refugee, protection and special humanitarian visas through a case management approach which coordinates the delivery of services to clients. Clients are assisted to register with mainstream health and education services, an Adult Migrant English Program (AMEP) provider and specialised services such as torture and trauma counselling. The HSS also connects their clients to other settlement, community and youth programs.

It is critical that HSS services continue to be available to provide support to new humanitarian entrants. But it is equally important that state-funded education, health, individual, youth and family support services are available to respond to the immediate and longer term needs of humanitarian entrants.

It should be noted that the Humanitarian Settlement Services funded by the Australian Government currently target three major regional centres-Townsville, Cairns and

Toowoomba. Should the Queensland and Local Government authorities seek to put forward designated areas for refugee re-settlement other than these three, there is no guarantee that the Australian Government will be able to direct additional resources for Humanitarian Settlement Services to new regional target areas. This would be the subject of negotiations between the Australian and Queensland Governments.

If regional areas other than Townsville, Cairns and Toowoomba are nominated in Queensland by the State and LGAs, then it would be imperative to assess the capacity of State-funded social and cultural services in those potential new areas for designation.

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