



REGIONAL REFUGEE SETTLEMENT

Learning from the past, preparing for the future

Key recommendations for policymakers about the settlement of humanitarian migrants in regional Australia

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For Peace
And Development

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With respect to Aboriginal and Torres Strait Cultural protocols, we acknowledge and thank the Traditional Custodians of the lands we worked on for this project. We pay respect to Australia's past, present and future Traditional Custodians and Elders and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples today.

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This represents the collective work of the organising committee for the Forum and the Roundtable: Dr George Tan and Dr Kate Golebiowska (Charles Darwin University), Associate Professor Natascha Klocker and Dr Olivia Dun (University of Wollongong), Dr David Radford and Sarah B. Faulkner (University of South Australia), Associate Professor Rae Dufty-Jones (Western Sydney University), Ms Talia Stump (Multicultural NSW), Mr Emmanuel Musoni (GLAPD) and Ms Margaret Piper AM.

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EXECUTIVE SUMMARY

In October 2021, Charles Darwin University (CDU), the University of Wollongong (UoW), Western Sydney University (WSU), the University of South Australia (UniSA), Great Lakes Agency for Peace and Development (GLAPD) and Ms Margaret Piper AM hosted the Regional Refugee Settlement Forum: learning from the past, preparing for the future ('Forum') and associated Policy Roundtable Discussion ('Roundtable').

This virtual event brought together individuals and organisations with diverse lived, policy, and research expertise around regional settlement of humanitarian migrants in Australia. Presentations and discussions focussed on the various lessons learned from past and current experiences of regional refugee settlement in Australia and identified a range of new approaches and gaps in knowledge that should inform future policies and practices in this space.

This unique event generated important insights that risk being lost if not captured and distributed to audiences beyond those who were able to attend and contributed to the 2021 Forum and Roundtable. As a result, the Forum and Roundtable organisers have developed a series of published outputs¹; this policy paper forms one of these outputs.

The purpose of this policy paper is to present sixteen (16) Key Recommendations that have been drawn from and are informed by the presentations and discussions from participants in the Forum and Roundtable. The **16 Key Recommendations**² are organised and presented around three categories relating to:

Preparing and resourcing regional communities receiving humanitarian migrants

- Support regional communities to assess their own readiness and to undertake planning and preparation before receiving humanitarian migrants.
- Recognise and invest in the role of local government as a key element and stakeholder in regional humanitarian migrant settlement.
- Engage respectfully and meaningfully with First Nations peoples in regional areas in all stages (pre-arrival, settling in and post-settlement) of humanitarian migrant settlement activities.
- Better support and fund smaller regional towns so they can participate in the settlement and retention of humanitarian migrants.
- Proactively address racism and discrimination before settling humanitarian migrants in regional areas and continue to address issues as they arise post-settlement.

¹ Other outputs include a Special Issue in the academic journal the Australian Geographer which was under development at the time of publication.

² Further explanation of each of these recommendations can be found in the body of this paper.

Meeting the needs of humanitarian migrants settling in regional Australia

- Strengthen relevant pre-arrival information provision for humanitarian entrants so they can make an informed choice about whether regional settlement will meet their needs.
- Better support and streamline humanitarian migrants' transition from receiving dedicated settlement services into engaging with mainstream services.
- Plan for and respond to humanitarian migrants' needs and priorities across the life course, including a dedicated focus on young people, those who are ageing and the family unit.
- Consider the changing gender and intergenerational dynamics of humanitarian migrants' households as they settle into Australian society and how this might manifest in regional town contexts.
- Recognise that humanitarian migrants' needs change over time and that in some cases their settlement in regional areas may be short-term.

Building a collective future that realises the social, cultural and economic opportunities of regional settlement

- Recognise and support the social and cultural benefits that arise through the regional settlement of humanitarian migrants.
- Leverage the Community Refugee Sponsorship program as an opportunity to initiate and increase regional settlement of humanitarian migrants.
- Develop processes to recognise and better match humanitarian migrants' skills with skills gaps in specific regional communities.
- Provide support to humanitarian migrants and receiving regional communities for business and entrepreneurial initiatives.
- Build, and adequately resource, intra-regional and inter-regional networks for information sharing, coordination and support related to regional settlement of humanitarian migrants.
- Regularly monitor and evaluate the social and economic impacts of policies and programs.

These recommendations have been developed principally for consideration by policymakers at all levels of government in Australia. These recommendations are made with the intention and in the strongly held belief that they can and should be used to inform and shape future policies and practices regarding regional settlement for humanitarian migrants in Australia.



INTRODUCTION

Regional communities in Australia have hosted people displaced by persecution and conflict for many decades. Hay in NSW and Tatura in Victoria were sites of internment camps during the Second World War. Ironically many of those detained had come to Australia to escape the Nazis. In the decades after the War, more than 300,000 migrants, many of whom were displaced by the War, had their first taste of life in Australia in the Bonegilla Migrant Camp near Albury. Many then went on to work in large infrastructure development projects such as the Snowy Mountains Scheme and settled permanently in regional areas.

The Australian Government initiated the planned settlement of humanitarian migrants³ in 1977, but they then took a back seat in regional settlement for some 30 years. This was largely due to the recognition that this cohort needed specialist post-arrival support because of their traumatic past. During the 1980s and 1990s, the development of such services was prioritised in major centres.

The planned regional settlement of humanitarian migrants came back onto the Government's agenda in the early 2000s. Three pilot sites were selected for the arrival of different refugee groups, including Shepparton for refugees from the Democratic Republic of Congo, Ballarat for refugees from Togo, and Mount Gambier for refugees from Myanmar. Evaluations of these pilot projects⁴ pointed to this regional settlement model's success and emphasised the importance of careful planning and collective engagement.

Since then, more primary regional settlement sites have been identified, and the proportion of entrants first settling in regional areas has grown significantly. While it is still yet to be seen whether the Labor Government, elected in May 2022, will follow through on the plan by the former Government to settle 50% of humanitarian entrants in regional areas, regional settlement will likely become a critical part of Australia's humanitarian resettlement response into the future.

It is not just the Federal Government driving an increased focus on regional settlement; states are also becoming more involved. For example, NSW is embarking on a pilot project to encourage refugees and migrants who have settled in major metropolitan areas to consider secondary relocation to regional areas. These initiatives sit alongside individual and community-driven movements from major cities into, between, and from regional areas to major cities.

It is fair to say that the COVID-19 pandemic disrupted many regional settlement initiatives. External and internal border closures also exacerbated significant changes in the demographics, housing availability and employment opportunities in regional areas. COVID-19 did, however, provide a chance to take stock of what has happened thus far and to plan for the next chapter of regional settlement in a post-pandemic future.

Academics, practitioners and people from refugee backgrounds were invited to gather virtually to share their experiences at the 'Regional Refugee Settlement Forum: learning from the Past, preparing for the Future' held on 12 October 2021. This began with structured input and ended with a roundtable workshop on 15 October 2021, during which those present worked collaboratively to identify the core lessons from the Forum. The Forum's planning committee then translated these into a set of recommendations and drew on the discussions at the Forum to provide the rationale for each. It should be noted that this publication was written in mid 2022 and that there has been progress made on some of the recommendations since.

These recommendations are presented in the following pages in the hope that they will inform policymakers, program planners, practitioners and all in positions where they can influence how we support humanitarian migrants in regional Australia.

The idea for the Regional Resettlement Forum came from Dr George Tan from Charles Darwin University. In planning the Forum and compiling this report, he was supported by Dr Kate Golebiowska (Charles Darwin University), Associate Professor Natascha Klocker and Dr Olivia Dun (University of Wollongong), Dr David Radford and Sarah Faulkner (University of South Australia), Associate Professor Rae Dufty-Jones (Western Sydney University), Talia Stump (Multicultural NSW), Emmanuel Musoni (GLAPD) and Margaret Piper AM.

³ The term humanitarian migrant is used in this paper to refer collectively to people who have entered Australia with a permanent refugee or humanitarian visa (visa subclasses 200, 201, 202, 203 and 204), those who have entered with a temporary humanitarian visa (visa subclass 449), those who have been granted a permanent humanitarian visa after arrival (visa subclass 866), those who have been granted a temporary humanitarian visa after arrival (visa subclasses 785, 786 and 790), those granted refugee status in an offshore processing centre and those who are still awaiting a decision on their application for protection.

⁴ Piper, M. (2013a); Piper, M (2013b); Piper, M (2013c)

PREPARING AND RESOURCING REGIONAL COMMUNITIES RECEIVING HUMANITARIAN MIGRANTS

Self-Assessment of Readiness

RECOMMENDATION 1: Support regional communities to assess their own readiness and to undertake planning and preparation before receiving humanitarian migrants.

Humanitarian migrants move to regional locations through a variety of pathways. The most common is as their primary settlement location, selected for them by the Federal Government. Others come directly through locally driven sponsorship programs or decide to relocate to a regional area after initially settling in a larger centre. Irrespective of the pathway, the receiving community must play an active role in preparing for and supporting the new arrivals.

Certain things are required for this to occur. First, there must be people within the community with the vision to understand how regional settlement can assist the community in achieving its economic and social goals while also providing a welcoming and supportive home to people who have experienced trauma and dislocation. Second, these people need to convince key opinion leaders and stakeholders within the community that this is an idea worth considering.

The next step is where external support is required. Before deciding whether a particular location suits humanitarian migrants, careful consideration must be given to whether it can accommodate their specific needs. To do this, advice from those with experience working with humanitarian migrants is required. Such guidance will necessarily include, amongst other things, very practical elements (for example, about how to assess the suitability of available housing, education, health care and employment) as well as advice about how to engage with newcomers in a trauma-informed, strengths-based manner and how to build and maintain community support.⁵

A new settlement location does not have to reinvent the wheel. There is now a large body of work, much of it contained within the references appended to this document, which captures the lessons learnt, and there are specialist services and advisors in all capital cities and many regional centres.

Local involvement in planning does, however, take time and resources. All too often, the resources have been concentrated at higher levels of planning, and there is an expectation that those involved at the coal-face will do this out of community spirit or as an adjunct to their day job. This is neither fair nor efficient. There is a need to provide financial and practical support to those within regional communities actively involved in planning and implementing regional settlement initiatives.

To their credit, the NSW Government have done this in their NSW Growing Regions of Welcome (NSW GROW)⁶ pilot program. Local planning groups have been funded to take the lead in each pilot site and are active members of the project planning group. These local planning groups bring critical local perspectives into broader project deliberations and take guidance from those with settlement experience back to their regions. This is a model worthy of careful consideration and replication.

⁵ Regional Australia Institute (2019)

⁶ Multicultural NSW (2021)

Role of Local Government

RECOMMENDATION 2: Recognise and invest in the role of local government as a key element and stakeholder in regional humanitarian migrant settlement.

A whole-of-community approach is fundamental to the successful settlement of refugees in regional Australia. There are many key players within each community whose roles need to be recognised and respected. There is, however, one entity found in each regional community that has the potential to play a pivotal role in determining the success or otherwise of regional settlement. This is Local Government.

While local councils are often the first port of call for local businesses, settlement agencies, civil society and members of the community seeking to enhance the local area, they are not always actively engaged in the formulation of settlement policy, which has, by and large, been predominantly top-down. There is, however, a growing body of work⁷ that highlights the essential role that Local Government plays in the settlement of refugees in regional communities.

In this context, it is also relevant to note that "organisations left out of policy and planning decisions often find themselves unprepared for new arrivals and have limited resources for responding to settlement-related needs".⁸ Earlier involvement of Local Government, from the planning stage, is needed to enable a proactive rather than reactive response.

Noting the Federal Government's increasing focus on primary settlement in regional areas and the emergence of State Government initiatives such as the GROW pilot in NSW, it is likely that regional settlement will become an even greater component of Australia's response to humanitarian migrants. This success will depend on the extent to which all relevant stakeholders are engaged and on recognising the Local Government's role as the community's conduit.

This requires the creation of mechanisms that allow Local Governments to be fully involved with State/Territory Governments and the Federal Government regarding the planning, coordination and delivery of settlement services and programs. Targeted support to Local Government is also necessary to ensure they have the financial and human resources required to deliver quality support.

⁷ Galligan et al. (2014)

⁸ Boese and Phillips (2017: 401)

Engagement with Traditional Custodians

RECOMMENDATION 3:

Engage respectfully and meaningfully with First Nations peoples in all stages (pre-arrival, settling in and post-settlement) of humanitarian migrant settlement activities.

Including First Nations peoples at all stages of the regional settlement process (pre-arrival, settling in and post-settlement) is critical to developing a whole-of-community approach to regional settlement.⁹ It is also an important way of demonstrating respect for First Nations' custodianship of, and deep connections to, Country.

Pre-arrival, there should be an opportunity for relevant First Nations representatives to agree to projects that bring newcomers onto Country. Careful consultation with First Nations communities should occur before selecting new regional settlement sites.

Furthermore, the ongoing and meaningful involvement of First Nations communities across the lifespan of regional settlement projects is necessary to provide a foundation for productive and supportive relationships between First Nations peoples and humanitarian migrants.

Existing research has shown that there is often minimal intercultural contact between humanitarian migrants and Indigenous people, and new arrivals are rarely taught about Indigenous history or about the importance of being welcomed onto Country.¹⁰ This lack of recognition of Indigenous Australian culture amongst humanitarian migrants has been found to foster tension between these groups in some localities.¹¹

Key stakeholders in regional settlement of humanitarian migrants need to identify opportunities to connect and build productive relationships between humanitarian migrants and First Nations communities.¹² This is important to avoid tensions between First Nations communities and humanitarian migrants in resource-constrained environments and to mitigate the perception (or reality) that resources are being taken from one group to serve the needs of another.¹³

Care needs to be taken to ensure that the engagement of First Nations communities is not tokenistic and that there are opportunities for cultural learning in both directions (humanitarian migrants learning from and about First Nations peoples and culture and vice versa).¹⁴ This is a critical intervention to mitigate the risk of misconceptions, stereotyping, racism and discrimination. Promoting connections between First Nations peoples and humanitarian migrants can also address the concern articulated by Butler and Ben (2021) that new arrivals may 'learn' to discriminate against First Nations peoples based on their observations of the behaviours and structures that operate in the broader community.

To date, First Nations peoples have scarcely been included in decision-making and activities relating to the settlement of humanitarian migrants in regional Australia despite this being identified as an issue in the very first regional settlement pilots. Resourcing is critical to support the ongoing involvement of First Nations representatives in the regional settlement of humanitarian migrants, specifically by ensuring that such representatives are paid fairly for their involvement in settlement activities.

9 Radford et al. (2022)

10 Dandy and Pe-Pua (2015)

11 Ibid.

12 Colic-Peisker and Tilbury (2008)

13 Colic-Peisker and Tilbury (2008); Dandy and Pe-Pua (2015)

14 Adam and Hogue (2015)

Smaller Regional Towns

RECOMMENDATION 4:

Better support and fund smaller regional towns so they can participate in the settlement and retention of humanitarian migrants.

Humanitarian migrants are not only drawn to and settling in large regional centres. Many smaller regional towns across Australia have become secondary settlement locations for humanitarian migrants and/or are actively interested in attracting them. Despite this, most of these communities have been excluded from specialist settlement funding mainly due to their inability to demonstrate a critical mass of eligible cohorts (a criterion in Australian Government settlement services funding). Smaller regional towns face a chicken-and-egg scenario when accessing settlement grants. They don't have enough humanitarian migrant residents to be prioritised for funding. Yet, they cannot attract a sizeable number of humanitarian migrants without having had the resources to invest in planning and support services in the first place.

Being designated by the Australian Government as a primary humanitarian settlement location can bring a steady flow of humanitarian migrant arrivals accompanied by Federal Government investment in settlement services. Armidale in NSW is an example of a community that has benefited from this in recent years.

When looking at opportunities to expand regional settlement sites, the Australian Government has stressed the importance of suitable and affordable housing, opportunities for work, and access to critical supports such as health and language services.¹⁴ Smaller regional towns are, however, typically unable to demonstrate that they have all the required services and infrastructure to meet these requirements; thus, primary settlement remains out of reach.

In planning for additional regional settlement sites, the Australian Government should consider whether a town is within reasonable proximity of larger regional centres where critical services and infrastructure are located. One potential approach is a hub and spoke model, which could establish 'hubs' in locations with sufficiently large populations, services and infrastructure, connecting and providing outreach and services to a regional network of 'spokes' in surrounding towns.

Outside of the primary humanitarian settlement program, funding should also be made available to smaller communities to support their strategic and action-planning processes. This would boost their capacity to strengthen the settlement and retention of existing humanitarian migrants and promote themselves as attractive destinations for new individuals and families.

Racism and Discrimination

RECOMMENDATION 5: Proactively address racism and discrimination before settling humanitarian migrants in regional areas and continue to address issues as they arise post-settlement.

While racism is not an issue exclusive to regional areas, it must be a key consideration when planning for regional settlement. Dufty-Jones¹⁶ argued that "racism can undermine the best institutional structures to welcome immigrants and poses a significant barrier to the long-term sustainability of immigration into rural regions".

Multiple studies and reports¹⁷ have asserted the importance of assessing community receptiveness to humanitarian migrants well before selecting a regional settlement site. Regional settlement should only proceed in a particular locality if there is no evidence of significant opposition, including racism, in the destination community. If such issues are evident, then careful work must be undertaken to prepare the broader community for regional settlement before it can proceed to avoid humanitarian migrants bearing the brunt of this opposition.¹⁸

Racism can take many different forms. Most obvious are overt, direct and interpersonal encounters such as verbal or physical harassment and abuse.¹⁹ Racism also occurs less directly, through exclusion from activities and a sense of belonging and through micro-aggressions or commentary about people not "fitting in". In addition, racism exists in systems and structures limiting minorities' access to employment, housing, health and other services or through over-policing and racial profiling.²⁰ Institutional or systemic racism of this type can be challenging to identify, but it significantly impacts affected individuals' and communities' life chances, health and wellbeing.²¹

Racism can occur due to a belief in the superiority and inferiority of different ethnic and cultural groups, a perception of cultural incompatibility and/or misunderstandings and misinformation.²² The latter is particularly likely to become an issue in resource-constrained environments where newcomers may be perceived as benefiting from favouritism or taking opportunities or services away from longer-term community members.²³

Once regional settlement of humanitarian migrants has occurred in a particular location, it is important to monitor for all of these types and causes of racism and regional settlement champions – including prominent community members and leaders – need to be willing to speak up if evidence of racism emerges.²⁴ For instance, if misinformation about humanitarian migrants is circulating in a community or is being perpetuated in the media, early action to counter these trends is needed. Monitoring for the occurrence of racism in schools and decisive action when it occurs is particularly important because of the often devastating impacts of racism on children and young people's wellbeing and development.²⁵

Further, ongoing efforts must occur in regional settlement locations to promote positive and meaningful interactions between humanitarian migrants and longer-term community members. Occasional community events, like Harmony Day gatherings, are important but insufficient to foster connection and understanding.²⁶ Support structures are also required for people targeted by racism to mitigate longer-term impacts on their sense of belonging and wellbeing.

16 Dufty-Jones (2014:376)

17 Piper (2017); Regional Australia Institute (2019)

18 AMES and Deloitte Access Economics (2015); Piper (2017)

19 Berman and Paradies (2010); Paradies et al. (2009)

20 Berman and Paradies (2010); Boese (2015); Colic-Peisker and Tilbury (2007); Kosny et al. (2017); Paradies et al. (2009); Regional Australia Institute (2019)

21 Ibid.

22 Paradies et al. (2009)

23 Radford et al. (2022)

24 AMES and Deloitte Access Economics (2015); Piper (2017); Radford et al. (2022); Regional Australia Institute (2019)

25 Baak (2019); Priest et al. (2013)

26 See Paradies et al. (2009); Piper (2017); Radford et al. (2022); Regional Australia Institute (2019); and Stump (2021) for discussion of additional strategies to harness the goodwill of communities and support relationship building.



MEETING THE NEEDS OF HUMANITARIAN MIGRANTS SETTLING IN REGIONAL AUSTRALIA

Pre-arrival Information

RECOMMENDATION 6:

Strengthen relevant pre-arrival information provision for humanitarian entrants so that they can make an informed choice about whether regional settlement will meet their needs.

In broad terms, there are two pathways to regional settlement for humanitarian migrants. The first is through primary settlement, and the second occurs at some point after arrival when the humanitarian migrant decides to relocate, often from a major centre. In both cases, information provision plays a vital role in determining the success or otherwise of regional settlement.

In cases of primary settlement, the destination is selected for the entrants by government officials before they arrive in Australia. The decision is mainly based on various factors related to a particular location's reception capacity and existing services. Still, it is also determined by the size and composition of a particular cohort of humanitarian migrants. For example, if there are 50 families from a particular ethnic/religious group awaiting resettlement, consideration will be given to which settlement location can accommodate this group. Once a suitable destination is identified, the group will be resettled there. This strategy is, of course, administratively expedient, but what it fails to do is recognise the agency of humanitarian entrants.

When presenting at the Regional Refugee Settlement Forum, Dr Karen Agutter stressed that refugees should be viewed as individuals with a right to decide their futures and be "... treated as collaborative partners in the process rather than objects, who need to be settled".²⁷

Clearly, it would not be possible to administer a resettlement program in which every entrant could choose their destination, but it is possible to ensure that every new entrant is well informed about their intended destination and that they are given an opportunity to learn about how this location can accommodate their individual aspirations. It is recognised that the trainers who deliver the Australian Cultural Orientation (AUSCO) program²⁸ do a remarkable job preparing humanitarian migrants for their settlement journey. Their challenge, however, is to move from generic to specific, in other words, to present a detailed and nuanced picture of life in a particular regional centre instead of 'life in Australia'. So too, they need to be able to respond to the queries and concerns of humanitarian migrants who have never heard of places with names like Wagga Wagga and Toowoomba and cannot conceive that such places will be able to provide the future they envisage.

As most AUSCO trainers have never been to Australia and those who have, have only visited briefly, active efforts need to be taken to ensure that the trainers have meaningful contacts within each settlement location from whom they can build a detailed picture and to whom they can pose the questions they are asked. Ideally, too, opportunities should be provided for AUSCO participants to be taken on a virtual tour of their intended destination and to speak virtually with support workers and community members in those localities. This does not address the issue of choice. Still, it does ensure that the humanitarian migrants have a clear and accurate picture of their destination and have been provided with information that addresses their specific needs or concerns.

The other pathway for humanitarian migrants to regional settlement is secondary movement. In most cases, this involves those who have initially settled in a major city and, after a period, have recognised that their aspirations cannot be met in this environment, so they look for alternatives.

²⁷ Further examined in Ankeny et al. (2021)

²⁸ Department of Home Affairs (2019)

The Regional Refugee Settlement Forum also heard from Emmanuel Musoni, the Executive Manager of the Great Lakes Agency for peace and Development (GLAPD). He presented an innovative and established model (choice-based strategy)²⁹ that enables former humanitarian migrants to make an informed choice through first-hand experiential look-see visits to potential destination communities. As of 2021, 90% of former humanitarian migrants and families who went on the look-see visits remain in their community of choice, and 56% have purchased properties. This 3-step approach involves preparatory work with stakeholders and volunteers in the destination community, a look-see visit, and mobilizing community facilitators for continued assistance and introductions to additional employment opportunities once a family relocates.

Another of the lessons from work such as that done by GLAPD and others is that the factors that drive a humanitarian migrant to select a particular regional location are highly individualistic and not necessarily apparent to an outsider. While employment opportunities and affordable housing are part of the equation, powerful motivators can include a landscape and climate that reminds them of their former home or soil suitable for growing a favored food plant.

This approach has informed other secondary settlement initiatives, not least the NSW GROW pilot program³⁰ currently being rolled out by Multicultural NSW in partnership with the Australian Red Cross and Regional Development Australia (Riverina).

In summary, by providing pre-arrival and pre-relocation advice, we can take an emphatic approach to assist humanitarian migrants in exercising their agency and settling in spaces to which they will feel an affinity due to their pre-migration formative experiences.³¹

29 Regional Development Institute (2019)

30 Multicultural NSW (2021)

31 Musoni (2021); Klocker et al. (2021)

Transition Support

RECOMMENDATION 7:

Better support and streamline humanitarian migrants' transition from receiving dedicated settlement services into engaging with mainstream services.

Humanitarian migrants contribute to Australia's population growth as part of Net Overseas Migration.³² Unlike other migrants, humanitarian migrants are facilitated to settle in Australia through Government funding. This is done in recognition that, unlike other migrants, humanitarian migrants have not had the same opportunity to prepare for migration and have experienced significant dislocation and trauma. Therefore, The funding is allocated to settlement service providers to support them as they transition to integrating into the community sustainably.

Federal Government funding guidelines have determined the period to support humanitarian migrants to be five years. Besides providing caseworker support, this funding assists humanitarian migrants in three key areas: learning English, acquiring skills for employment and supporting educational opportunities. Consequently, the Government argues that with those services, five years is a sufficient period for humanitarian migrants to integrate into the 'mainstream' and that they should thereafter be able to access generic services provided by State Governments.

Two erroneous assumptions underpin this position.

The first is that mainstream services will have policy frameworks and expertise to respond to the specific needs of a cohort of clients who, by definition, have experienced high levels of trauma, come from very different cultural backgrounds and many of whom have an abiding distrust of 'government'. While the situation varies significantly across the country, it is impossible to say that this required capacity exists across the board.

The second is that every humanitarian entrant will have the knowledge and confidence to engage unaided with mainstream services after their eligibility for specialist services expires. The experience of service providers is that while five years is enough for some, it is not sufficient time for all humanitarian migrants to integrate into the mainstream. Some arrive with complex needs and high levels of vulnerability that take longer to address. For others, life events in Australia, such as the death of a breadwinner, family separation, illness or exposure to discrimination, can result in a valid need to re-engage with specialist settlement services. This leaves funded settlement services with a dilemma. They see they have the expertise to support vulnerable people, but their funding agreement precludes this. They either have to source funds from other (non-government) sources or refer these people to (often unfunded) community organisations.

To address this situation, two separate and complementary actions are required.

The first is the need for the Commonwealth Government to engage actively with State Governments through the Senior Officials Settlement Outcomes Group (SOSOG) to promote enhancing the capacity of State Government Services to respond effectively to the specific needs of humanitarian migrants.

The second is to embed greater flexibility into funding agreements for the Settlement Engagement and Transition Support (SETS) program so that clients can be accepted based on need and not on the duration of residency.

While not specific to regional settlement, implementing these two recommendations will positively impact those who are either settled in or choose to move to a regional area. Enhancement of the capacity of mainstream services will ensure that regardless of location, humanitarian migrants will receive support tailored to their specific needs. Furthermore, removing the five-year arbitrary limit on access to settlement services will mean that those who embark on a new chapter in their settlement journey by relocating to a regional area will have access to a service that understands the specific challenges they will face.

³² Trevithick (2011)

Person-Centred Planning

RECOMMENDATION 8:

Plan for and respond to humanitarian migrants' needs and priorities across the life course, including a dedicated focus on young people, those who are ageing and the family unit.

Humanitarian migrants face a range of challenges settling into rural communities. Interestingly, these challenges are not dissimilar to the challenges and priorities that other migrant groups and longer-term members of rural communities face.

There is a tendency to focus on employment when considering regional settlement. Still, for regional settlement to be sustainable, every family unit member must have their needs met, and there must be the capacity to respond to the changing needs of the family unit over time.

Stability for children and young people indicates successful humanitarian migrant settlement. In this regard, it is important to give attention to supporting children as they adjust socially and educationally to rural schooling. Support might involve financial resourcing and/or programmes to facilitate extra-English language needs. It might also involve formal or informal support from volunteers or migrant (refugee) support organisations, who can help schools and early childhood centres prepare for and understand the particular needs and challenges these young people might experience.³³

There are also challenges as young people transition from high school to either tertiary education or the workforce.³⁴ Some families choose to leave rural locations and move to larger urban metropolitan centres to support these young people as they attend university. Alternative educational opportunities need to be considered in closer larger regional centres, which may influence families to remain, which in some cases is their preference.³⁵ Limited employment opportunities in rural communities for young people deciding not to go onto tertiary education can also be an issue, and help may involve respected longer-term community members vouching for/introducing young people to prospective employers or other forms of employment skill training.

The contentment of the non-working partner, usually but not only the wife, must also be considered. Those not in employment have fewer opportunities to meet people, practice English and participate in the local community. Services to facilitate formal and informal language and socio-cultural inclusion are vital.

In contexts with limited employment opportunities, working-age men often need to engage in manual labour, which has long-term implications for their health. As humanitarian migrants age, physically demanding employment becomes more difficult and if they are to remain in rural communities, then alternative, less physically demanding work needs to be available or, alternatively, re-training/re-skilling opportunities provided.³⁶

Another key issue that is just about to come to the fore is family reunification after periods of extended separation. Many of the humanitarian migrants who have settled in regional areas are married men who have been separated from their wives and/or children because of visa restrictions. In February 2023, the recently elected Labor Government announced a policy to transition those on Temporary Protection Visas and Safe Haven Enterprise Visas onto permanent visas by enabling them to apply for a Resolution of Status (RoS) Visa. This will enable those on RoS visas to sponsor their immediate family members. On the one hand, this addresses the anguish experienced by the men separated from their loved ones, but it also presents another challenge. Specialised support will be required to assist these families to become whole and strong again after such lengthy separation, vastly different life experiences and radically altered life views. Simply assuming that reunion alone will be enough is a naïve approach.

³³ Radford et al. (2022)

³⁴ See also Recommendation 10

³⁵ Galligan et al. (2015); Hetz et al. (2021)

³⁶ Radford et al. (2021)

Intergenerational Challenges

RECOMMENDATION 9:

Consider the changing gender and intergenerational dynamics of humanitarian migrants' households as they settle into Australian society and how this might manifest in regional town contexts.

English language proficiency, employment and the ability to engage independently with services are legitimately recognised indicators of settlement success. Still, something that is only sometimes factored in is who within a family has acquired this capacity and what impact this might have on family dynamics.

There are many instances where humanitarian migrant women gain employment, and their husbands do not.³⁷ This role reversal leads women to develop financial independence, social and professional connections and empowerment. At the same time, the men may feel they have lost their culturally sanctioned role of breadwinner and decision-maker.³⁸ This can significantly strain family dynamics, which sometimes manifests as intimate partner violence.

Other dynamics play out when the man is employed and the woman is left home with the children. He will interact in English and build social networks while she might be isolated. In cases where this occurs, it may impact the woman's ability to process her pre-arrival trauma, which in turn affects their children.³⁹

The relationship between parents and children is also challenged by resettlement. Attending school assists students with humanitarian backgrounds in settling, with many of these children having positive experiences.⁴⁰ Research with parents from humanitarian and other migrant backgrounds, however, shows that they are often unprepared for the level of autonomy their children are given and learn about at school.⁴¹ Parents struggle with disciplining their children who behave in culturally improper ways and grieve the loss of their accustomed parental authority.

Many initiatives facilitating humanitarian settlement in regions concentrate on individuals. However, practitioners at the Forum argued that humanitarian migrants might be better served if the focus is shifted to a family-centric approach. This involves identifying and seeking to realise the ambitions of all family members and providing active support to enable family members to understand and adjust to their new environment. A family-centric approach also avoids equating success with the head of the household (usually male) obtaining a job by prioritising women, children and young people's contributions to success.

Implementing a family-centric approach in regional areas can be easier than in larger cities as there are often fewer logistical barriers. This being said, there needs to be an active awareness of the importance of this approach and support for delivering this within funding guidelines.

³⁷ Reid and Collins (2021)

³⁸ Ajowi (2022)

³⁹ Maho (2021)

⁴⁰ Vickery (2021)

⁴¹ Bolaji et al. (2020); Ajowi (2022)

Changing Needs

RECOMMENDATION 10: Recognise that humanitarian migrants' needs change over time and that in some cases their settlement in regional areas may be short-term.

Like all Australian residents, humanitarian migrants are free to choose where they live. Some will remain where they were first settled, and others will move multiple times.⁴² Humanitarian migrants staying in or moving on from a regional centre is sometimes seen as reflecting the 'success' or 'failure' of regional settlement.⁴³ Things are, however, not this simple, and it is not always accurate to attribute onward movement as a 'failure' of regional settlement per se. In many instances, onward movement demonstrates active and informed decision-making by humanitarian migrants and is simply part of their life course events.⁴⁴

A case study about Hazara families settled in Leeton, NSW,⁴⁵ for example, demonstrates that a lack of tertiary education institutions in regional towns can be a reason for humanitarian migrant families to leave once children reach tertiary education age, despite the families being happily settled in a regional town. Leeton offered the Hazara families a 'place to find their feet' but didn't suit them when their children were older and desired to study at a higher level. This case study indicates that, in some instances, "regional towns should be conceptualised and promoted as 'temporary homes' with gains for both (former) refugees and the local community".⁴⁶

Some regional towns have transient refugee populations due to the nature of local work opportunities and the town itself. A case study of Naracoorte and Lucindale in South Australia⁴⁷ shows that humanitarian migrants can move quite quickly and spontaneously, including 'en-masse', between different regional towns and places of unplanned settlement as job opportunities arise. This highlights that "internal relocation of refugees needs to be better understood, especially secondary settlement or their 'hypermobility'".⁴⁸ In this context of hypermobility, it is important to be alert to and design support structures that better respond to the specific needs and risks arising from differing movement scenarios. For example, the welfare and aspirations of children are a particular risk for families moving repeatedly to take up temporary work.⁴⁹

Overall, regional areas need to be viewed as both temporary and long-term homes for humanitarian migrants. More work needs to be done to prepare regional towns for the possibility that humanitarian migrants might move away and also to counter-narratives of 'failed' settlement.

Additionally, while employment can be a primary factor for humanitarian migrants to move to regional locations (especially in cases of secondary settlement), jobs are not always the primary driver, especially for families.⁵⁰ There needs to be a greater focus on other types of pull factors to stay in or relocate to regions and how these change across the life course.

42 Tan et al. (2021); Hetz et al. (2021)

43 Moran and Boese (2021)

44 Ibid.

45 Hetz et al. 2021

46 Ibid.

47 Tan et al. 2021

48 Ibid.

49 Ibid.

50 See, for example, Klocker et al. 2020



KEY RECOMMENDATIONS 11-16

BUILDING A COLLECTIVE FUTURE THAT REALISES THE SOCIAL, CULTURAL AND ECONOMIC OPPORTUNITIES OF REGIONAL SETTLEMENT

Social and Cultural Benefits of Regional Settlement

RECOMMENDATION 11: Recognise and support the social and cultural benefits that arise through the regional settlement of humanitarian migrants.

Australia is a country built on the different contributions brought through its history of immigration. Embracing humanitarian migrants can help to transform Australia's regional communities into vibrant and thriving places. Taking a strengths-based approach that recognises the variety of 'invisible' and 'visible' ways humanitarian migrants can socially and culturally contribute as our neighbours, colleagues, and friends provides a meaningful way forward for regional settlement.

The relationships built between people within smaller communities based on 'norms of reciprocity' comes through recognising, welcoming and embedding newcomers' skills and innovative ideas into the community.⁵¹ Opportunities to exchange important social and cultural traditions have been shown to provide an essential form of 'enduring social capital' that can better support regional communities' growth and sustainability.⁵² The social and cultural contributions that newcomers bring can also help to counteract the negative impacts of increased out-migration, aging and population decline in regional communities. Building social connections and networks between humanitarian migrants and their new community can also strengthen social cohesion, contribution and connection.⁵³

Humanitarian migrants have also been shown to rejuvenate, connect and contribute to Australia's communities through various 'invisible' and 'visible' ways.⁵⁴ Interestingly it is often through the seemingly 'invisible' contributions, such as engaging in local sporting clubs and volunteerism, being members of community gardens or building relationships with neighbours, that greater community resilience and connectedness can be built.

This highlights the other part of the equation. The social and cultural benefits associated with the presence of humanitarian migrants in a regional community can only be realised if the community is prepared to embrace the newcomers and actively include them in community activities and opportunities.

Social networks built within the community help to increase feelings of social inclusion and reduce feelings of isolation for humanitarian migrants during settlement.⁵⁵ Feeling a sense of belonging and participating in the community's social, cultural, economic and civic life enhances many humanitarian migrants' desires to remain.⁵⁶

Simple exchanges and engagements between newcomers and members of their new community can encourage 'nodding relationships' to form. These have been shown to strengthen opportunities for social networking and foster greater community wellbeing.⁵⁷ The sharing of food, celebrations and cultural fairs can also create 'easy ways' for people within regional communities to 'try new things and expand one's horizons', in so doing, encouraging greater levels of understanding and tolerance of diversity.⁵⁸

51 Haugen (2019: 55)

52 Ibid.

53 Settlement Council of Australia (2017)

54 Radford et al. (2021: 8)

55 Antonsich (2010); Correa-Velez, Gifford and Barnett (2010); Spicer (2008)

56 Stump (2021)

57 Kohlbacher, Reeger and Schnell (2015)

58 Andrew (2007: 12)

Community Sponsorship

RECOMMENDATION 12: Leverage the Community Refugee Sponsorship program as an opportunity to initiate and increase regional settlement of humanitarian migrants.

The benefits of community refugee sponsorship to local communities and economies have been well documented.⁵⁹ Community sponsorship has been found to improve social cohesion in communities, help create strong bonds between humanitarian migrants and local sponsors and to foster positive attitudes toward new arrivals.

The Australian Government's recent announcement of a new Community Refugee Integration and Settlement Pilot program (CRISP) is welcomed. This will enable refugees to migrate directly from overseas into diverse Australian communities, where they will be supported by a trained network of locals overseen by Community Refugee Sponsorship Australia.

While regional communities may have less experience hosting humanitarian migrants, the efforts of well-supported sponsorship groups can help cultivate an environment where refugees feel welcomed and included. Local sponsors can play an important part in fostering social inclusion and cohesion by leading pre-arrival preparation activities. This can consist of providing host community education, gaining the support of influential community leaders and working to build the capacity of existing services.⁶⁰

Community sponsorship can also help address some of the challenges associated with settlement in regional communities that still need access to the same level of specialised services and programs as larger centres. Networks built with volunteers and community members can be instrumental in providing language training, driving refugees to services in other communities and helping newcomers access available employment opportunities.⁶¹

When regional towns build capacity for humanitarian settlement from within through community sponsorship, they are all the more willing and able to receive additional refugees in the future through sponsorship and other pathways.

⁵⁹ Andrew and Renata Kaldor Centre (2020)

⁶⁰ SHARE (2019)

⁶¹ Haugen and Hallstrom (2022)



Maximising Human Capital

RECOMMENDATION 13: Develop processes to recognise and better match humanitarian migrants' skills with skills gaps in specific regional communities.

The benefits of maximising the human capital of humanitarian migrants are clear. Conservative modelling scenarios show that a modest "10% improvement for future humanitarian migrants in the labour market is worth \$175m to humanitarian migrants in income and \$65m to the Australian Government in reduced welfare expenditures and increased tax revenue over ten years".⁶² Moreover, these gains multiply when applied to successive cohorts over time.

There is an overarching focus on ensuring that humanitarian migrants are integrated into the labour market as quickly as possible. However, there should also be a sharper focus on reducing the labour market mismatch many refugees experience. The imperfect transferability of skills from origin to destination country⁶³ is evident, with research showing that although 60% of humanitarian migrants were engaged in highly skilled occupations before arriving in Australia, only one-quarter of them (26%) were able to continue to do so in Australia.⁶⁴ Further, it is known that while refugees express a strong desire to participate in the labour market, they often experience common hurdles such as discrimination and lack of skills recognition, and they are overrepresented (at least in the first generation) in so-called low-skilled, low paid jobs and are often underemployed.⁶⁵

Our recommendation reiterates and builds on the previous recommendations by the Centre for Policy Development (CPD) to:

*Introduce specialised and intensive employment case management for humanitarian migrants that integrates initial settlement services, English language programs and employment.*⁶⁶

And recommendation 3 from the 2019 Shergold Review:

*To improve the social and economic participation of refugees, the Commonwealth Government should invest in labour market integration strategies by trialling a range of specialist place-based employment services...*⁶⁷

We acknowledge the innovative recommendations provided by CPD and the Shergold Review, which include introducing bespoke employment and brokerage approaches and providing specialist employment services outside of the mainstream job active employment program, which has been inadequate. Steps taken to introduce these reforms are to be commended though concern remains about the lack of specialist refugee providers in some locations, particularly in NSW. The Federal Government is also commended for complementary initiatives such as partnering with Talent Beyond Boundaries (TBB). There is clearly considerable movement. However, it is unclear how this will all play out in the regional context, particularly for smaller regional locations further away from capital cities.

We also acknowledge the raft of programs initiated by State/Territory Governments directed towards better-matching refugees with employers and more intensive job support services.⁶⁸

As part of better matching the skills of humanitarian migrants with skills gaps in regional communities, it is critical to monitor and evaluate the current patchwork model of programs at the State and Federal levels. This will provide visibility of how these programs perform as a whole, enabling the benefits to be identified and lessons to be learnt to refine these programs further.

62 CPD (2017: 18)

63 Delaporte and Piracha (2018); Hugo (2011)

64 CPD (2017: 32)

65 Oliff (2010)

66 CPD (2017: 38)

67 See Shergold et al. (2019: 31-44) for full details.

68 CPD (2017: 2 and 24)

It is also important to remember that not all humanitarian migrants possess formal training and qualifications and that much of the labour demands in outer regional Australia are skewed towards manual labour and hard physical work. Research by Feist et al. and Radford et al.⁶⁹ found that many Afghan refugees gravitated towards manual-skilled occupations such as meat processing or farm work in small regional towns such as Naracoorte in SA and Leeton in NSW. The challenges in these regional contexts are likely to play out over time, with research highlighting how refugees may depart from a regional community due to a lack of employment or business opportunities that they can transition into as they age and are unable to continue undertaking arduous manual tasks.⁷⁰ Hence, any employment programs in largely single-industry-dominated regions will need to go beyond simply matching skills to shortages and be forward-thinking in how to up-skill these workers over time.

This requires a shift away from predominantly short-term planning towards mid and long-term strategies, which will require more significant input and participation from local government, employers, industry and other community stakeholders. In other words, a community-of-practice approach is needed to support and sustain humanitarian migrants' employment in regional areas.⁷¹ For example, the role of higher English language ability in securing employment with long-term benefits such as self-efficacy and physical and mental health is well established.⁷² The recent reforms to the Adult Migrant English Program (AMEP) that remove the 510 hours limit and lift the exit threshold from functional to vocational English are certainly welcomed. This being said, consideration must also be given to overcoming the barriers that some humanitarian migrants face as they try to balance the time-consuming nature of language instruction with their employment obligations.⁷³

There is a need to move towards policies geared towards the long-term integration of humanitarian entrants into the wider community and reduce any skills mismatch as they age. Such approaches require developing processes and pathways that ensure that humanitarian entrants have opportunities to meaningfully engage in training programs that improve their English and develop skills over time so that they can transition away from more manual and laborious forms of work towards other occupations. We see evidence of such programs in Sweden, where employers were provided subsidies to ensure the new migrant employees continued participating in language and workplace training.⁷⁴

69 Feist et al. (2015); Radford et al. (2022)

70 Radford et al. (2022)

71 Boese et al. (2018)

72 Cheng et al. (2021)

73 Delaporte and Piracha (2018); Feist et al. (2015); Radford et al. (2022)

74 Wiesbrock (2011)

Supporting Entrepreneurs

RECOMMENDATION 14: Provide support to humanitarian migrants and receiving regional communities for business and entrepreneurial initiatives.

There is now a growing body of knowledge that has demonstrated the significant economic contributions that humanitarian migrants bring to the communities in which they now live.⁷⁵ While this is not their only contribution to local communities, it is nevertheless significant, supporting and stimulating local business, economy and development.

The Refugee Council of Australia highlights specific examples of these economic contributions, including enlarging consumer markets for local goods, opening new markets, filling employment shortages (i.e. as a result of out-migration), bringing in new or needed skills and human capital and encouraging economic growth.⁷⁶ Well-documented examples of this in rural and regional communities include the contributions of the Afghan community in Young, NSW⁷⁷ and the Karen community in the Victorian communities of Nhill⁷⁸ (estimated to have contributed over \$40 million to the local economy), and Bendigo⁷⁹ (estimated to have contributed \$67.1 to the local economy over 10 years). Other research indicates the possibility of humanitarian-background migrants rejuvenating local economies through business and entrepreneurial endeavours.⁸⁰

As well as seeing regional settlement of humanitarian migrants as one way to meet employment needs, rural and regional communities would benefit from recognising that many humanitarian migrants are highly entrepreneurial and that supporting their business endeavours would be mutually beneficial.⁸¹

What is significant about much of the economic contribution seen to date is that the humanitarian migrants have often achieved this with limited resources and support. Much more could be realised through the targeted and active provision of resources and support from local businesses, local government and state and federal agencies that recognise the benefit of supporting humanitarian migrants to establish businesses and new enterprises in regional areas. In an urban context, similar initiatives have proved very successful.⁸²

Petrakis and Gilligan⁸³ argue that business development and entrepreneurship for humanitarian migrants also require an emphasis on individual development and well-being. This highlights that humanitarian migrants need to be looked at not as mere economic numbers or as a means to an end (rural development) but as individuals who should be valued and treated with respect.

Furthermore, attention to individual well-being will in turn lead to better employment outcomes for the humanitarian migrant and the regional community.⁸⁴

75 Refugee Council of Australia (2010); Collins (2017); Radford et al. (2021)

76 Refugee Council of Australia (2010)

77 Stilwell (2003)

78 AMES Australia and Deloitte Access Economics (2015)

79 AMES Australia and Deloitte Access Economics (2018)

80 Radford et al. (2021)

81 Collins, Watson and Krivokapic-Skoko (2017); Hugo (2011); Collins (2017)

82 Collins (2016); Collins (2017)

83 Petrakis and Gilligan (2021)

84 Boese and Moran (2021)

Intra-regional and Inter-regional Networks

RECOMMENDATION 15: Build, and adequately resource, intra-regional and inter-regional networks for information sharing, coordination and support related to regional settlement of humanitarian migrants.

Greater cooperation between intra-regional and inter-regional community networks can play an important role in building social capital and enhancing the sharing of knowledge, lessons learnt and challenges. This, in turn, can strengthen local strategies and lead to greater collective problem-solving around regional settlement. The relationships built between individuals and stakeholders across communities have been shown to help to build ‘bridges’ that increase the level of knowledge sharing and understanding.⁸⁵ Investing in building stronger region-to-region networks can also provide mentoring opportunities between more experienced communities and newer settlement communities, creating pathways for collective ideas and shared problem-solving. Furthermore, building networks between communities can provide much-needed personal and social support to newcomers.⁸⁶

There are many lessons that can be learnt from diverse, existing regional settlement initiatives and programs, both within Australia and abroad. An international case study analysis of regional settlement initiatives within Canada, the USA, Germany, Norway and Sweden⁸⁷ highlighted a multiplicity of approaches that can also benefit Australian communities. The lessons and framework provided by such research, however, risk being lost if a network of collaboration, mentoring and knowledge sharing between stakeholders across regional communities is not supported or sustained.

An example of the benefits of positive regional collaboration can be found within a ‘make yourself at home community project’ in Oberallgäu, Germany, where engagement of ‘all levels of society... was the perfect foundation from which to coordinate refugee support efforts across the region’.⁸⁸ In order to ensure increased capacity building and a vision for inclusion, active collaboration with local governments across 28 municipalities was established to form volunteer teams that would coordinate and organise local activities. An online platform was created so that local groups across geographic areas could both share details of their activities and highlight methods of best practice. The presence of this online sharing platform helped to increase the level of knowledge shared, as well as feelings of connection between groups that helped to build a stronger ‘regional network of mentoring and support’.⁸⁹

It is through investing in and adequately resourcing a network for greater collaboration, information sharing and cooperation amongst those directly and indirectly involved in regional settlement that approaches for best practice can be shared. Such a network would not only support a variety of stakeholders involved in regional settlement but also improve the settlement experience of humanitarian migrants themselves.

⁸⁵ Radford et al. (2021: 8)

⁸⁶ Kohlbacher, Reeger and Schnell (2015)

⁸⁷ Stump (2021)

⁸⁸ Stump (2021: 37)

⁸⁹ Ibid.

Monitoring and Evaluation

RECOMMENDATION 16: Regularly monitor and evaluate the social and economic impacts of policies and programs.

A process or mechanism to monitor and evaluate all facets of humanitarian settlement in regional locations on a regular basis needs to be established. This includes monitoring and assessing the social, cultural, economic and wellbeing benefits and impacts of policies and programmes pertaining to humanitarian settlement.

This is crucial to understand the perspectives of the diverse stakeholders involved, to identify needs and address issues as they arise, to create a collective base of lessons learned and to inform future/ongoing planning of humanitarian settlement in regional Australia.

There are advantages to centralising monitoring and evaluation to provide consistency in data monitored and assessed across regional locations. Any centralised mechanism or process must, however, have in-built flexibility to allow for the diversity of ways in which settlement occurs across regional Australia and for multiple strands of monitoring and evaluation. This might, for example, include a flexible and regular grant funding mechanism whereby particular projects and community-led initiatives taking place can apply for funds specifically for the purposes of independent monitoring and evaluating their activities.

Additionally, consideration should be given to the specific and diverse thematic areas to be monitored and evaluated as part of regional humanitarian settlement. For example, as the recommendations above demonstrate, all types and causes of racism require regular monitoring, as do community support, attitudes toward humanitarian settlement, and the wellbeing of humanitarian settlers over time. Further, there is a need to monitor and evaluate the patchwork model of programs at State and Federal levels linked to humanitarian settlement as well as the skills matching of humanitarian migrants with skills gaps in regional locales.



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APPENDIX: FORUM AND ROUNDTABLE PARTICIPANT ORGANISATIONS & INDIVIDUALS

- AMES Australia
- Australian National University
- Australian Red Cross
- Centre for Policy Development
- Charles Darwin University
- Charles Sturt University
- Coffs Harbour City Council
- Community Refugee Sponsorship Australia
- Department of Home Affairs
- Flinders University
- Food Next Door Co-op
- Great Lakes Agency for Peace and Development
- Hunter New England Local Health District
- Huon Refugee Support Group Inc.
- La Trobe University
- Leeton Shire Council
- Legal Aid NSW
- Loddon Campaspe Multicultural Services
- Ms Margaret Piper AM
- Melaleuca Australia
- Monash University
- Multicultural Council of Northern Territory
- Multicultural NSW
- Naracoorte Lucindale Council
- Northern Settlement Services
- NSW Department of Education
- NSW Ombudsman
- NSW Settlement Partnership
- Queensland Government Department of Children, Youth Justice and Multicultural Affairs
- Regional Development Australia Riverina
- Regional Opportunities Australia
- RMIT University
- San Clemente High School
- Settlement Services International
- Southern Cross University
- Townsville State High School
- University of Adelaide
- University of New England
- University of Newcastle
- University of South Australia
- University of Technology Sydney
- University of Western Sydney
- University of Wollongong
- Welcoming Australia

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