



Destination Ballarat Settlement Services Mapping Framework 2022

Capturing the Collective Impact





The **Settlement Services Mapping Framework 2022** forms parts of the research undertaken for the Destination Ballarat Report, a Ballarat Regional Multicultural Council (BRMC) publication and initiative of the EVOLVE Partnership. A summary version can be found in the Report as well as additional research including a survey of Ballarat’s overseas born residents and local case studies and innovations. The extended version of the Settlement Services Mapping Framework is presented in this document.

This Mapping Framework represents the first effort to systematically and collaboratively map regional settlement provision against the Settlement Council of Australia’s (SCoA) National Settlement Outcomes Standards (NSOS). The NSOS are a best practice tool to assist with assessing, benchmarking and practising successful sustainable settlement. The NSOS consist of 10 areas with accompanying impact indicators: Education and Training, Employment, Health and Wellbeing, Housing, Language Services, Transport, Civic Participation, Family and Social Support, Justice and Finance.

Our Mapping Framework is an innovative tool based on insights from key settlement service providers in Ballarat who benchmarked their settlement capacity through mapping strengths and priorities against the 10 NSOS. The Framework identifies direct settlement services funded by the Federal Government through the Settlement Engagement and Transition Support (SETS) Program and Humanitarian Settlement Program (HSP), as well as other related services and community volunteering. Notably, settlement services, community support and self-agency are strengthened by collaborative initiatives such as Strategic Engagement Coordinators (SEC) and Strategic Partnerships Program, supported by the Victorian Government to develop community capacity and enable new and emerging communities.

The Framework is intended to be a dynamic document that can be shared, published and updated so that Ballarat can strengthen its service co-operation and active community involvement.

Thanks to the key stakeholders who contributed vital information to this Framework, including the City of Ballarat (CoB), Ballarat Community Health (BCH), Centre for Multicultural Youth (CMY), Child and Family Services (CAFS), BRMC, Ballarat Regional Settlement Advocacy Committee (BRSAC), and Ballarat Refugee and Asylum Seeker Support Network (BRASSN), and to the many multicultural leaders representing culturally and linguistically diverse (CALD) communities and cultural and faith associations who contributed to this research.



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STANDARD 1: Education and Training

Newly arrived people can readily access and participate in high quality education and training pathways.

Strengths

English Language Support from Settlement, Community and Volunteer Providers

- New arrivals seeking language support are referred to:
 - Djerriwarrh's Adult Migrant English Program (AMEP), providing childcare which enables parents to participate
 - Ballarat Neighbourhood House (BNH) classes
 - Mercy Connect school volunteer support
 - Federation University classes
 - Chinese Australian Cultural Society classes
 - BRMC's Migrant English Program, offering free, one-to-one tailored support (in person or online) in Ballarat, Ararat and Horsham. BRMC volunteers offer mentoring for IELTS, OET and PTE English qualifying tests. Volunteer tutors receive cultural competency training to ensure culturally sensitive service provision.
- English learning is integrated into the Stepping Stones small business program for women from culturally and linguistically diverse (CALD) backgrounds, the SEC and Community Employment Connector Program (CEC) at BRMC, and the Work and Learning Centre at the BNH. Information is provided on gaining credits or accreditations for previous qualifications.

Multiple Training Opportunities: Employment Mentoring, Work Experience, Health and Wellbeing, and Civic Participation

- The Employment Action Group, established through BRSAC, is a forum where CALD-specific service providers work together on employment strategies and advocacy. They provide training through Industry Training Nights and a Multicultural Job Club, and are planning work experience opportunities.
- BRMC works with Runway and other business professionals, providing training on how to start small businesses.

Future Priorities

Service Demand for English Language Support Across the Wider Region

- There is a need for more English language support and resources in the Ballarat surrounds, such as Ararat and Hepburn Shires.

Sustained Wraparound Support for New Arrivals

- New arrivals take time to acclimatise and can miss out on services and supports available.
- There are gaps for new arrivals in local networking knowledge and post-employment support.

Training Costs

- Gaining recognition of previous qualifications and experience to transfer career paths is often not achievable due to the costs associated with re-training. Newly arrived people are often in jobs for which they are overqualified.

Need for Cultural Competency Training

- There are challenges for newly arrived people in gaining work experience due to insurance issues. After discussions with employers, re-classifying them as work experience students or volunteers mitigates these issues.
- There are staff shortages, 'stop-start' program delivery and relationship building challenges due to the difficulty in recruiting appropriately qualified and experienced multicultural youth workers and youth facilitators.
- Additional training and support is needed for teachers in schools (e.g. CMY's Training and Professional Development for School Staff, Schools Standing Up to Racism Program).
- Mainstream services need targeted support to integrate settlement indicators.

- BCH Healthy Living training, delivered as part of the Safer Pathways project, addresses gender roles, biases, family violence and discrimination. Sessions have been delivered through AMEP, Federation University ESL groups, BRMC parent groups and the general public.
- The CoB offers training opportunities through the Intercultural Ambassadors Program and is committed to multicultural councillor candidacy training and anti-racism training in their Intercultural Plan 2022-26. They are looking to establish training on Australian workplace experiences and to support intercultural hubs to connect newly arrived and multicultural residents with training opportunities.

Support for Young People

- CMY provides one-to-one support to young people and families and has established relationships with schools, including Ballarat High School, Mt Clear College, Damascus College and Phoenix College. A cultural diversity group program is delivered at Ballarat High School every fortnight. Other education contacts have been established in Horsham and Nhill.
- BCH provides specific support for young people, who are accompanied by case managers to appointments with training providers. BCH School Focus Youth Services is responsive to the needs of newly arrived families and has resourced computers, data and assistance with schoolbooks and uniforms.
- BCH completed a Beyond the School Gate project and report in 2019, creating a greater sense of belonging and participation for parents from migrant and refugee backgrounds at one secondary school.
- BRMC runs the Diversity Homework Club for 5 to 12 year olds, an academic wellbeing program with accessible online delivery catering to literacy and numeracy needs. In addition, the Diversity Youth Group for 13 to 18 year olds caters to personal wellbeing and development. BRMC has regularly won Victorian State Government education awards for the quality of its youth diversity programs.
- Student volunteers from Clarendon College provide one-to-one tutoring support to CALD young people.
- Church-based homework clubs provide support.
- CMY and BRMC sponsor activities and events for multicultural young people such as Cultural Competency Training and Development, Anti-Racism Active Bystander Training, BRMC Creative Lab, Migration Advice and Referral, Schools and Sport Inclusion Programs, and the Interkultura Sports Tournament, with support from the SEC program

- There is a gap in culturally safe case management for young people who have not had previous contact to navigate services such as Youth Justice and mental health services.

COVID Rebuilding

- Relationships between providers and schools have suffered during the pandemic and are being rebuilt.
- Stronger communication between the CoB and education service providers will assist meaningful service delivery.

Lack of Funding

- Lack of ongoing funding for the Beyond the School Gate project, which required a coordinator to arrange and conduct parent meetings, led to challenges with implementation.
- The CoB's Intercultural Employment Pathways program is no longer a pathway and needs a replacement service.

Client-Centred Flexible Services

- Language learning involves sustained time commitment and is not the main priority for new arrivals seeking work. Language programs often clash with work commitments.
- Language programs require sustained attendance. Newly arrived people appreciate programs that cater to their needs and availabilities by offering flexible participation and childcare.

Youth Disengagement

- Students from ages 13 to 18 participate only if they are self-motivated. Innovative engagement strategies are needed to improve attendance and establish active participation.
- Established CALD communities have suggested the need for a youth development program focused on building strong values by volunteering and helping out in the community.

Limited Access to Technology

- Technology access is relative to individual families. Device availability and affordability is a challenge for many.

- ESL classes are provided by schools and some schools offer in-language education support.
- Libraries offer technology education programs and schools offer age-appropriate devices and training.
- CoB Youth Services provide multiple youth volunteer programs and training workshop opportunities including First Aid, barista introduction, swim survival, media, contractor, event management and sound technician skills, along with others.

Support for Women

- In collaboration with the Brotherhood of Saint Laurence, BRMC refers participants and resourced small business online workshops through the Stepping Stones program.
- A Women's Business Incubator was established at the BRMC Welcome Centre.
- The BRMC Multicultural Women's Friendship Circle was established in June 2022. Multicultural women build friendships and enhance their capacity through information sessions, allowing participants to learn and benefit from each other. A child-minding service is provided so that women can effectively participate in the program.

Challenges for Parents, Especially Women

- It is difficult for women to have educational or career-related opportunities due to childcare duties. Without permanent residency, they cannot access government subsidies and income is spent on childcare. Although daycare is provided by CoB and other institutions, it is cost prohibitive. There is a cheaper service provided by Salvation Army, but it is only offered 4 hours a day.
- There is a need for more flexible services that support women with caring responsibilities, such as outreach or in-home support, free childcare and flexibility to bring children to work.

Visa Restrictions for Temporary Visa Holders such as Refugees and People Seeking Asylum

Refugees and people seeking asylum cannot access training or study opportunities if they do not have a visa.



STANDARD 2: Employment

Newly arrived people achieve positive employment outcomes, supported by services which are responsive, diverse, sustainable and effective.

Strengths

Collaborative Approaches

- The Employment Action Group is a key forum for information sharing and collaboration between service providers, and advocacy to mainstream providers about the needs, challenges and outcomes for people from CALD backgrounds. The Group's Industry Training Nights feature presenters with lived multicultural experience who are key in mentoring people wanting to access employment. There are hosts from various industries with opportunities to ask questions and learn how to find work.
- Within BRMC, Settlement and Employment services work collaboratively. The Settlement Service team works closely with job-related providers such as the BRMC CEC program, Stepping Stones program, Ballarat Group Training (BGT) Jobs and Training, and Runway. Newly arrived people are supported to access jobs, develop skills and achieve positive outcomes, and are introduced to the most suitable provider according to their needs. BRMC provides continuing support throughout their employment journey.
- The CoB's economic development team partnered with BRMC to host a Multicultural Dialogue about migration and employment strategies to increase skilled migration.
- In the Intercultural Plan 2022-26, the CoB has committed to acknowledging and promoting businesses that welcome diversity, pursuing coordinated employment strategies to attract migrants to the region through BRSAC, exploring opportunities to engage employers with migrant employees, and providing job readiness training for CALD communities.
- BRMC are a member of the Local Jobs Taskforce established by the Department of Education, Skills and Employment to develop unique approaches to get local jobseekers into work.
- Ballarat Regional Tourism and BRMC partnered to run the Diversify Program, connecting multicultural jobseekers with hospitality and tourism employers.
- Host International and Regional Opportunities Australia partnered to deliver the Ballarat Professional Mentoring Program, linking refugee and migrant jobseekers with hospitality and tourism sector jobs.

Future Priorities

Mutual Workplace Understanding

- There is a need for training for newly arrived people to understand Australian workplace culture and requirements.
- There is also a need for Australian workplaces to undertake cultural awareness training and to understand the unique needs and skills offered by newly arrived employees. This is especially the case with overseas qualifications that are often overlooked by employers. Fostering a welcoming environment is also important.

Ongoing Guidance for Employers

- While many local employers are happy to employ people new to Australia, they need guidance around visas and work eligibility. Ballarat employers are not familiar with other visas. Larger Ballarat organisations are less concerned, but small businesses may be worried they could get in trouble for employing people on the wrong visa.
- Ongoing guidance for employers is needed to ensure smooth employee-employer relations.

Lack of Affordable Child Care

- There is a need for affordable childcare so that CALD families can participate in the workforce.

No Opportunities to Utilise Existing Qualifications

- It is difficult for multicultural communities to get jobs that demonstrate the skills and knowledge acquired in their country of origin. Even when they have education and work experience, they are often not in a job that demonstrates their full abilities. This phenomenon is especially pronounced in the early days of settlement. Programs and support to help migrants work in their qualified field would mitigate this.

Community Employment Connector Program

- The BRMC CEC offers connection and wraparound support to people on their employment journey. This includes counselling services, job opportunities and referrals, career expos, employment-related trainings, cultural competency training, resume writing skills, transition international certificate, communication skills for job interviews and the workplace, and WEStjustice training to ensure transparent information around Australian workplace rights. Other support includes driving lessons, English language classes, childcare and community connection.
- Through the Multicultural Job Club service, CEC clients can connect and support each other, set achievable goals, meet new people, connect with services, learn something new and build confidence. Topics include where to look for work, how to read a job advertisement, downloading proof of vaccination and how a positive mindset can make a difference in the job search.

Ballarat Neighbourhood House Work and Learning Centre

- BNH offers one-to-one employment support through their Work and Learning Centre.

Support for Young People (Corresponding with Standard 1)

- CMY youth clients are accompanied to appointments with training providers, such as BGT, Highways LLEN, Reconnect, SEE programs, CALD Employment Mentors, Refugee Talent and GROW Victoria.
- CoB Youth Services provide free youth training opportunities in various areas, including First Aid, barista introduction, swim survival, media, contractor, event management, sound technician, and entrepreneurial areas along with others.

Multicultural Social Enterprises

- A Pot of Courage Inc. social enterprise (intercultural café, catering and events business) has trained and employed 34 people from diverse cultural backgrounds in 2.5 years. Many employees have gone on to other workplaces where more hours were available or set up their own businesses.
- Stepping Stones provides training and support on setting up a small business for women from CALD backgrounds.
- Our Kitchen supports hospitality training jointly with language skills.

No Specific Support for Men

- Currently there is no service or pathway that is specifically targeted to supporting CALD men.

Youth Disengagement during COVID

- There were low attendance numbers in youth-focused programs, especially during the pandemic. Young people are slowly returning to face-to-face activities, with a preference for social rather than information-based sessions.

Prearity of Social Enterprise

- There is a lack of funding for social enterprises, particularly for coordination staffing.
- It has been a major challenge for hospitality-focused enterprises to remain viable over the pandemic.

No Work Rights for Refugees and People Seeking Asylum

- Some refugees and/or people seeking asylum do not have any work rights, which is a major barrier to employment.



STANDARD 3: Health and Wellbeing

Newly arrived people experience positive health and wellbeing, and are fully engaged in effective and responsive health and wellbeing programs and services, including primary prevention and early intervention programs.

Strengths

One-Stop-Shop Support

- BCH offers direct access to a wide range of health services, including doctors, dieticians, Vitamin D clinics, sexual health, mental health, and alcohol and other drugs clinics, just to name a few. All clients are means tested so that no one is paying what they cannot afford.
- BRMC works to improve mental and physical wellbeing through connection with and referrals to local health-related organisations such as Grampians Health Service, Women's Health Grampians (WHG), BCH, CoB, Headspace Orange Door and other health-related organisations. Group information sessions and other educational programs covering topics related to health and wellbeing among newly arrived communities are provided. For example, healthy vs. unhealthy relationships, parenting, child wellbeing, family safety, gender equality, women's rights and Australian law.

Coordinated COVID Health Communication and Services

- During COVID, several community organisations including BRMC undertook targeted communication campaigns to local CALD communities to ensure up-to-date health information channels. This included in-language audio messaging, the Pandemic Response and Emergency Preparation Committee of 15 multicultural leaders and BRMC's new Creative Sound Lab.
- The COVID Community Engagement committee (Grampians Public Health Unit) provided excellent information to those working in the settlement sector to pass on to CALD families.
- Multicultural Task Force funding projects like ConnectIT (delivered by CMY staff and young people), and QnA sessions for young people from diverse cultural backgrounds helped bring a range of professionals together to provide access to health-related expertise and information which could be passed on to families and communities.
- In partnership with health providers, BRMC has been running Vaccination Hubs at the Welcome Centre for CALD communities on a regular basis.

Future Priorities

Inaccessible Health Information

- Health information is sometimes full of jargon, is text-heavy and is not available in enough languages. This did improve during the pandemic.
- Young people and their families often comment that they are not aware that particular support exists.
- Effective health promotion is needed so that Ballarat community members are aware of the existence of health-related services.
- Additional resources are required to build the health literacy of new families and individuals, enabling them to navigate the health system from the time of arrival.

Lack of Cultural Safety

- Even when people are aware of services, they often do not feel comfortable, confident or culturally safe accessing those services.
- There is a need for more culturally safe spaces and culturally competent practitioners (e.g. counsellors) and customer service staff.
- There is poor understanding amongst health professionals on how and when to engage translation services. Many rely on children to translate which is not appropriate for many reasons, such as confidentiality, parentification of young people, potential mistakes in translation due to lack of medical knowledge, power imbalances, and several more. This can also put women at risk if they are being screened for family violence by health services.

Youth Mental Health Issues and Suicidality

- Young people with poor mental health are an increasing focus for CMY.
- There is a huge gap in culturally safe suicide bereavement services. Many cases of suicides in communities have led to young people seeking support from Headspace, who have not had the resources to respond in a timely manner. Suicides and suicidality have a major impact on communities. The issue requires ongoing mental health support and community gatekeeper training in suicide prevention.

Health Support Specifically for CALD Communities

- BCH have run sessions specifically for CALD communities including:
 - Healthy Living Program, which includes modules on 'feeling good' and 'health checks' with in-language resources
 - Introduction to First Aid and CPR
 - My Health Record
 - One-to-one education from SETS and Refugee Health Nurse
 - Free specialist counselling programs that are specific to the impact of torture and trauma
 - A series of forums on intergenerational communication for parents and youth.
- The CoB engages in health promotion for CALD communities in different languages.

Youth Mental Health Support

- CMY is working closely with Headspace around youth mental health and suicide prevention, with a focus on innovative and culturally safe ways to address issues and challenges.
- CoB Youth Services are a partner of Live4Life, a mental health and suicide prevention program to be delivered to Year 8 and 10 school students in Ballarat.

Strong Staff Cultural Competency, Lived Experience and Counselling Knowledge

- BRMC staff have strong cultural awareness and cultural competence. Many have lived experience as migrants working in Australia and therefore understand the health and wellbeing issues that multicultural peoples face, as well as the services required to help effectively. This has a positive impact on the health and welfare of multicultural clients.
- BRMC staff are trained in incidental counselling for people who have experienced trauma.

Aged Care Support

- Newly arrived people can access social support services once registered on My Aged Care (MAC).
- BRMC assists people to access MAC, social support and other aged care services.

Isolation of Ageing People

- Many ageing members of CALD communities are socially isolated and reliant on their children for support. There is a need for easily accessible services and to connect them with each other for peer-support opportunities. Linking people with the University of the Third Age (U3A) may be an opportunity to explore.

Need for Welcome Program

- A capsule welcome program for new arrivals to acquaint them with the settlement, employment, health and wellbeing supports and services available in Australia would help to promote information. Many new arrivals take a long time to find support and are not informed about their rights as residents of Australia.

Lack of Funding

- People need ongoing assistance to navigate government systems and services but there is no funding to provide this service.

COVID Isolation

- COVID created barriers to face-to-face programs, contributing to further social isolation and negative effects on overall wellbeing.

Trauma of Refugees and People Seeking Asylum

- Some refugees arriving in Australia on a permanent visa may require trauma counselling in the short and long term.
- Refugees and people seeking asylum without a visa have limited access to health services.
- Neil Para, a community member on a bridging visa, has drawn attention to the mental health concerns he and others face while waiting for a visa and holds an annual walk around Lake Wendouree to highlight this.

- BRMC tailors services to meet specific ageing needs, such as cultural, mobility and cognitive ability. Staff work in collaboration with families and carers to ensure the persons specific needs are being met.
- BRMC and CoB work together on the Ageing Well Strategy in relation to support for CALD communities.
- The Grampians Sector Development Team has developed the Exploring Diversity and Wellness Toolkit for organisations providing Commonwealth Home Support Programme services. The toolkit provides a foundation to explore diversity, inclusion, wellness and reablement through case studies.

Sport and Recreation Services and Youth Sport Programs

- The CoB has committed to offering sport and recreation services for CALD communities in their Intercultural Plan.
- Young people can participate in the Intercultural Sports Tournament and Schools and Sport Inclusion Programs through BRMC and CMY.

Need for Confidential Sexual Health Support for Young Women

- There is a gap for young women knowing how and being able to access confidential sexual health support, especially around STD testing, pregnancy testing, accessing contraceptives and information around safe abortions. It is not always safe for young women to present to somewhere as obvious as BCH or Headspace, as others in their community may see them and report this back to parents. It is also difficult to navigate public transport to reach these services. This gap could be met in schools, with telehealth options, or other spaces that young women are already attending.

Lack of Affordable and Culturally Safe Sport Options

- Many mainstream sport clubs are inaccessible to families due to the high cost of registration and uniforms, and the inability of parents to take children to practice and games. Some clubs have options for reduced fees but this is often only accessed via word of mouth. Many clubs are still culturally unsafe, and anti-racism work is needed for staff, coaches and players.



STANDARD 4: Housing

Appropriate, affordable and long-term housing is available and accessible for newly arrived people, within reasonable proximity to social and community supports and employment opportunities.

Strengths

Orientation and Information Support

- BCH and BRMC SETS teams, as well as the BCH HSP team, provide one-to-one orientation to clients on a needs basis.
- SETS teams provide new migrants with information about the Australian real estate process and encourage them to find their own homes independently.

Referrals and Advocacy

- BRMC and BCH SETS teams work with and make referrals to housing support providers, such as Catholic Care, Uniting, Orange Door, House of Welcome and Rural Australians for Refugees to advocate for clients' housing needs.
- BRMC and BCH SETS teams have participated in and facilitated forums, committees and groups around housing needs.
- The SETS teams also advocate for clients' rights and provide references for private and public rental, as well as book interpreters.

Policy Recognition of CALD Housing Challenges (City of Ballarat)

- The upcoming CoB Housing Strategy plans to recognise challenges and opportunities for CALD communities.

Future Priorities

Limited Rental Properties

- Due to low housing stock of rental properties in regional areas and the time it takes to assist clients in their search, housing support for newly arrived people is limited. SETS teams will refer clients to specialist housing support, but these services are overwhelmed with demand.

Need for Advocacy Against Housing Discrimination

- More advocacy is required to address housing barriers for newly arrived communities, including addressing discriminatory practices that exclude or reduce access to housing for newly arrived people.

More Emergency or Temporary Accommodation

- Newly arrived people without a job have great difficulty finding a home. Services such as low-cost temporary accommodation or limited cost support for temporary accommodation are needed for them to find a job and temporarily stay until they decide where to live.
- Many newly arrived people are not aware of their options to access emergency or crisis accommodation.

Lack of Well-Located Affordable Social Housing

- There is a significant shortage of social and affordable dwellings across Ballarat. There are often knowledge gaps in housing services around supporting families to find appropriate housing. For example, larger families may not actually want a 4-bedroom house, but would prefer a smaller house that costs less to heat and cool and is something they are comfortable with and used to.
- The entry points to accessing social housing are often difficult to navigate. Public transport is not adequate across the municipality to support families to access services such as healthcare and education, even when families are placed.



STANDARD 5: Language Services

Translating and interpreting services, and a wide range of high quality translated and interpreted resources, are widely available and accessible for newly arrived people.

Strengths

Partnership Approach

- BRMC and BCH SETS teams partner with many cultural associations, cultural groups and CALD specific organisations to deliver high quality and effective language services for clients.
- BRMC SETS team links newly arrived people to a variety of English language programs (see Standard 1).

Free Access to Translating and Interpreting Services

- All BRMC and BCH SETS clients can access free interpreter services and translation through professional face-to-face services, online apps and community volunteers.
- The CoB plans to provide information on council services in different languages and to develop a Language Services Policy in its Intercultural Plan.

Use of Bilingual Workers and Visual Communication Resources

- Bilingual and bicultural workers are employed when possible in the SETS teams and related projects.
- Visual resources are used to assist with communication at BCH.

Inclusive Workplace Culture (Ballarat Community Health)

- BCH completed a diversity review in 2019 and has implemented strategies to be inclusive to culture and language for both staff and clients
- A Diversity and Inclusion Coordinator role was established to drive both internal- and external-facing diversity and inclusion initiatives. BCH is developing a new staff training package that will be delivered by trainers with lived experience, including BRMC cultural competency training to support staff response to clients and intersectionality.

Future Priorities

Limited Funding

- Access to IT equipment is limited due to funding constraints.
- Limited funding impacts on the ability to have programs that continue to develop language skills.

More Language Resources

- Interpreting services are used as and when required, but much needs to be done in terms of providing in-language resources and information.

Many Newly Arrived 'Fall Through The Cracks'

- Although there are language services, many newly arrived people do not know which services they are eligible for and thus fall through the cracks.

Digital Literacy Lessons

- CMY staff and young people delivered ConnectIT sessions to older members of multicultural communities in Ballarat, Horsham and Nhill on topics such as accessing ongoing COVID updates, using Zoom and setting up emails.
- BRMC and BCH SETS teams assist clients to access BNH programs such as digital support, digital training and language support programs.

English Language Immersion Pathways

- BRMC provides regular updates on events, programs and training in which newly arrived people can participate to improve their English skills, as well as programs and services provided by multicultural associations, counselling and community services.

Regular and Tailored Support

- BRMC offers volunteer-based English tutoring one-to-one and AMEP offers small group classes combining people with similar language levels.
- BRMC offers twice-weekly homework clubs.



STANDARD 6: Transport

Affordable and accessible transport options are readily available to newly arrived people, to facilitate their social and economic participation, and their wellbeing.

Strengths

Strong Volunteer Base Offering Driving Support

- BRASSN and BCH have been supported by dedicated volunteers that have delivered transport orientation to new arrivals.
- Engage Volunteers offer driving support from Uniting Church and Grandmothers for Refugees.
- Community volunteers offer driving lessons and transport support.

Driving Training Sponsorship

- BRMC and BCH SETS teams sponsor clients to participate in the L2P program for young people of need up to 21 years old. SETS clients are nominated from a needs basis, priority only.

Information on Australian Transport System

- SETS teams support newly arrived people to improve knowledge and skills related to transport, including providing information on local public transport systems and Australia's procedures for driving tests and licence acquisition.
- BRMC works in collaboration with families and carers to educate people and help them access public transport and government-funded community transport.

Transport Support for Clients

- BRMC provides transport for clients that cannot access social support programs independently.
- CoB Youth Services provide transport assistance via taxi vouchers to youth volunteers and program participants to overcome transport disadvantage and support program participation.

Policy Support

- In partnership with BRMC, the CoB are advocating for public transport needs and improvements through the Ageing Well Strategy and Intercultural Plan.

Future Priorities

No Affordable Driving Program

- There is no free or affordable driving training program available to people with international licenses. There is a great need for a CALD driving program, such as a funded L2P program with no age limitations and with access to either translation services or lived experience trainers and volunteers. Access to driving is vital to living and participating in a regional area to contribute independently to economic and social activities.

Lack of Funding for Driving Training Programs and Transport Support

- The need for driving training and transport support is great, and there is no funding to provide or subsidise transport.

Local Public Transport Issues: Limited Routes, High Cost, Low Frequency, Racism

- The local public transport system does not meet the specific needs of CALD residents, with limited routes and frequency, and high cost.
- Racism on public transport is a known national issue and needs to be addressed through public education and awareness campaigns.
- Taxi services are expensive and many clients cannot afford the cost.



STANDARD 7: Civic Participation

Newly arrived people are fully engaged and participating in the Australian community, and exercising their individual and collective rights and responsibilities under the law.

Strengths

Orientation Support about Connecting and Participating

- BRMC SETS team fosters social connections within Australian society in the first consultation with new clients. This includes information on the social role of volunteering in Australian society and its impact on careers and job search. Newly arrived people are introduced to local multicultural association groups to connect with people with similar cultural and linguistic backgrounds, helping to improve their sense of community and social connectivity.
- BRMC and BCH SETS clients participate in programs such as Introduction to Water Safety and Interfaith and Mental Health Awareness Walks for refugees and asylum seekers.
- The CoB maintains an online Intercultural Services Directory where community groups can upload information about their activities and services.
- Multicultural community members also participate in representative forums such as the Victorian Multicultural Commission Regional Advisory Council and BRMC Pandemic Response and Emergency Preparation network.

Voter Education Sessions (City of Ballarat and Australian Electoral Commission)

- The CoB, in partnership with the Australian Electoral Commission, has committed to providing voter education sessions to CALD community members in its Intercultural Plan.

Environmental Awareness Training

- The CoB has committed to enhance understanding and awareness through training on environmental sustainability issues including environment, biodiversity, water, waste and climate change in their Intercultural Plan.

Developing Welcome Packs for New Arrivals

- The CoB and BRMC have committed resources in 2022 to developing welcome packs for newly arrived people.

Future Priorities

Need for a Formal Welcome to Australia Program

- In addition to Welcome Packs, there is a need for a formalised and funded 'Welcome to Australia' program for newly arrived people. This should include local information about Ballarat to assist smooth integration and share information about services and supports, education and employment pathways, and civic participation rights and obligations.

Need to Increase Diverse Representation

- While culturally diverse representation is slowly growing, key sites of civic participation such as media, politics and philanthropy still do not adequately reflect the cultural diversity of Ballarat's population. Sustained and targeted efforts are needed to promote diverse representation in communications and imagery.

Promotion of Local Understanding Including Indigenous Cultures

- There is a need to generate an interest in Ballarat as a home for new arrivals. This may involve promoting Ballarat's history, such as its gold discoveries and the history of the Eureka stockade, through a series of talks and tours from local MPs, local historical society, sporting clubs, CoB and/or employers.
- More programs and services are needed that promote a deeper understanding of Indigenous culture and the history of Australia's First Nations Peoples, both at a local and national scale.

The Ballarat Welcome Project

- In 2023, BRMC will be running regular Welcome Tours of services in Ballarat, including schools, libraries and health services, and police. As part of these services, service providers will provide informational talks to new arrivals and will learn how to engage and communicate with diverse communities.

Citizenship Support Program

- BCH SETS team has a Citizenship Support Program which aids client's journeys in applying for and using the citizenship testing resource Our Common Bond. There are many success stories.

CALD Volunteering Opportunities

- BRMC and BCH SETS teams refer clients to participate and gain work experience, language skills and confidence building through volunteering in the community sector such as hospitals, children's programs, Neighbourhood House, BRMC, CMY, Parent Place and participating organisations. Clients can also volunteer at events such as Harmony Day and Refugee Week.

CALD Leadership Opportunities: Intercultural Ambassadors, Advisory Committees, Councillor Training, Good Governance

- BRMC and BCH SETS teams provide programs that facilitate CALD leadership roles and learning. The teams nominate and refer clients and CALD community members to the CoB Intercultural Ambassadors program.
- The Intercultural Ambassadors Program aims to enhance community awareness and social acceptance in Ballarat, foster leadership within multicultural and Indigenous communities, and highlight the positive community contributions migrants and Indigenous Australians make. Ambassadors are appointed every 3 years.
- The CoB has an Intercultural Advisory Committee that consists of CALD community representatives and organisations who advise on CALD needs and issues. They also promote understanding, facilitate support and equitable access to Council resources, and build community cohesiveness, inclusivity, social inclusion and promote harmony.
- The CoB has a Ballarat Friends of Ainara Community Advisory Committee that auspices, promotes and strengthens the relationship between Ballarat and Ainara through friendship activities, consultation and supporting projects.
- The CoB has committed in its Intercultural Plan to providing Councillor candidacy training to interested CALD community members, empowering them to apply for political leadership positions.

- BRMC's free Good Governance Program creates stronger, more cohesive and more resilient communities by boosting good governance practices in community organisations and cultural groups. Trained volunteer mentors skilled in governance are matched with small community organisations over 12 months and work with the governing committee to empower the organisation.

Youth Recognition: Youth Awards and Youth Ambassadors

- The CoB Youth Services recognise the contributions of CALD youth with their Youth Equity, Diversity and Inclusion Award.
- CoB Youth Services run a Youth Ambassadors Program to foster young leaders which seeks to be representative of cultural and faith diversity. The Youth Ambassador volunteer program is involved with Council and community as a youth consultative group. Youth Ambassadors also participate in training related to democracy and persuasive public speaking.

Inclusivity, Anti-Racism and Cultural Competence Training

- BRMC delivers Anti-Racism Active Bystander Training to SETS clients, offices, hospitals, health-related services, community service organisations and shopping centres.
- BRMC provides Anti-Racism Intercultural Music Workshops for local students and young people together with experienced artists Valanga Khoza and Stella Savy.
- The CoB has committed in their Intercultural Plan to deliver Intercultural Competence Training to Council staff, public interface agencies and industry.

Events Celebrating Diversity

- BRMC and BCH SETS teams host events that demonstrate support for cultural diversity in the community. One example is Harmony Week, which has been running for the last 4 years; bringing stories, education and experiences to the whole community.
- The CoB, in partnership with BRMC, BRASSN and CALD communities, host many annual events celebrating diversity including Harmony Week and Refugee Week.
- The CoB Intercultural Advisory Committee develops an annual 'All of Us' calendar marking cultural and interfaith days of significance.
- The Ballarat Art Gallery and other community organisations have exhibited refugee experience exhibitions to promote awareness and understanding of refugee journeys and their contributions to society.
- Cultural and faith associations host many events celebrating diversity throughout the year, including Diwali, Mooncake Festival, Eid, Teej and Africa Day



STANDARD 8: Family and Social Support

Newly arrived people are fully supported to establish and maintain safe, healthy, positive and meaningful family and social relationships throughout their settlement journey.

Strengths

Domestic and Family Violence Prevention Sessions and Programs

- The Australian Based Culturally Diverse Parents program, in partnership with the Ballarat Malayalee Association, work with BCH and WHG to provide information sessions to CALD women on mental wellbeing and domestic and family violence (DFV) issues.
- BRMC runs group information sessions covering topics relevant to early intervention and prevention of DFV among newly arrived communities. For example, healthy vs. unhealthy relationships, parenting, child wellbeing, family safety, gender equality and women's rights, and Australian law.
- The CoB provides 'Preventing Violence Against Women' workshops to the Intercultural Advisory Committee and other intercultural groups.
- BCH has, in the past, run Barbershop Conversations; a facilitated group discussion about healthy relationships and masculinity.
- SETS teams have dedicated roles one day per week that provide DFV support to CALD clients. This role is trained to support victims and survivors to access safety.
- The BCH DFV role has also been responsible for the startup of the Safer Pathways Mutual Mentoring group, connecting CALD specific organisations and family violence agencies.
- BRMC and BCH SETS teams connect with interested parties such as Intouch and Orange Door to foster professional development, networking, information sharing and resourcing.
- There is a DFV worker one day per week at CoB Parent Place who connects in with multicultural service providers. Parent Place also assists in connecting with relevant services, including through the Supported Parents Group and the Smalltalk program.
- Local sector DFV networks include the Central Highlands Integrated Family Violence Committee, Safer Pathways Mutual Mentoring group, BRSAC Health and Wellbeing group, Stay Connected local support network, and the Ballarat Community Safety partnership.

Future Priorities

Small Size of Some CALD Groups

- There may often be cultural connection limitations due to some ethnic group populations being small or non-existent within Ballarat and surrounding areas. This can make clients feel isolated and create difficulties connecting people with communities.

Challenges for Women to Participate

- Women from migrant or refugee backgrounds are less likely to seek assistance due to barriers such as lack of knowledge about their rights, fear of deportation and removal of children, lack of English language skills, or shame and the need to maintain family honour.
- In other cases, women are on temporary visas that do not enable them to earn an income.
- Especially in regional areas, opportunities for multicultural women to fully participate in society need to be expanded, allowing their potential competencies and skills to be effectively exercised, and their right to civic engagement upheld.

No Specific Social Support for Men

- Established CALD communities gave feedback that targeted social activities for men are needed to support their mental wellbeing and foster friendships within the broader community. Most social support is for women and children, and men can become isolated.

Desire for Whole-of-Family Social Support

- Established CALD communities suggested that activities for the whole family are needed, as people want to have more opportunities to socialise together with the whole community including men, women and children. Currently they may not do so due to traditional and religious reasons.

Intercultural Hubs

- The CoB has committed to supporting the development of intercultural hubs and an Intercultural Garden in its Intercultural Plan.
- BRMC's Welcome Centre acts as a hub and meeting point for CALD communities, running many free community social events and activities.

Established Cultural and Faith Associations

- Ballarat is home to 30 cultural and faith associations that provide advocacy, support, social connection and events for cultural and faith groups. These include the Ballarat Interfaith Network, Ballarat African Association, Ballarat Afghan Action Group, Ballarat Italian Association, Ballarat Indian Association Inc., Ballarat and District Irish Association, Ballarat Malayalee Association Inc., Ballarat Region Indonesian Community, Filipino-Australian Association of Ballarat, Pakistani Community of Ballarat, Sri Lankan Australian Association of Ballarat Inc., Ballarat Hindu Temple and Cultural Centre, Islamic Society of Ballarat, Thai-Australian Association in Ballarat, Centre Highland Inc., Ballarat Keralites' Foundation of Australia Inc. and Ballarat Nepali Samaj.
- BRMC and BCH SETS teams provide links and introductions into cultural groups, including cultural and faith associations, CALD communities, and individuals with a shared understanding or lived cultural background.
- There are strong channels for consultation and feedback in the provision of social support through established multicultural and interfaith leaders.

Multicultural Playgroups

- The multicultural playgroup program Developing Our Children Together is held every Thursday morning. This partnership between the CoB Supported Playgroup team and Playgroup Victoria aims to improve the cultural and social welfare of mothers and children of multicultural backgrounds.
- In partnership with CoB's Parent Place, BCH has a regular Refugee and Migrant Settlement Playdate Group on Mondays for families of diverse backgrounds and will provide transport when needed.
- Families can visit the CoB's Parent Place for use of facilities and events such as playgroups and story time.

Food Aid

- To support clients in financial difficulty during COVID, BRMC supported applications for the Food Relief Service Intake and delivered regular food aid directly to the homes of participants.

No Affordable Venues

- Established CALD communities pinpointed the need for an affordable and large venue with a commercial kitchen to host larger cultural and faith celebrations for the community.

Need for Up-to-Date Calendar of Events

- Established CALD communities noted that while there are many events and activities happening, often it is hard to find up-to-date centralised information. They suggested the creation of an online calendar of events that can be updated regularly.

Challenges for Temporary Visa Holders

- There are challenges in providing comprehensive, high quality primary healthcare and accessing maternity and early childhood services for families who have temporary visas.
- There is limited capacity of public maternity services to identify families of refugee background.
- For migrants, refugees and asylum seekers who do not receive a government subsidy, the cost of childcare must be paid entirely by themselves. This makes these services unavailable to them and further limits their ability to engage in the community.

Inclusive Family and Youth Services

- BCH offer a range of services that are inclusive of all family members' needs. This includes an alcohol and other drugs program for youth and adults, youth services including legal aid and homelessness assistance, child health practitioners, adult mental health services, Headspace, trans and gender diverse services, pediatrics, Home and Community Care services and Rainbow Tick accredited services.
- BRMC's Diversity Homework Club and Diversity Youth Group provide support and learning to young people from CALD backgrounds.
- CoB Youth Services provide a variety of free social connection and recreation opportunities to improve health and wellbeing. Some examples are interest-based programs, self-defence, empowerment workshops and arts workshops.

Family Education Programs

- BCH provides education and promotion of parenting programs and a Healthy Families program.

Social Programs and Events

- The BRMC Social Support team develop and deliver cultural events, fundraising, cultural meals and celebrations. They have a dedicated volunteer base who assist with delivery.
- BRMC's Welcome Morning Tea program was launched in May 2022. All are welcome, including those who recently arrived in Ballarat and general community members who want to welcome and support new arrivals. It is a monthly event. Over 80 people attended the last morning tea.
- BRMC and BCH run events such as street soccer, Miniroos and movie nights.
- Ballarat Libraries run many free social programs and events that are accessible to CALD communities.

Social Programs for Women

- The BRMC Multicultural Women's Friendship Circle runs 3 times a month. Women build friendships, reduce social isolation and loneliness, celebrate traditions, cultures, values, and traditional foods, and share their potential together through peer learning.

Regular Communication of Social Activities and Events

- Newly arrived people and CALD communities are provided with information about social activities and events through the monthly BRMC newsletter, BRMC and CoB social media, and the CoB Intercultural Directory and All of Us Calendar.



STANDARD 9: Justice

Newly arrived people have full access to the legal and justice systems, in order to ensure the realisation of their rights and responsibilities.

Strengths

Orientation Support (Workplace Rights, Victoria Police)

- BCH covers workplace rights and obligations in the HSP orientation program and some AMEP units.
- BCH also introduces HSP clients to the role of Victoria Police.

Access to Interpreters for Legal Advice

- SETS clients have access to interpreters when discussing legal information.

Legal Support Referrals

- BRMC and BCH SETS teams have knowledge of all affordable legal supports for client referrals.
- BRMC and BCH SETS refer clients to trusted immigration agents and access legal support with clients from Refugee Legal and the Asylum Seeker Resource Centre legal service.
- BCH also hosts a youth law service, which provides free legal advice for people 25 years and under in the Ballarat and Central Highlands region.

Information Sharing Between Settlement Providers, Police and Legal Services

- BRMC and BCH SETS work closely with Community Liaison Officers at Victoria Police and have presented sessions to CALD communities and associations in the past.
- BRMC and BCH SETS often host and participate in immigration information sessions and provide knowledge to clients on a needs basis.

Volunteer Support for Young People (Youth Referral and Independent Persons Program)

- CMY provides a volunteer-run Youth Referral and Independent Persons Program across Victoria, where trained volunteers accompany diverse youth involved with the justice system to police interviews and legal appointments and provide support.

Future Priorities

Need for Affordable Local Immigration Legal Services

- There are currently no immigration legal services located in Ballarat. This is often a problem as clients must travel to services in Melbourne, which is costly and time consuming.
- There are often gaps in information regarding where to go for visa and settlement documentation assistance, particularly in relation to expiring bridging visas.

More General Legal Information

- There are no general programs informing CALD communities of their legal rights outside of HSP, SETS and AMEP programs.

No Translated Language Support for Legal Advice

- No translated legal information has been provided to CALD communities.

Need for Cultural Competence in Youth Justice Sector

- There is often a lack of cultural awareness when assigning young people case workers. Much work is needed in the mainstream Youth Justice sector around cultural sensitivity training and adopting a whole-of-family and systems approach in lieu of individualising responsibility. Supporting people from diverse backgrounds to consider careers or volunteer positions in Youth Justice would also be ideal, however the broader system is founded upon often racist and colonial ideologies, making it difficult to support culturally safe decolonising approaches.



STANDARD 10: Finance

Newly arrived people are able to confidently navigate the financial landscape, and make good decisions that enable their financial and material wellbeing.

Strengths

Financial Literacy Support

- BRMC and BCH SETS teams provide one-to-one and group financial, counselling and training sessions with CAFS financial counsellors. AMEP students are also provided with an introduction to financial literacy.
- BRMC's Community Employment Connector Program offers financial literacy support covering:
 - Banking basics
 - Superannuation: Understanding your retirement fund
 - Keeping safe online
 - Creating financial goals
 - Build your budget with KASH: Knowledge, Attitudes, Skills, and Habits
 - Golden rules for consumers
 - Using credit wisely
 - Saving and spending
 - Understanding the basics of investing.
- BRMC runs the Money-Minded Training program that provides education on financial literacy, including Buy Now Pay Later schemes.
- BRMC provides financial information sessions and training through ongoing programs such as the Multicultural Women's Friendship Circle.
- CAFS provides financial literacy sessions in Ballarat and across the Grampians region that are free and available to everyone.

Strong Stakeholder Relationships

- There are strong local relationships between settlement sector organisations and stakeholders who provide financial-related information and services, such as CAFS. This can have a positive effect on the establishment of robust service strategies.
- Existing infrastructure for migrants, including employment services by community organisations, acts as a basis for delivering financial education initiatives.

Future Priorities

Need for Affordable Childcare Support

- Parents need affordable childcare support to be able to access economic opportunities.

More Language Support

- Many newly arrived people lack an understanding of Australia's banking, financial management and social welfare systems that are different from their own countries. It is necessary to provide in-language information for people with language barriers to make it easier to understand. It is also recommended that information is provided with interpreters on hand, such as financial-related information provision forums and workshops.

More Tailored Support

- Initial client assessments need to capture financial literacy gaps for specific communities and individuals.
- Financial literacy programs for women are needed and should be embedded in settlement support.

Involvement of Finance Sector

- Stronger engagement with the finance and corporate sectors on financial literacy and support is needed, as well as career pathways and multicultural competency. Commonwealth Bank, Bendigo Bank and Bank Australia programs are examples.

Aim for Long-Term Planning and Independence

- Financial education programs need to encourage long-term financial planning, savings, investments and entrepreneurship.

More Superannuation Education

- Superannuation is a new concept for many new arrivals, and women unfortunately retire with lower super balances. It is important for new arrivals to understand the importance of superannuation as it could be the biggest financial asset many people have at retirement age.

Advocacy to Change Systemic Discrimination

- There is a need for more advocacy to change policies that further marginalise individuals and families. An individualised approach does not address the systems that continue to see newly arrived migrants struggle to meet financial wellbeing indicators.
- Newly arrived families are often:
 - a. not earning enough to set aside savings for financial shocks, let alone engage in 'entrepreneurship',
 - b. ineligible for cheaper forms of credit and other incentives to increase financial standing, and
 - c. less able to take advantage of savings through buying in bulk, accessing cheaper credit, and upgrading to more efficient assets such as homes, appliances and cars.

GLOSSARY

AMEP	Adult Migrant English Program
BCH	Ballarat Community Health
BGT	Ballarat Group Training
BNH	Ballarat Neighbourhood House
BRASSN	Ballarat Refugee and Asylum Seeker Support Network
BRMC	Ballarat Regional Multicultural Council
BRSAC	Ballarat Regional Settlement Advocacy Committee
CAFS	Child and Family Services
CALD	Culturally and linguistically diverse
CEC	Community Employment Connector
CMY	Centre for Multicultural Youth
CoB	City of Ballarat
DFV	Domestic and family violence
EVOLVE Partnership	Ballarat Regional Multicultural Council, City of Ballarat, Centre for Multicultural Youth, Ballarat Community Health, Wimmera Development Association
ESL	English as a Second Language
HSP	Humanitarian Settlement Program
IELTS	International English Language Testing System
MAC	My Aged Care
NSOS	National Settlement Outcomes Standards
OET	Occupational English Test
PREP	Pandemic Response and Emergency Preparation
PTE	Pearson Language Tests
SCoA	Settlement Council of Australia
SEC	Strategic Engagement Coordinators
SETS	Settlement Engagement and Transition Support
WHG	Women's Health Grampians