



HUMANITARIAN ENTRANTS IN NEW SOUTH WALES

A resource for New South Wales government agencies

Produced by



**Refugee Council
of Australia**

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Cover photo: *The Burundian choir performing at the 2010 launch of Refugee Week in Sydney.*

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THE REFUGEE AND HUMANITARIAN PROGRAM

WHO ARE REFUGEES AND ASYLUM SEEKERS?

The 1951 United Nations Convention Relation to the Status of Refugees (commonly known as the Refugee Convention) defines a refugee as:

“Any person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country.”

In order to be recognised as a refugee under the Convention, the following criteria must be met:

- The person must be outside their country of origin
- The reason for their flight must be a fear of persecution
- This fear of persecution must be well founded (i.e. they must have personally experienced persecution or be likely to experience it if they return)
- The persecution must be due to one or more of the five grounds listed in the definition
- They must be unwilling or unable to seek the protection of their country

This is the definition used by the Australian Government to determine whether or not an asylum seeker is entitled to Australia’s protection. An **asylum seeker** is a person who is currently seeking protection as a refugee and is waiting to have their application for refugee status assessed.

Australia also has obligations under other international treaties (such as the Convention Against Torture) to protect people who are not strictly refugees according to the definition in the Refugee Convention but who are at risk of torture or other significant harm in their home country. This is called **complementary protection**.

AUSTRALIA’S REFUGEE AND HUMANITARIAN PROGRAM

Australia’s Refugee and Humanitarian Program is made up of two main components: the **offshore component** for refugees who are resettled from overseas (comprising the Refugee Program and Special Humanitarian Program) and the **onshore component** for people who seek asylum in Australia and are found to be in need of protection. There are several different subclasses within each component, which are explained in further detail below. With the exception of Temporary Protection Visas (TPVs), all visa subclasses within the Refugee and Humanitarian Program entitle their holders to permanent residency in Australia.

The current size of the Refugee and Humanitarian Program is 13,750 places annually. This includes 12,100 visas divided between the Refugee Program and Special Humanitarian Program and 1,650 permanent visas under the onshore protection program.

TPVs fall under the onshore component of the Refugee and Humanitarian Program but are not counted towards Australia’s humanitarian intake. There is no limit to the number of TPVs which can be granted in a given year.

For further information about the entitlements of visa holders in each subclass, see Appendix 4.

REFUGEE PROGRAM

Refugee Program visas are for people who subject to persecution in their home country and are in need of resettlement. Most people who are granted Refugee Program visas have been referred to the Australian Government by the United Nations High Commissioner for Refugees (UNHCR).

There are four visa subclasses within the Refugee Program:

- **Refugee (Subclass 200):** For people who are subject to persecution in their home country, have left their home country to seek protection elsewhere and are in need of resettlement in a third country. The Refugee subclass comprises the majority of visas granted under the Refugee Program.
- **In-country Special Humanitarian Program (Subclass 201):** For people who are subject to persecution in their home country but who are still living in their home country because they have not been able to leave to seek protection elsewhere. This subclass usually comprises only a very small proportion of the visas granted under the Refugee Program.
- **Emergency Rescue (Subclass 203):** For people who are subject to persecution in their home country and are in need of urgent resettlement due to immediate threats to their lives or freedom. This subclass usually comprises only a very small proportion of the visas granted under the Refugee Program.
- **Woman at Risk (Subclass 204):** For female applicants and their dependents who are subject to persecution or are of concern to UNHCR, are living outside their home country without the protection of a male relative and are in danger of victimisation, harassment or serious abuse because of their gender. Woman at Risk visas comprise at least 12% of visas granted under the Refugee Program.

SPECIAL HUMANITARIAN PROGRAM (SHP)

The Special Humanitarian Program (Subclass 202) visa is for people who are living outside their home country, are in need of resettlement and are proposed for resettlement by someone in Australia. The proposer must be an Australian citizen or permanent resident over the age of 18, an eligible New Zealand citizen or an organisation operating in Australia. Successful applicants under the SHP or their proposer must pay for the applicant to travel to Australia and the proposer is expected to provide on-arrival settlement support to the applicant.

Most people who are resettled in Australia under the SHP are refugees. However, people who are not necessarily refugees according to the definition in the 1951 Refugee Convention but are subject to substantial discrimination amounting to a gross violation of their human rights in their home country, are also eligible to be resettled under the SHP. Applicants must also have “compelling reasons” to resettle in Australia, which generally relate to the degree of discrimination or persecution they face in their home country, the extent of their connection to Australia (e.g. whether they have family members already living in Australia) and their protection options elsewhere.

ONSHORE PROTECTION PROGRAM

The onshore component of the Refugee and Humanitarian Program is for people who seek asylum in Australia and are found to be in need of protection. This includes people who arrive by plane with valid temporary visas (e.g. tourist, student or work visas) and people who arrived by boat before 19 July 2013 without a visa (people who arrived by boat after 19 July 2013 are subject to offshore processing in Nauru and Papua New Guinea).

Asylum seekers who apply for onshore visas go through a process called refugee status determination (RSD) to assess whether or not they are in need of Australia’s protection. The main purpose of RSD is to determine why an asylum seeker has fled their country and whether their reasons for flight fit the criteria set out in the Refugee Convention or other relevant human rights conventions (such as the Convention Against Torture). It also involves assessing whether the asylum seeker’s claims are credible, whether they could have explored other avenues to find protection and whether they have been involved in a serious crime (such as a war crime or a crime against humanity) which would render them ineligible for refugee status.

There are two visa subclasses within the onshore protection program:

- **Permanent Protection (Subclass 866):** For all asylum seekers who arrive in Australia with valid visas and are found to be refugees; and asylum seekers who arrived in Australia without valid visas and were found to be refugees before 18 October 2013.
- **Temporary Protection (Subclass 785):** For asylum seekers who arrive in Australia without valid visas and are found to be refugees from 18 October 2013 onwards. TPVs are granted for a maximum of three years, after which time the TPV holder must reapply for protection and go through the RSD process again. TPV holders are not entitled to the same support services as permanent visa holders. They are not eligible for permanent residency until they have held a TPV for at least five years, after which time the Minister for Immigration may grant them a permanent visa at his or her discretion.

BRIDGING VISAS

Asylum seekers who arrive in Australia with valid travel documents are usually allowed to live in the community while their applications are processed. They generally arrive on a temporary visa such as student or tourist visa and may be granted a Bridging Visa to allow them to remain in Australia while they await processing of their applications.

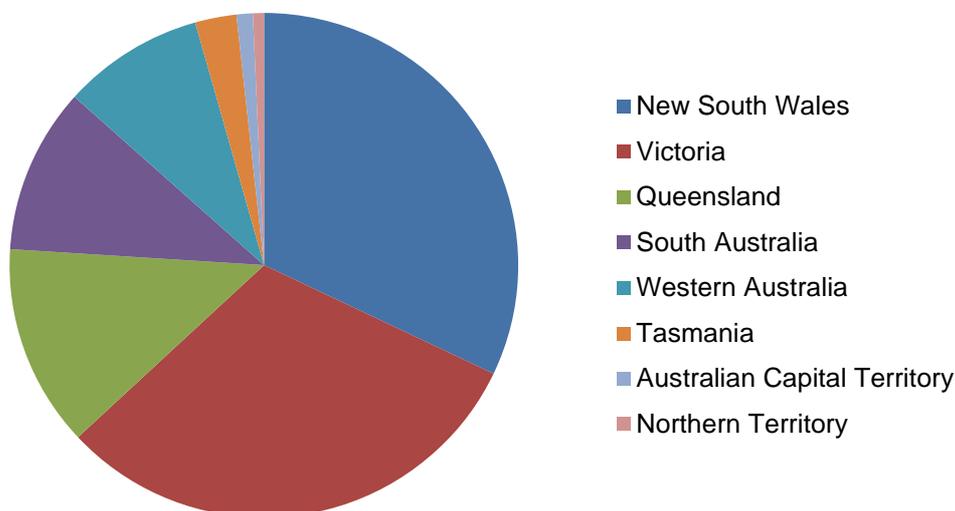
Community-based asylum seekers have different entitlements depending on their circumstances and the type of visa they hold. Some are entitled to work and access Medicare and are eligible for free legal advice, limited financial assistance and/or casework support under government-funded programs. Asylum seekers who are ineligible for these programs, however, often have no reliable source of income and even those who are permitted to work often face challenges in securing stable employment due to factors such as lack of English language skills and their temporary visa status. Many have difficulty accessing sustainable accommodation due to their low incomes and the limited availability of subsidised housing. Asylum seekers in this situation are at serious risk of destitution and homelessness and often become heavily dependent on non-government organisations for basic living assistance.

Asylum seekers who arrive without valid documents (including those who arrive by boat) must be detained under Australia's mandatory detention policy. If they pass health, identity and security checks, however, they may be released into the community on a Bridging Visa E under conditions similar to those for a person who arrived with valid documents. Previously, all asylum seekers in this situation were allowed to work. However, those who arrived by boat on or after 13 August 2012 are no longer permitted to work and must rely on the minimal financial support provided through government programs. This support is often insufficient to meet even the most basic of needs (such as adequate food, cooking utensils, furniture and blankets) and many asylum seekers in this situation face significant financial hardship.

SETTLEMENT TRENDS IN NEW SOUTH WALES¹

New South Wales (NSW) is the largest settlement area for humanitarian entrants to Australia. Over the past five years, more than 24,000 humanitarian entrants have settled in NSW, comprising almost a third (32%) of the national total.

Humanitarian entrants to Australia by state of residence, 2008-09 to 2012-13



More than half of the humanitarian entrants who have settled in NSW over the past five years arrived under the offshore component of the Refugee and Humanitarian Program (almost 14,000 people, or around 58%).

Humanitarian entrants to NSW by visa subclass, 2008-09 to 2012-13

Visa sub-class	No. of grants
Refugee (200)	8,093
In-country Special Humanitarian (201)	87
Special Humanitarian (202)	4,671
Emergency Rescue (203)	0
Woman at Risk (204)	1,085
Protection Visa (866)	9,504
Other ²	629
TOTAL	24,069

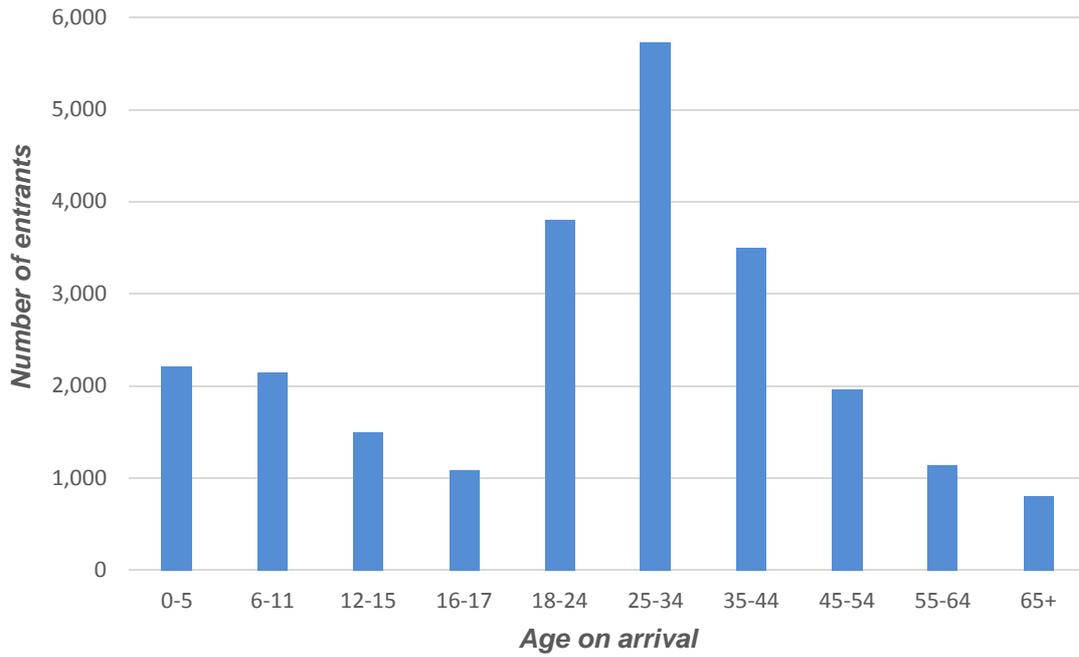
AGE AND GENDER

Humanitarian entrants to Australia tend to be younger than the general population. Over two-thirds (68%) of the humanitarian entrants who arrived in NSW over the past five years were under the age of 35 on arrival, compared to less than half (46%) of the general NSW population. More men (57%) than women (43%) have settled in NSW as humanitarian entrants over the past five years.

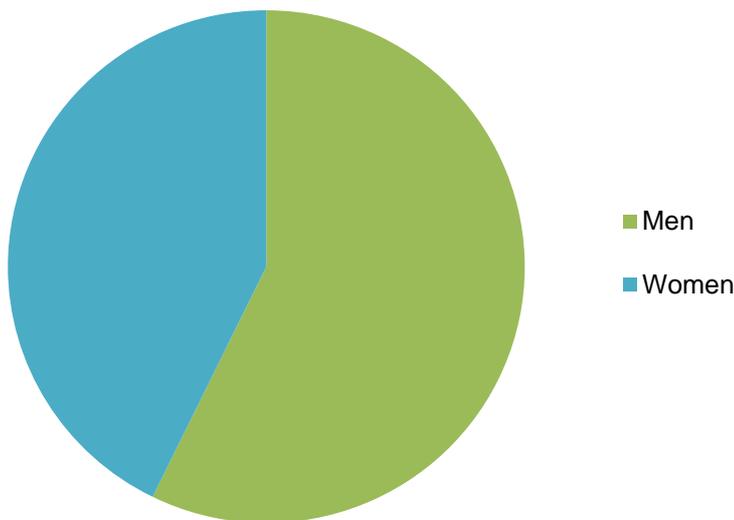
¹ Figures in this section derived from the Department of Immigration and Border Protection's Settlement Reporting Facility, <http://www.immi.gov.au/settlement/srf/>. Figures on the general New South Wales population derived from 2011 census data.

² The majority of visas in the "Other" category were Resolution of Status visas, granted to former Temporary Protection Visa and Temporary Humanitarian Visa holders.

Humanitarian entrants to NSW by age on arrival, 2008-09 to 2012-13



Humanitarian entrants to NSW by gender, 2008-09 to 2012-13



COUNTRIES OF ORIGIN AND LANGUAGES SPOKEN

The 24,000 humanitarian entrants who have settled in NSW over the past five years came from over 100 countries of origin. The single largest country of origin was Iraq, comprising over a third (36%) of arrivals. Other major countries of origin included Iran, Afghanistan, China, Sri Lanka and Burma. The main languages spoken by humanitarian entrants to NSW included Arabic, Assyrian, Farsi, Dari and Tamil.

Humanitarian entrants settling in NSW by country of birth, 2008-09 to 2012-13

Country of birth	No. of arrivals
Iraq	8,760
Iran	2,615
Afghanistan	1,875
China	1,536
Sri Lanka	1,065
Burma	910
Pakistan	776
Egypt	633
Bhutan	501
Democratic Republic of the Congo	340
Nepal	336
Australia ³	330
Sierra Leone	320
Sudan	303
Syria	285
Thailand	202
Lebanon	196
Kuwait	190
Ethiopia	187
Fiji	186
Other countries	2,493
TOTAL	24,069

Main languages spoken by humanitarian entrants to NSW, 2008-09 to 2012-13

Language	No. of arrivals
Arabic	7,981
Assyrian	1,757
Farsi (Persian)	1,445
Mandarin	1,287
Dari	1,094
Tamil	1,009
Nepali	797
Hazaragi	769
English	744
Persian	687
Urdu	416
Chaldean Neo-Aramaic	375
Swahili	340
Farsi (Afghan)	325
Burmese	307
African Languages	288
Chaldaeian	287
Karen	208
Rohingya	160
Kurdish	152
Other languages	3,356
TOTAL	24,069

³ Children of humanitarian entrants (usually of people who arrived as asylum seekers) who were born after their parents' arrival in Australia.

LGA OF RESIDENCE

The majority of humanitarian entrants who arrived in NSW over the past five years settled in western and south-western Sydney, predominantly in the LGAs of Fairfield, Liverpool, Auburn, Blacktown, Parramatta, Canterbury, Holroyd, Bankstown and Penrith. Fairfield was the single largest LGA of residence, with one in five humanitarian entrants settling in the area over the past five years.

Significant numbers of humanitarian entrants settled in regional areas of NSW, with the main LGAs of residence being Wollongong, Coffs Harbour, Newcastle, Albury and Wagga Wagga.

Humanitarian entrants to NSW by LGA of residence, 2008-09 to 2012-13

Albury	371
Armidale Dumaresq	21
Ashfield	88
Auburn	2,347
Ballina	1
Balranald	2
Bankstown	638
Bathurst Regional	8
Bega Valley	7
Bellingen	7
Blacktown	2,148
Blayney	5
Blue Mountains	10
Bogan	4
Botany Bay	90
Broken Hill	2
Burwood	84
Byron	15
Camden	10
Campbelltown	228
Canada Bay	44
Canterbury	1,278
Cessnock	1
Clarence Valley	8
Cobar	2
Coffs Harbour	630
Cowra	1
Dubbo	4
Fairfield	5,159
Forbes	1
Gosford	18
Goulburn Mulwaree	65
Great Lakes	2

Greater Hume Shire	1
Greater Taree	10
Griffith	78
Gunnedah	1
Harden	1
Hawkesbury	11
Holroyd	1,267
Hornsby	165
Hunters Hill	4
Hurstville	216
Inverell	7
Junee	1
Kogarah	43
Ku-ring-gai	35
Kyogle	1
Lake Macquarie	30
Lane Cove	25
Leeton	25
Leichhardt	30
Lismore	28
Liverpool	3,041
Maitland	27
Manly	30
Marrickville	93
Mid-Western Regional	1
Mosman	8
Murrumbidgee	4
Muswellbrook	6
Narrandera	1
Newcastle	373
North Sydney	33
Orange	15
Parkes	10

Parramatta	1,685
Penrith	408
Pittwater	11
Port Macquarie-Hastings	1
Port Stephens	5
Queanbeyan	29
Randwick	121
Rockdale	222
Ryde	253
Shellharbour	53
Shoalhaven	8
Singleton	4
Strathfield	255
Sutherland Shire	38
Sydney	286
Tamworth Regional	12
The Hills Shire	239
Tweed	7
Upper Hunter Shire	1
Wagga Wagga	273
Wakool	2
Warringah	173
Warrumbungle Shire	1
Waverley	17
Willoughby	41
Wingecarribee	2
Wollongong	734
Woolahra	19
Wyong	10
Yass Valley	1
Unknown	238
TOTAL	24,069

THE REFUGEE EXPERIENCE

PERSECUTION

A refugee is, by definition, a person who has fled his or her home due to a well-founded fear of persecution. The term “persecution” refers to forms of mistreatment and oppression that happen in an organised and systematic way (that is, not as a random or one-off occurrence), target a specific person or group (usually because of a particular characteristic) and prevent that person or group from being able to live a decent and dignified life. In many cases, the perpetrator is the refugee’s own government but non-government groups (such as paramilitaries, extremist religious or political groups or even members of the person’s own family or community) can also be perpetrators of persecution.

Examples of persecution include:

- **Discrimination and marginalisation**, such as being denied access to essential services, excluded from political processes or otherwise treated less favourably because of a particular characteristic (such as ethnicity)
- **Restrictions on civil and political rights**, such as being denied the right to express political opinions or practice a particular religion
- **Harassment and intimidation**, such as threatening someone, keeping them under surveillance or damaging their property or belongings
- **Arbitrary arrest and detention** (arresting and detaining someone without a valid reason or due process)
- **Prosecution and imprisonment** on grounds which aren’t fair or reasonable, such as for being involved in a peaceful protest, practising a certain religion or being in a same-sex relationship
- **Abduction and enforced disappearance** (secretly abducting or imprisoning a person and refusing to acknowledge their fate or whereabouts)
- **Physical attacks, torture and other forms of ill-treatment**
- **Targeted killings**

Many refugees have experienced several forms of persecution. Others may not have experienced any form of persecution but fear that they may be targeted in the future because other people in similar circumstances (such as a colleague, a family member or people from the same ethnic or religious group) have experienced persecution.

LOSS

Refugees typically experience multiple forms of loss throughout their journey to safety, which can have a profound impact on their health and wellbeing, socio-economic status, worldview and sense of self.

Family, friends and community: When refugees flee their country, they are often forced to leave behind most of their family members and friends, some of whom they may never see again. They also lose their broader support networks and connections that they have built up within their community over their lifetime. In addition, many refugees (particularly those fleeing from conflict situations) have family members or friends who have died, disappeared or been killed as a consequence of persecution or in the course of flight. In some cases, they may have personally witnessed their family members or friends being tortured or killed.

Identity: When refugees flee to a new and often unfamiliar country, they can face significant challenges in maintaining their identity and sense of self. They often lose whatever status they may have held in their home country and may no longer be able to pursue their education or a career in

their chosen field (for example, if their qualifications are not recognised in other countries). For those who have fled to a country where their particular racial, ethnic, cultural, language or religious group is not present or makes up only a small minority of the population, maintaining their cultural and religious traditions and language can be very difficult. In addition, their national identity may be shaken by their experiences of persecution and flight (particularly if they have been stripped of their citizenship), yet they may struggle to establish a new national identity if they seek protection in a country which does not allow them to integrate into the local community.

Property and possessions: Refugees typically flee with very little (some with just the clothes on their backs) and may have left behind most if not all of their property and possessions. Those who have found safety in another country may find it impossible to recover assets they have left behind, particularly if they have fled persecution on political grounds (in which case their assets may have been seized or frozen) or if their country of origin is affected by conflict or insecurity. As a result, even refugees who were previously very wealthy often have to start from scratch in their new country.

Social order: Forced displacement results from a breakdown of the social order – of the rules and standards which allow societies and communities to function cohesively and allow human beings to live decent lives. This experience is most extreme for refugees who flee against a backdrop of conflict, insecurity or violence but it is also felt by refugees whose family, community or government has failed to protect them or has actively persecuted them. Furthermore, many refugees flee to countries which do not offer them a stable home, either because the country lacks the capacity to protect and support refugees or because it simply refuses to do so. As a result, refugees may live for many years in a situation of uncertainty and instability, with little sense of safety, order and routine. The end result can be a serious erosion of trust in others, particularly those in positions of authority and in social systems in general.

TORTURE AND TRAUMA

Persecution and displacement are inherently traumatic, being characterised by the violation of basic human rights, the denial of human dignity and multiple losses. Virtually all refugees have experienced some form of trauma and many have experienced several forms. The different kinds of persecution and loss described above are all examples of trauma experienced by refugees.

The word “torture” refers to any act which deliberately inflicts severe physical or mental pain or suffering on a person. While commonly understood to be a means of extracting information or a confession, torture can also be used as a form of punishment, to stifle dissent or as a means of intimidating or coercing a particular individual or group. Examples include beatings, electric shock, sexual abuse, being held in solitary confinement or under harsh conditions, sleep or sensory deprivation, humiliation, denial of food and water, causing extreme stress (such as through threatening to hurt or kill a person or their loved ones), being forced to adopt a stress position, exposure to extreme temperatures, mock executions and being forced to watch other people being tortured or killed.

For some refugees, torture forms part of the persecution they have experienced before fleeing their country. For others, it may occur after they have fled – many refugees flee to countries where the security situation is also tenuous, where protections for people fleeing persecution are inadequate, or where they are vulnerable to harassment, exploitation, detention and violence due to their insecure status.

Survivors of torture and trauma may experience a range of serious mental health issues, such as depression, anxiety, difficulty concentrating, panic attacks, sleep disorders, flashbacks, poor self-esteem and difficulty trusting or relating to others. These negative mental health impacts may not emerge until many years after their traumatic experiences.

SEEKING ASYLUM

In many countries, people fleeing persecution face significant difficulties in having their status as refugees formally recognised. Many countries have no formal processes through which refugees can register their status and have their protection claims assessed. In these cases, UNHCR usually steps in to provide registration and assessment processes but often works under significant political pressure from the host government to limit access to these processes and in some cases is actively prevented from processing refugee claims. In addition, some refugees may be unable to physically access UNHCR offices because security conditions are too volatile or because doing so could place them at risk of harassment or arrest and detention. Even those who are able to access these processes often have to wait for long periods for their cases to be finalised.

Without access to registration and status assessment processes, people seeking protection often live under very tenuous circumstances and are at risk of exploitation, harassment, arrest and detention. Their lack of status may also restrict their access to support services and resettlement opportunities, which tend to be very limited for recognised refugees, let alone people who have no formal status.

Even in countries such as Australia, which do have formal systems for registration and status assessment, the process of seeking asylum can still be highly stressful. While waiting for their claims to be assessed, people seeking protection face significant uncertainty about their future and many live in fear of being sent back to their home country. They often have limited access to services and livelihood opportunities, to the point where many face homelessness, destitution and serious marginalisation.

DISPLACEMENT AND EXILE

Some countries provide effective protection to people fleeing persecution, granting them a secure status and providing them with the support they need to recover from trauma and rebuild their lives. More often, however, refugees flee to countries where their status is tenuous, where they live under very difficult circumstances and where they face an uncertain future. In some cases, refugees find themselves in situations where conditions are only marginally better than in their home countries.

Lack of a secure status: Many countries fail or refuse to grant a secure legal status to refugees, with the result that people fleeing persecution often live under very tenuous circumstances. Some countries view refugees as “temporary” entrants only, while others recognise refugee status in an informal or limited way. This usually means that refugees have few rights and face significant restrictions: for example, they may be forced to reside in certain areas (such as in camps) and are often barred from livelihood opportunities. Many refugees have no “official” legal status at all and are treated in much the same way as illegal immigrants. They typically have very limited access to services and support and are at risk of being arrested, detained and even deported. Their lack of status also means that they are more vulnerable to harassment and exploitation.

Living conditions and access to services: Many countries lack the resources and capacity to provide adequate support to refugees and others simply refuse to do so. In many refugee situations, particularly in developing countries, access to basics such as food, clean drinking water, shelter, sanitation and health care is often woefully inadequate. Education opportunities are generally limited, with schooling often being delivered an ad hoc, informal way by non-professional teachers. Many refugees do not have official permission to work and as a result face destitution, remain heavily dependent on humanitarian assistance or are compelled to work illegally (which in turn places them at risk of exploitation, arrest and detention).

Detention: In countries which do not recognise refugee status or in which people seeking protection have limited or no access to registration and status assessment processes, refugees and asylum seekers are often at risk of being detained. In these circumstances, detention is typically punitive rather than administrative, a penalty for “illegal” entry and residence or for working

without permission. In other countries, people seeking protection may be detained for administrative reasons, such as to carry out health and security checks on people who have arrived without visas. In either case, conditions of detention are often very poor and detainees may face violence, ill-treatment and deterioration of physical and mental health. Even in countries such as Australia, where the physical conditions in detention centres are of a far higher standard, detention (particularly when prolonged) can still have significant negative impacts on refugees and asylum seekers. Uncertainty about their future, lack of independence and loss of control over their lives, the monotony of life in detention, concern about family members still living in dangerous situations overseas, the impacts of past torture and trauma and witnessing the negative impacts of detention on other detainees can all contribute to the deterioration of mental health and wellbeing.

Ongoing violence and persecution: Many of the world's major host countries for refugees are themselves affected by conflict and insecurity (such as Syria, Pakistan and South Sudan) which impacts on the local population and refugees alike. In some cases, refugees may be actively targeted by armed groups or may face harassment, exploitation and violence due to their insecure status. In addition, some refugees face ongoing persecution because they have fled to a country which persecutes its own citizens on the same grounds, while others are at heightened risk of ongoing discrimination, harassment and violence due to factors such as their gender, age, sexual orientation or gender identity.

Prolonged exile: Many countries, including several which play host to some of the world's largest and longest-standing refugee situations, refuse to allow refugees to settle on a permanent basis. As a result, refugees may live for many years in a situation of uncertainty and instability. Many millions of refugees worldwide are living in protracted situations with no prospect of returning home or being resettled elsewhere in the foreseeable future. Some refugees have now been displaced for 20 or 30 years and some have been born and lived their whole lives in exile.

FAMILY SEPARATION

Many families are separated by conflict and forced displacement. For some, this separation happens suddenly and unexpectedly and individuals are left not knowing where their family members have ended up or even if they are still alive. For other families, the decision to separate is made deliberately in order to increase the chances of the whole family finding protection. For example, a family may choose to send one member further afield to find protection elsewhere because the risk and cost for the whole family travelling as a unit is too great. The responsibility placed on the family member sent alone to both financially support those left behind and facilitate reunification can be considerable.

Once a family has separated, the process of reuniting can be arduous, costly and highly stressful. Many former refugees come up against major barriers when attempting to reunite with their family members, such as:

- **Limited places** available within humanitarian and migration programs.
- The significant **costs** involved (e.g. visa application fees, migration advice, airfares, DNA tests).
- Limited availability of affordable **migration advice**.
- **Documentation requirements** which are difficult or virtually impossible to meet. For example, many former refugees come from countries where civil and administrative systems are corrupt or non-existent and documents that people in Australia take for granted – such as marriage, birth and death certificates – may never have existed or cannot be sought through any official channel.
- Restrictive **eligibility requirements** and limited **visa options** for certain family relationships, such as adult children or siblings, customarily adopted children, extended family members and people who are considered part of the family unit but are not biologically related.

Whether by choice or circumstance, family separation can lead to the reconfiguration of families in profound ways. For example, in the absence of a father, the eldest son may take on responsibility as the head of a household and be given authority over younger siblings and, in some cases, older female family members. Similarly, a young person who seeks asylum alone may also be forced to make decisions that would customarily fall to other members of the family (i.e. a parent). When families are reunited after separation, reconfiguring and renegotiating these family relationships can be challenging and stressful and is particularly acute after prolonged periods of separation.

SETTLEMENT ISSUES AND CHALLENGES

Some refugees, either through seeking asylum or through resettlement, are able to find effective protection from persecution and have the opportunity to rebuild their lives. However, the process of settling in a new and unfamiliar country can nonetheless be very challenging and highly stressful.

People from refugee backgrounds have to juggle many different and often competing demands when settling in a new country – learning a new language, securing affordable housing, finding employment, completing education or upgrading qualifications, learning about Australian laws and processes, sponsoring family members for resettlement and renegotiating relationships after prolonged separation. On top of this, they may also be recovering from serious trauma, the impacts of which can hamper successful settlement. For example, trauma can affect a person's ability to concentrate and retain information, which can make it more difficult for trauma survivors to learn a new language.

In addition, refugees often arrive in their new country with few or no financial assets and may struggle to find stable employment during the early years of settlement while they learn the language and obtain or upgrade their qualifications. As a result, many people from refugee backgrounds have to rebuild their lives in the context of considerable financial hardship. This can in turn compound other settlement challenges – for example, people on low incomes often struggle to afford appropriate housing, which can lead to housing stress, overcrowding, homelessness and exploitation by unscrupulous real estate agents and property owners. Those who have family members still living overseas are often under considerable pressure to provide financial support to their families, further stretching their already limited incomes.

Despite these difficulties, most people from refugee backgrounds are able to settle very successfully in Australia and go on to make significant economic, civic and social contributions to their new country. People from refugee backgrounds are survivors and often display considerable strength, resilience and adaptability when negotiating the many challenges of settlement. Australia's comprehensive suite of settlement services for new arrivals also plays a major role in assisting people from refugee backgrounds to overcome challenges and settle successfully.

SUPPORT FOR REFUGEES AND HUMANITARIAN ENTRANTS

HUMANITARIAN SETTLEMENT SERVICES (HSS)

The HSS program provides intensive settlement support to newly arrived refugee and humanitarian entrants. The program aims to help refugees achieve self-sufficiency as soon as possible by providing them with specialised services on a needs basis. Through a case management approach, the needs of refugee entrants are identified and settlement services tailored to address their particular circumstances.

The HSS program focuses on equipping entrants to gain access to mainstream services. HSS services are generally provided for six to twelve months but may be extended for particularly vulnerable clients.

The HSS program provides a range of services through a coordinated case management model. These include:

- **Case management:** Case management plans are developed for each single client and family based on a complete needs assessment. Services provided may include meeting clients at the airport, property induction and provision of an initial food package and basic household goods package, helping clients to register with schools, banks, Medicare, Centrelink and other key agencies, providing assistance with health needs and assessments and connecting clients to other settlement, community and youth programs.
- **Accommodation:** HSS service providers must ensure that all clients are residing in long-term accommodation within six months of arrival. Housing models vary depending on local circumstances and providers.
- **Orientation:** HSS providers coordinate orientation sessions tailored to individual client needs and learning capacities. These sessions focus on providing clients with the critical skills and knowledge they need to live and function independently in Australian society. Topics covered include money management, tenancy rights and responsibilities, relationship issues, education, health, employment, cultural issues and Australian law.

When humanitarian entrants exit the HSS, they are referred to general settlement services provided through migrant resource centres, migrant service agencies and organisations funded under the Settlement Grants Program or to Complex Case Support.

For more information about HSS, see <http://www.immi.gov.au/media/fact-sheets/66hss.htm>.

SETTLEMENT GRANTS PROGRAM (SGP)

The SGP provides funding to organisations for programs which assist new arrivals to become self-reliant and participate equitably in Australian society as soon as possible after arrival. SGP services are available to permanent residents who arrived as humanitarian entrants within the last five years, as well as to family migrants with low English proficiency and dependents of skilled migrants in rural and regional areas with low English proficiency

Services funded under the SGP fall into four main service types:

- **Casework, coordination and delivery of services:** Casework services involve the provision of settlement-related information, advice, advocacy or referral services on issues such as education and training options, housing, banking practices, consumer rights, the Australian legal system and relationship issues. Casework and delivery of services can include coordination or provision of group services such as information sessions and sewing or craft groups.
- **Community coordination and development:** These services aim to assist new arrivals to make social connections. Examples of services include working in neighbourhoods to

support local services and create a welcoming environment for new arrivals, supporting the development of new and emerging communities to help create a sense of belonging in the local community and assisting government agencies to connect with new communities and arrivals.

- **Youth settlement services:** These services aim to address the specific issues and challenges experienced by young people from refugee and migrant backgrounds. Examples of services include specialist casework services, community development activities which link young people from refugee backgrounds to existing youth services and programs which build leadership and social skills.
- **Support for ethno-specific communities:** These services provide targeted support to new and emerging communities to build their capacity to assist new arrivals to settle. Examples of services include working in partnership with emerging communities to build their capacity to be self-sustaining, fostering connections between different communities and supporting new and emerging community leaders or organisations by providing training and mentoring.

For more information about SGP, see <http://www.immi.gov.au/media/fact-sheets/92funding.htm>.

COMPLEX CASE SUPPORT (CCS)

CCS assists newly arrived refugee and humanitarian entrants with complex needs through specialised, intensive case management. Those referred to CCS often experience multiple barriers to successful settlement that include pre-migration experiences, severe physical and mental health conditions or crisis events after arrival. CCS is specifically targeted at supporting clients whose needs extend beyond the scope of core settlement services (such as the HSS and SGP). The program is designed to work in partnership with settlement and mainstream services.

CCS services are delivered nationally through the Humanitarian Services Panel. The panel comprises organisations across Australia which have demonstrated experience in providing case management services to humanitarian entrants and are able to provide services on a needs basis.

Anyone can refer a client for CCS assessment. If someone you know is particularly vulnerable and in need of additional support, simply complete a CCS referral form and e-mail it to the CCS team.

Further information about CCS, including a downloadable referral form, can be found at <http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/ccs.htm>.

ADULT MIGRANT ENGLISH PROGRAM (AMEP)

The AMEP provides free English language tuition to migrants and humanitarian entrants who do not have functional English. Refugee and humanitarian entrants under the age of 25 with low levels of schooling are eligible for up to 910 hours of English classes. Humanitarian entrants over 25 years old are eligible for 610 hours. All other migrants are eligible for 510 hours.

The AMEP offers a range of learning options – from full or part time study in formal classrooms or community settings to home study through distance learning or a home tutor scheme.

For more information about AMEP, see <http://www.immi.gov.au/media/fact-sheets/94amep.htm>.

TRANSLATING AND INTERPRETING

The Community Relations Commission is the NSW Government's main language service provider. It provides interpreting and translation services in over 100 languages and dialects. Services are available to all Government departments and agencies, private and commercial organisations, community groups and individuals. The CRC has offices in Sydney, Parramatta, Newcastle and Wollongong. For further information, visit http://www.crc.nsw.gov.au/services/language_services.

The Translating and Interpreting Service (TIS) is a national Federally-funded interpreting service for people who do not speak English and for agencies and businesses that need to communicate with non-English speaking clients. TIS National has access to over 2,400 contracted interpreters across Australia, speaking more than 160 languages and dialects.

Services are free for non-English speaking Australian citizens and permanent residents communicating with the following approved groups and individuals:

- Private medical practitioners providing Medicare-rebateable services and their reception staff to arrange appointments and provide results of medical tests;
- Non-profit, non-government, community-based organisations for case work and emergency services where the organisation does not receive funding to provide these services;
- Members of Parliament for constituency purposes;
- Local government authorities to communicate with non-English speaking residents on issues such as rates, garbage collection and urban services;
- Trade unions to respond to members' enquiries or requests;
- Emergency Management Australia; and
- Pharmacies for the purpose of dispensing Pharmaceutical Benefits Scheme (PBS) medications.

TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. The phone number is 131 450.

Further information about TIS National can be found at <http://www.tisnational.gov.au/>.

MULTICULTURAL POLICIES AND SERVICES PROGRAM (MPSP)

The Principles of Multiculturalism are the policy of NSW. They mean that every person has the right to:

- Contribute to, and participate in, the life of the state
- Equitable access to government services (which includes access to an interpreter, free of charge to the client)

They also mean that we must all respect the cultural, language and religion of others while demonstrating a commitment to Australia and our shared values within a democratic framework.

The Chief Executive officer of each public authority is responsible for the implementation of the Principles in their area of administration. The *Community Relations Commission and Principles of Multiculturalism Act 2000* is the legislation that brings this into being.

The Community Relations Commission developed the Multicultural Policies and Services Program to help agencies implement the Principles of Multiculturalism. It supports the NSW Government in bringing the Principles of Multiculturalism to life – moving the idea to action. Legislation requires that all NSW Government agencies:

- Have a current multicultural plan under the Multicultural Policies and Services Program (MPSP)
- Report on the implementation of their Plan in their Annual Report
- Provide the Community Relations Commission with an extract of their MPSP Report.

SUPPORT SERVICES FOR ASYLUM SEEKERS

ASYLUM SEEKER ASSISTANCE SCHEME (ASAS)

ASAS provides financial assistance and referrals to Protection Visa applicants who satisfy specific eligibility criteria.

Asylum seekers who are eligible for ASAS can receive financial assistance to cover basic living expenses (equivalent to 89% of the Centrelink Special Benefit), general healthcare and Protection Visa health and character checks, as well as referrals to health services, counselling, accommodation, material aid such as clothing and furniture, education, legal services and social support.

Asylum seekers are eligible for ASAS if they are living lawfully in the community (that is, they hold a valid visa and are not in immigration detention), are not eligible for either Australian or overseas government income support and fall into one of the following categories:

- They have a pending Protection Visa application which was lodged more than six months ago; or
- They have a pending Protection Visa application which was lodged less than six months ago and meet one of the ASAS exemption criteria (detailed below); or
- They have lodged an application for review by the Refugee Review Tribunal and continue to meet the ASAS exemption criteria.

Exemptions to ASAS eligibility criteria may be granted to vulnerable asylum seekers who are suffering hardship and are unable to meet their basic needs because they lack adequate support within the community. These applicants may include:

- Unaccompanied minors.
- Elderly persons.
- Families with children under 18 years old.
- People who are unable to work due to a disability, illness, care responsibilities or the effects of torture or trauma.
- People experiencing financial hardship resulting from a change in circumstances since arriving in Australia.

Asylum seekers who are in immigration detention or who are seeking judicial review or ministerial intervention are not eligible for ASAS.

Further information about ASAS can be found in Department of Immigration and Border Protection (DIBP) and Red Cross fact sheets, available at <http://www.immi.gov.au/media/fact-sheets/62assistance.htm> and <http://www.redcross.org.au/asylum-seeker-assistance-scheme.aspx> respectively.

COMMUNITY ASSISTANCE SUPPORT (CAS)

The CAS program provides assistance to Bridging Visa holders who are particularly vulnerable and/or have complex needs.

Services provided under the CAS program include:

- Ongoing and intensive case work support.
- Arranging healthcare appointments.
- Financial allowance to help cover basic living expenses (equivalent to 89% of Centrelink Special Benefit) and where applicable, rent assistance (89% of Centrelink Rent Assistance).

- Financial assistance for general and emergency health care as well as pharmaceuticals.
- Referrals to counselling, material aid such as clothing and furniture, education, social activities and legal services.
- One-off emergency funding to meet urgent needs, such as emergency hospitalisation or crisis accommodation.

In addition, up to six weeks of transitional support is provided to asylum seekers who are released from immigration detention facilities. Known as CAS Transitional, this program aims to help former detainees settle in the community by helping them to access essential community services and become financially independent.

To be eligible for CAS, a Bridging Visa holder must be working with DIBP to resolve their immigration status (e.g. they have a pending Protection Visa application); be unable to access adequate support in the community or be unable to support themselves; and be highly vulnerable due to at least one of the following criteria:

- Having a diagnosed mental health condition.
- Having a significant disability or serious health issue.
- Being an elderly person.
- Being a minor at risk of harm, including an unaccompanied minor.
- Suffering the effects of torture and trauma.
- Suffering domestic abuse or violence.
- Suffering impaired mental or physical ability.

Client participation in CAS relies on their voluntary cooperation with the department to resolve their immigration status.

All referrals for CAS program must come to Red Cross from DIBP. Concerned people, community agencies, Red Cross staff and individuals are able to lodge a request with DIBP for an assessment of a person's eligibility to receive support through the program through contacting a Red Cross caseworker. Contact details for the Red Cross are listed in the service directory at the end of this resource.

Further information about the CAS program can be found in DIBP and Red Cross fact sheets, available at <http://www.immi.gov.au/media/fact-sheets/64community-assistance.htm> and <http://www.redcross.org.au/community-assistance-support.aspx> respectively.

IMMIGRATION ADVICE AND APPLICATION ASSISTANCE SCHEME (IAAAS)

IAAAS provides free, professional migration advice and application assistance to eligible asylum seekers. All asylum seekers in immigration detention and disadvantaged asylum seekers living in the community are eligible for IAAAS. However, the new Federal Government has indicated that asylum seekers who arrived by boat will no longer be eligible for IAAAS.

To be considered "disadvantaged", an asylum seeker must be facing financial hardship and be disadvantaged due to one or more of the following factors:

- Non-English speaking background, youth or other cultural issues such as gender barriers;
- Illiteracy in main language of country of origin;
- Remote location (outside any Australian capital city, except areas with known registered migration agents);
- Physical or psychological disability, including from past torture or trauma; or
- Physical or psychological harm resulting from family violence.

Further information about IAAAS, including a list of providers, can be found at <http://www.immi.gov.au/media/fact-sheets/63advice.htm>

NON-GOVERNMENT SUPPORT SERVICES

There are a number of non-government agencies providing support to asylum seekers in the community who are not eligible for ASAS or CAS or who have needs which are not being met through government-funded programs. These services include casework, referral, financial and other material support, transitional housing, social activities and assistance with finding employment. Contact details for these services are listed in the service directory at the end of this resource.

APPENDIX 1: GLOSSARY

Asylum seeker: A person who is currently seeking protection as a refugee and is waiting to have their application for refugee status assessed.

Forced displacement: A broad term for all forms of migration which are coerced. Forced displacement is often by conflict, persecution, natural disasters or other situations which endanger a person's life, freedom or livelihood. Not all forcibly displaced people are refugees – for example, people who are displaced due to a natural disaster or who are displaced within the borders of their home country are not refugees under international law.

Humanitarian entrant: An umbrella term for people who migrate to a country on humanitarian grounds, that is, because they face persecution, danger or mistreatment overseas. It includes refugees and people who are not strictly refugees according to the 1951 Refugee Convention but who are nonetheless in need of international protection and assistance.

Migrant: A person who chooses to leave their country and settle in another country.

Migrant Resource Centre: An organisation which provides services to migrants, refugees, humanitarian entrants, new arrivals and/or international visitors.

Offshore program: The component of Australia's Refugee and Humanitarian program which involves the resettlement of refugees from overseas.

Onshore program: The component of Australia's Refugee and Humanitarian Program designed for people who apply for refugee status while they are in Australia.

Protection: All activities aimed at obtaining full respect for a person's rights. Providing protection for refugees usually involves granting permission for them to live freely in their country of asylum, preventing their forcible return to situations of persecution, ensuring that their human rights are respected and providing support to enable them to live a normal life.

Refugee: Any person who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country.

Refugee Convention: The 1951 UN Convention Relating to the Status of Refugees.

Resettlement: A durable solution for refugees which involves their resettlement from the country in which they have sought asylum to another country which has agreed to provide them with protection. The offshore component of Australia's Refugee and Humanitarian Program is an example of resettlement.

UNHCR: The United Nations High Commissioner for Refugees, the intergovernmental agency mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide.

APPENDIX 2: SERVICE DIRECTORY

HSS, SGP AND AMEP PROVIDERS

The Department of Immigration and Border Protection's Settlement Services Locator is an online searchable database of HSS, SGP and AMEP services. The Locator can be accessed at www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help. There are dozens of service providers across New South Wales in both metropolitan and regional areas.

ASAS AND CAS PROVIDERS

There are two organisations funded to provide ASAS and CAS services in NSW: the Red Cross and Settlement Services International. All asylum seekers in the state who are receiving assistance under these programs should be linked with one of these organisations.

Australian Red Cross (NSW head office)

Address: St Andrew's House, Level 4, 464 Kent Street, Sydney NSW 2000

Phone: (02) 9229 4111

Website: <http://www.redcross.org.au/contact-nsw.aspx>

Settlement Services International (head office)

Address: Level 2, 158 Liverpool Road, Ashfield NSW 2131

Phone: (02) 8799 6700

Website: <http://www.ssi.org.au>

IAAAS PROVIDERS

A list of IAAAS providers can be found at

http://www.immi.gov.au/media/fact-sheets/63advice_providers.htm

SPECIALIST HEALTH SERVICES

The following health services provide specialist physical and mental health care to both asylum seekers and refugees.

NSW Refugee Health Service

Address: Suite 1, Level 3, 157-161 George Street, Liverpool NSW 2170

Phone: (02) 8778 0770

Email: refugeehealth@swsahs.nsw.gov.au

Website: <http://www.swslhd.nsw.gov.au/refugee>

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

Address: 152-168 The Horsley Drive, Carramar NSW 2163

Phone: (02) 9794 1900

Email: startts@sswahs.nsw.gov.au

Website: <http://www.startts.org.au>

Transcultural Mental Health Centre

Address: Building 53, Cumberland Hospital Campus, 5 Fleet Street, North Parramatta NSW 2151

Phone: (02) 9912 3850

Email: tmhc@swahs.health.nsw.gov.au

Website: <http://www.dhi.health.nsw.gov.au/tmhc>

ASYLUM SEEKER SERVICES

In addition to Federally-funded service providers, there are several non-government organisations in Sydney providing a wide range of services to community-based asylum seekers. For further information about the services provided by each organisation, see Appendix 2.

Amnesty International Australia Refugee Team

Address: Level 1, 79 Myrtle Street, Chippendale NSW 2008

Phone: (02) 8396 7629

Email: refugee.team@amnesty.org.au

Asylum Seekers Centre

Address: 43 Bedford Street, Newtown NSW 2042

Phone: (02) 9078 1900

Email: reception@asylumseekerscentre.org.au

Website: <http://www.asylumseekerscentre.org.au>

Bridge for Asylum Seekers Foundation

Address: PO Box 829, Five Dock NSW 2046

Phone: 0418 261 160

Email: asylumseekersfoundation@bigpond.com

Website: <http://www.asylumseekersfoundation.com>

House of Welcome

Address: 140 Wattle Avenue, Carramar NSW 2163

Phone: (02) 9727 9290

Email: office@houseofwelcome.com.au

Website: <http://www.houseofwelcome.com.au>

Jesuit Refugee Service Shelter Project

Address: 24 Roslyn Street, Kings Cross NSW 2011

Phone: (02) 9356 3888

Email: info@jrs.org.au

Website: <http://www.jrs.org.au>

Migrant Outreach Services: Advice, Information, Community Education (MOSAIC)

Address: Public Interest Law Clearing House, GPO Box 863, Sydney NSW 2001

Phone: (02) 9114 1793

Email: info@jrs.org.au

Website: <http://www.jrs.org.au>

St Vincent de Paul Refugee Support Services

Phone: (02) 8093 6724

Email: migrant.refugee@vinnies.org.au

Website: <http://www.vinnies.org.au/migrant-and-refugee-national?link=357>

**APPENDIX 3:
ASYLUM
SEEKER
SUPPORT
SERVICES
IN NSW**

	Application assistance	ASAS	CAS	Casework and advocacy	Education and training	Employment support	English classes	Health services	Housing (general assistance)	Housing (transitional)	Legal advice	Material aid (financial)	Material aid (food, household items)	Mental health (general)	Mental health (torture & trauma)	Referrals	Social activities
Amnesty International	■																■
Australian Red Cross	■		■													■	■
Asylum Seekers Centre			■						■		■						■
Bridge for Asylum Seekers Foundation											■	■					■
House of Welcome			■				■		■	■	■		■		■		■
Immigration Advice and Rights Centre	■									■	■						■
Jesuit Refugee Service			■	■	■	■			■	■					■		■
Legal Aid NSW	■									■	■						■
MOSAIC										■	■						■
NSW Refugee Health Service							■	■									■
Refugee Advice and Casework Service	■									■	■						■
Settlement Services International	■		■													■	■
STARTTS														■	■		■
St Vincent de Paul Society			■	■	■		■				■		■				■
Transcultural Mental Health Centre													■	■			■

APPENDIX 4: ENTITLEMENTS AND ACCESS TO SERVICES FOR REFUGEES AND ASYLUM SEEKERS

REFUGEES		
Refugee (200) In country Special Humanitarian Program (201) Emergency Rescue (203) Woman at Risk (204) <i>Resettled from overseas</i>	Education	Same entitlements as other permanent residents at all levels. Eligible for free English language tuition under the AMEP.
	Employment	Unrestricted work rights. Eligible for employment support services through Job Services Australia.
	Family reunion	Eligible to sponsor family members for resettlement under the Special Humanitarian Program and the family stream of the migration program.
	Health	Eligible for Medicare, PBS and (subject to relevant eligibility criteria) Health Care Card. Eligible for torture and trauma support services.
	Housing	Short-term accommodation and assistance with finding long-term accommodation provided on arrival under HSS.
	Income support	Same entitlements as other permanent residents (subject to relevant eligibility criteria). Exempt from Newly Arrived Resident's Waiting Period.
	Overseas travel	Permitted to travel overseas with right of return.
	Settlement services	Eligible for on-arrival settlement services under HSS and longer-term settlement services under the SGP.
	Travel concessions	Same entitlements as other permanent residents (subject to relevant eligibility criteria).
Special Humanitarian Program (202) <i>Resettled from overseas</i>	Education	Same entitlements as other permanent residents at all levels. Eligible for free English language tuition under the AMEP.
	Employment	Unrestricted work rights. Eligible for employment support services through Job Services Australia. Same entitlements as other permanent residents.
	Family reunion	Eligible to sponsor family members for resettlement under the Special Humanitarian Program and the family stream of the migration program.
	Health	Eligible for Medicare, PBS and (subject to relevant eligibility criteria) Health Care Card. Eligible for torture and trauma support services.
	Housing	Proposer provides support, with assistance provided under HSS on a needs basis.
	Income support	Same entitlements as other permanent residents (subject to relevant eligibility criteria). Exempt from Newly Arrived Resident's Waiting Period.
	Overseas travel	Permitted to travel overseas with right of return.

	Settlement services	Proposer provides on-arrival support, with assistance provided under HSS on a needs basis. Eligible for longer-term settlement services under the SGP.
	Travel concessions	Same entitlements as other permanent residents (subject to relevant eligibility criteria).
Permanent Protection (866) <i>Arrived as an asylum seeker with a valid visa OR arrived as an asylum seeker without a valid visa and recognised as a refugee before 18 October 2013</i>	Education	Same entitlements as other permanent residents at all levels. Eligible for free English language tuition under the AMEP. Same entitlements as other permanent residents.
	Employment	Unrestricted work rights. Eligible for support through Job Services Australia.
	Family reunion	Eligible to sponsor family members for resettlement under the Special Humanitarian Program (with restrictions) and the family stream of the migration program.
	Health	Eligible for Medicare, PBS and (subject to relevant eligibility criteria) Health Care Card. Eligible for torture and trauma support services.
	Housing	Short-term accommodation and assistance with finding long-term accommodation provided under HSS to people who have been living in the Australian community for less than six months.
	Overseas travel	Permitted to travel overseas with right of return.
	Income support	Same entitlements as other permanent residents (subject to relevant eligibility criteria). Exempt from Newly Arrived Resident's Waiting Period.
	Settlement services	On-arrival settlement services only available to people who have been living in the Australian community for less than six months. Eligible for longer-term settlement services under the SGP.
	Travel concessions	Same entitlements as other permanent residents (subject to relevant eligibility criteria).
Temporary Protection (785) <i>Arrived as an asylum seeker without a valid visa and recognised as a refugee after 18 October 2013</i>	Education	Children of compulsory school age eligible for free primary and secondary education. Eligible for 45 hours of free English language tuition but not the AMEP.
	Employment	Eligible to work but work rights may be restricted to specific geographic regions to direct TPV holders to particular areas where work is available or has been established under a government scheme.
	Family reunion	Not eligible to sponsor family members for resettlement under either the humanitarian or general family migration program.
	Health	Eligible for Medicare, PBS and (subject to relevant eligibility criteria) Health Care Card.
	Housing	Access to settlement services (including assistance with housing) granted by exception at the discretion of the Minister for Immigration and Border Protection.
	Income support	Eligible for income support through Special Benefit payments. The level of support is set at the discretion of the government and will not exceed equivalent Centrelink rates. Access to income support is subject to mandatory mutual obligations requirements.

	Overseas travel	Visa ceases if the holder leaves Australia.
	Settlement services	Access to settlement services granted by exception at the discretion of the Minister for Immigration and Border Protection.
	Travel concessions	Eligibility unclear.
ASYLUM SEEKERS		
Bridging Visas A, C and E <i>Arrived as an asylum seeker by plane</i>	Education	Children of compulsory school age eligible for free primary and secondary education. Adults may access tertiary education at their own cost. Not eligible for AMEP.
	Employment	For BVA holders, eligibility to work depends on the work conditions attached to the person's original visa (i.e. if the visa on which the person entered Australia granted work rights, their BVA will also grant work rights). For BVC and BVE holders (and BVA holders whose original visas did not grant work rights), eligibility to work depends on individual circumstances. Generally, work rights are only granted to those who can demonstrate a "compelling need" to work.
	Family reunion	Not eligible to sponsor family members for resettlement.
	Health	Eligibility for Medicare and PBS linked to work rights (i.e. those who are eligible to work are eligible for Medicare). Not eligible for Health Care Card. Eligible for torture and trauma support services.
	Housing	Those who are particularly vulnerable and/or have complex needs may be eligible for limited rent assistance under CAS. Not eligible for public housing.
	Income support	Disadvantaged asylum seekers may be eligible for limited income support under ASAS and/or CAS. Not eligible for income support from Centrelink.
	Overseas travel	Visas cease if the holder leaves Australia. BVA holders who have substantial reasons for travelling overseas while their applications are being processed can apply for Bridging Visa B, which permits travel overseas with right of return. BVA, BVC and BVE holders who travel overseas can apply for replacement visas if they return to Australia, provided that their Protection Visa application has not yet been finally determined.
	Settlement services	Not eligible for HSS or SGP. Those who are particularly vulnerable and/or have complex needs may be eligible for intensive casework support under CAS.
Bridging Visa E <i>Arrived as an asylum seeker by boat</i>	Travel concessions	Not eligible.
	Education	Children of compulsory school age eligible for free primary and secondary education. Adults may access tertiary education at their own cost. Not eligible for AMEP.
	Employment	Those who arrived before 13 August 2012 have unrestricted work rights. Those who arrived after 13 August 2012 are not eligible to work.
	Family reunion	Not eligible to sponsor family members for resettlement.

	Health	Eligible for Medicare and PBS. Not eligible for Health Care Card. Eligible for torture and trauma support services.
	Housing	Short-term accommodation and assistance with finding long-term accommodation provided upon release from detention under CAS Transitional. Those who are particularly vulnerable and/or have complex needs may be eligible for limited rent assistance under CAS. Not eligible for public housing.
	Income support	Eligible for limited income support under ASAS and/or CAS. Not eligible for income support from Centrelink.
	Overseas travel	Visa ceases if the holder leaves Australia. BVE holders who travel overseas can apply for replacement visas if they return to Australia, provided that their Protection Visa application has not yet been finally determined.
	Settlement services	Not eligible for HSS or SGP. Those who are particularly vulnerable and/or have complex needs may be eligible for intensive casework support under CAS.
	Travel concessions	Not eligible.
Community detention (no visa) <i>Arrived as an asylum seeker</i>	Education	Children of compulsory school age eligible for free primary and secondary education. Not eligible for AMEP.
	Employment	Not eligible to work.
	Family reunion	Not eligible to sponsor family members for resettlement.
	Health	Health care services and pharmaceuticals provided by IHMS under contract. Not eligible for Medicare, PBS or Health Care Card. Eligible for torture and trauma support services.
	Housing	Furnished accommodation provided by contracted community detention providers. Accommodation is provided rent free but clients pay for utilities. Clients leave accommodation upon release from community detention and do not keep furnishings. Not eligible for public housing.
	Income support	Basic living allowance provided through contracted community detention providers. Not eligible for income support from Centrelink or under ASAS or CAS.
	Overseas travel	Not permitted to travel overseas with right of return.
	Settlement services	Orientation support provided by contracted community detention providers. Not eligible for HSS or SGP.
	Travel concessions	Not eligible.

AMEP = Adult Migrant English Program, ASAS = Asylum Seeker Assistance Scheme, CAS = Community Assistance Support, HSS = Humanitarian Settlement Services, IHMS = International Health and Medical Services, PBS = Pharmaceutical Benefits Scheme, SGP = Settlement Grants Program