



**ethnic
communities'
council of
victoria**

Restricted Access:
Humanitarian migrant women and
employment in Victoria

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ECCV Policy Discussion Paper 2009

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ACRONYMS

ABS	Australian Bureau of Statistics
AMEP	Adult Migrant English Program
ATT	African Think Tank
CALD	Culturally and Linguistically Diverse
DEWR	Department of Employment and Workplace Relations
DIAC	Department of Immigration and Citizenship
ECCV	Ethnic Communities' Council of Victoria
HREOC	Human Rights and Equal Opportunity Commission
JET	Jobs, Education and Training
NESB	Non-English Speaking Background
VIRWC	Victorian Immigrant and Refugee Women's Coalition
VICSEG	Victorian Co-operative on Children's Services for Ethnic Groups



FOREWORD

Historically, humanitarian migrant women have made a positive contribution to the Victorian workforce as well as Australian society in general. However, recent times have seen humanitarian migrant women struggle to access employment, potentially exposing this group to the negative impacts of unemployment and depriving Victoria of valuable workforce participants.

In early 2008, the Ethnic Communities' Council of Victoria (ECCV) published a discussion paper, *Real Jobs: Employment for Migrants and Refugees in Australia*, which identified many of the difficulties experienced by new migrants in accessing employment. *Restricted Access* narrows the focus of those concerns even further to analyse why humanitarian migrant women in Victoria have lower rates of labour force participation and experience more unemployment than Australian-born men and women and other migrant groups.

Given its links to higher levels of self-esteem and self-confidence and the connections between unemployment, depression and isolation, employment is also important for general wellbeing. Work allows migrants to be more financially independent, enables the formation of social networks, and increases migrants' social participation. Yet the findings outlined in this paper suggest that migrant services as they stand do not satisfactorily meet the employment needs of this crucial segment of the migrant community.

Predominant issues remain discrimination, English language difficulties, gender roles, childcare responsibilities, difficulties with government service providers and understanding the Australian job market. Based on these findings, a number of recommendations have been made which the research indicates will improve the employment status of humanitarian migrant women in Australia.

This paper could not have been produced without the co-operation of countless individuals and groups who generously shared their experiences of real life difficulties in entering and advancing within the Australian labour market. Particular appreciation must also go to Nicole Smolich for her energy, sensitivity, and diligence in the research and preparation of this document.

I commend this discussion paper to anyone with an interest in the labour market struggles of a substantial number of women living in Australia as newly-arrived humanitarian migrants, and urge policy makers, employers and members of the public alike, to consider the recommendations as part of an ongoing effort to ease the path to satisfying employment and settlement overall.

Sam Afra JP
Chairperson
Ethnic Communities' Council of Victoria



EXECUTIVE SUMMARY

Many humanitarian migrant women successfully resettle in Australia and obtain appropriate employment without difficulty. This is the exception rather than the rule, however. At the moment, employment services and resettlement policies are not providing adequate grounding and assistance for new migrants in Australia.

There are a number of reasons for this under-representation of humanitarian migrant women in the labour force. Discrimination can exclude humanitarian migrant women from employment on the basis of visible differences such as skin colour, body type, accent, dress and cultural expression. Inadequate English skills may mean that humanitarian migrant women do not have the language ability necessary for employment.

Pressure from partners as well as the experience of migration itself may mean a humanitarian migrant woman is disinclined to participate in the workforce. Childcare responsibilities can prevent women from seeking or obtaining work. Humanitarian migrant women may not receive the needed assistance from service providers in relation to seeking work. Their unfamiliarity with the Australian job market can mean that they are not successful in the recruitment process.

On the basis of this analysis, *Restricted Access* makes a number of recommendations that are likely to improve labour force participation and levels of employment for humanitarian migrant women, as well as women and other migrant groups in general. It is imperative that affected groups are key participants in the design and implementation of the following recommendations to ensure that their needs are met.

Key recommendations include:

- Encouragement of programs that allow migrants to gain experience in the Australian workforce;
- Development of education and employer awareness campaigns that promote diversity and counter negative stereotypes;
- An increase in the effectiveness of English language learning programs for humanitarian entrant migrants;
- Improvements to the labour market knowledge of migrants;
- A review of the childcare services to which women have access;
- A review of the current jobseeking services and improvement in their ability to address migrants' diverse needs;
- Encouragement of migrants to pursue training and employment in service areas; and
- An increase in support for community organisations and their links with government and service providers.

Overall, a more flexible and individualised approach is required for the services accessed by humanitarian migrant women. Concerted efforts must be made to improve this situation for humanitarian migrant women and for migrants as a whole, to ensure effective integration into the labour force and successful participation in Australian society.



Fast Facts :

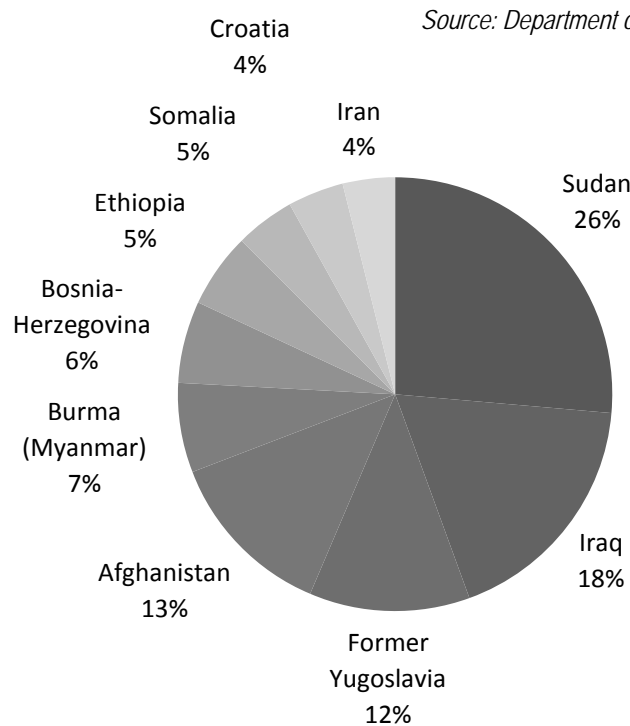
- According to the Department of Immigration and Citizenship (DIAC), 16,165 women settled in Victoria as humanitarian migrants in the ten years between 1998 and 2008, making up approximately 11% of all migrant women who settled in Australia during that period.ⁱ

1. HUMANITARIAN MIGRANT WOMEN IN VICTORIA

From the outset, it is important to note that humanitarian entrant migrant women are a diverse groupⁱⁱ of different ethnicities, who speak different languages, follow different religions (if at all), have different educational experiences and live in different situations in Australia. They are also a continuously changing group, with their characteristics and composition responding to differing global circumstances. The following data gives an indication of the characteristics of humanitarian migrant women who arrived in Australia in the last ten years.

1.1 Countries of birth for humanitarian migrant women between 1998 and 2008

Between 1998 and 2008, humanitarian entrant migrant women predominantly came from Sudan, Iraq, former Yugoslavia and Afghanistan. A significant number of women were also from Burma (Myanmar), Bosnia-Herzegovina, Ethiopia and Somalia. Of those who entered Australia in 2007, the proportion of humanitarian migrant women from Burma (Myanmar)—the top donor country—was 27%, indicating that this community is likely to increase in number in Australia in imminent years. Conversely, the proportion of Sudanese migrants was only 10.6% in 2007, and former Yugoslavia and Bosnia-Herzegovina ceased to be major donor countries for humanitarian migrant women in Australia.ⁱⁱⁱ



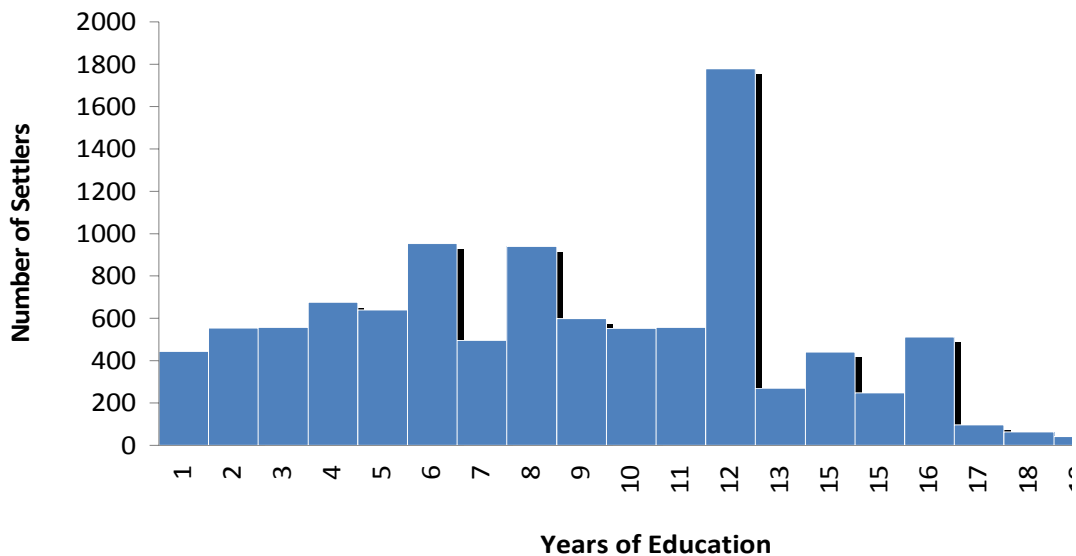


1.2 Languages spoken by humanitarian migrant women between 1998 and 2008

Linguistically, humanitarian migrant women are a very diverse group, although Arabic was the language predominantly spoken by the women during this period. It is important to note is that English was not one of the top ten languages spoken, indicating that most humanitarian entrant migrant women do not have a secure grasp of Australia's official language.

1.3 Years of education for humanitarian migrant women between 1998 and 2008

A notable number of humanitarian entrant migrant women, 34%, had completed the Australian standard twelve years of education. Approximately 16% of humanitarian entrant migrant women had undertaken some form of tertiary education. The majority of humanitarian entrant migrant women had not completed the standard twelve years of education, and 37% had completed six or less years of education. In 2007, the proportion of humanitarian entrant migrant women who had completed six or less years of education was 49%.^{iv}



Source: Department of Immigration and Citizenship.^v

1.5 Religious affiliations of humanitarian migrant women between 1998 and 2008

Humanitarian migrant women who entered Australia between 1998 and 2008 were of predominantly Christian and Islamic faith, 37% and 34% respectively. A notable number of women, approximately 29%, followed a diverse range of smaller religions.

1.6 Family Composition of humanitarian migrant women between 1998 and 2008

The majority of humanitarian entrant women migrants entered Australia as part of a family with children. Of these women, a significant number, 18%, were members of larger families that had between five and twelve members. It is also important to note that, of recently arrived humanitarian migrant women, many came to Australia as single mothers.^{vi}

When one compares the unemployment rate for people who entered Australia on a humanitarian visa in 2005 (11.6%) with the unemployment rate for the Australian-born population during the same period (4.9%)^{vii}, it is clear that humanitarian migrant women are doubly disadvantaged according to their gender and humanitarian status.



2. EMPLOYMENT CHALLENGES

As stated in Chapter One, humanitarian migrant women are often visibly different from mainstream Australians in terms of skin colour, body type, culture, accent or type of dress (often indicating a religious following). Due to their varying countries of birth, many humanitarian migrant women are of a different appearance and culture to that of an Anglo-Saxon born in Australia. The first languages spoken – and the notable absence of English as one of the top ten languages spoken among the group – imply that English is likely to be spoken with an accent by humanitarian migrant women.

Additionally, as 34% of humanitarian migrant women follow Islam, a significant number may wear the hijab, headscarf or burqa. They are more likely to adhere to Islam than other migrant women^{viii} and, even though not all Muslim women wear the hijab, headscarf or burqa, many do, and so may be subjected to religious discrimination. It is probable that they come to Australia as part of a family, and so have greater familial responsibilities than the three quarters of migrant women who enter Australia under non-humanitarian streams as single women.^{ix} These differences and circumstances present humanitarian women with a variety of employment challenges. While the challenges raised are not exclusive to humanitarian migrant women, they do remain predominant among this cohort and warrant particular attention in terms of facilitating entry into the workforce.

Experiences within Australia can also affect a woman's wellbeing and so her ability to successfully find and engage in employment. The experience of settlement places pressure on humanitarian migrants.^x Finding accommodation, settling children into school and living in a foreign environment can be extremely stressful experiences, especially for single mothers and have the potential to cause family breakdowns.^{xi} Similarly, domestic violence may also impinge on a woman's welfare.^{xii} As such, trauma, the stress of the resettlement experience and domestic violence must be responded to appropriately and adequately in order for humanitarian migrants to resettle and participate fully in Australian society, and so successfully obtain employment.

In addition, recent humanitarian migrants seem to be experiencing more difficulty in finding employment than in previous years. A recent Brotherhood of St Lawrence report noted that in regards to employment in Australia, 'refugees arriving in recent years are faring particularly poorly'^{xiii} and that they have 'poorer employment outcomes and lower levels of labour force participation ... than refugees who arrived in the earlier years of the 1990s'.^{xiv} Overall, this data indicates that humanitarian migrant women who entered Australia between 1998 and 2008 are not faring as well as other groups in the Australian labour market.

2.1 Gender and Humanitarian Status

From an employment perspective, humanitarian migrant women are not typical migrants. According to the Victorian Immigrant and Refugee Women's Coalition (VIRWC), the double discrimination of being a woman and not being born in Australia means migrant women often struggle to a greater degree than other migrant and Australian-born groups in the Australian labour market.^{xv}

These barriers are often compounded further by the status of being a humanitarian migrant woman. The status of these women as humanitarian entrants means that they have the experience of being displaced from their home country, often in traumatising circumstances.^{xvi} This trauma affects migrants' capacity to settle in Australia,^{xvii} including their capacity to gain



employment. According to Foundation House, humanitarian migrants' experiences result in them needing access to the 'personal and material resources required to overcome the impact that torture and war related trauma has had on their lives'^{xviii}. Humanitarian migrants must gain access to these resources before they can meet the challenge of employment.

2.2 Appearance and Religious Affiliation

In terms of exclusion from employment, the principal form of discrimination reported by humanitarian migrant women concerns foreign appearance or accent. A report on women of non-English speaking backgrounds (NESB) identified that employers often prejudged NESB women and made assumptions about their abilities.^{xix} An academic study by Colic-Peisker and Tilbury found that 'immigrant groups from Africa and the Middle East are considerably more visible in terms of skin colour, dress, accent and so on,'^{xx} and seem to suffer more disadvantage as a result of the extent and type of their 'visibility'.^{xxi}

Major factors identified as contributing to such discriminatory attitudes are negative ideas of refugees and Islam, as purported by representations of these groups in the mainstream media,^{xxii} as well as the attitude of the previous Australian Government. A report by the Human Rights and Equal Opportunity Commission (HREOC) found that 'the Australian media overwhelmingly portrayed Muslims in a negative light'.^{xxiii}

Here it is likely that migrant women who follow the Islamic faith face an additional barrier if they wear the headscarf, hijab or burqa.^{xxiv} As the wearing of the headscarf, hijab or burqa is a visible indicator that a woman follows Islam, some women feel that they have been discriminated against in the recruitment process because of their religious attire. Indeed, a report documenting the job-seeking experiences of culturally and linguistically diverse women noted that 'members of some communities who are visibly "Muslim" or "Arab" may be unsuccessful in securing a job ... because of their looks'.^{xxv}

In these cases, while not explicit, informal discrimination was the likely reason why these women were not successful in seeking work, which demonstrates that discrimination can occur in response to the wearing of the headscarf, hijab or burqa.

Reports of discrimination have been made by women, stating that they felt they were not employed because they wore the hijab or headscarf.^{xxvi} In one case, two women applied for a job. The first had a significantly greater amount of experience than the second but she wore a hijab. The latter was successful in obtaining the job.^{xxvii} Another case featured two unskilled women applying for an unskilled job. One wore a hijab, one did not. The woman who did not wear the hijab got the job.^{xxviii}

Recommendation :

- Greater efforts must be made to counter discriminatory attitudes perpetuated within the workplace and the media.



2.3 English Proficiency

In Australia, well developed English language skills are often a precondition to accessing employment.^{xxix} In addition, the acquisition of English language skills is necessary to enable refugees to participate fully in their new society.^{xxx} However, women who enter Australia under the humanitarian program are less likely to speak English than migrants who enter under non-humanitarian streams^{xxxi} : approximately 75% of the humanitarian migrant women who entered Australia between 1998 and 2008 did not speak English.

For some, a lack of confidence in their English skills prevents women from seeking employment in the belief that they do not have the necessary abilities to undertake work. For others, it means that they are not successful in their jobseeking attempts. Either way, a lack of adequate English skills impedes women's access to employment.

They are also at an educational disadvantage, having received fewer years of education than migrants who enter under non-humanitarian streams and fewer years of education than their male counterparts in the humanitarian stream.^{xxxii} It is therefore likely that they experience more difficulty learning English through the Adult Migrant English Program (AMEP) and have more trouble participating in other educational courses.

AMEP is the first point where humanitarian migrant women begin or continue learning English in Australia. It generally offers 510 hours of English classes to migrants who enter Australia as a part of the humanitarian scheme.^{xxxiii} However, the AMEP does not always meet the English language needs of migrants. According to the former Labor Immigration spokesperson Tony Burke (now Minister for Agriculture, Fisheries and Forestry), 90% of AMEP students complete the program without acquiring 'functional English'.^{xxxiv} As such, even upon completion of the AMEP, refugees may find they do not possess the English skills necessary to gain employment.

Recommendation :

- Current allocation of a standard 510 hours of English language classes under the AMEP program be reviewed.



2.4 Familial roles and responsibilities

According to social researchers, Ho and Alcorso, the labour force participation of migrant women can often 'be explained by the employment preferences and the activities of their male partners'^{xxxv}. Cases have been reported in which male partners have discouraged women from accepting work they have been offered^{xxxvi} and have discouraged women from seeking work as they believed a working partner would threaten their hold on power within the family.^{xxxvii} The men are afraid of losing their superior role in the family.^{xxxviii} Some women may consequently avoid participating in the labour force, either as a result of pressure from their partner or because they wish to avert conflict within the family.^{xxxix}

It is not unusual for the gender roles of men and women prevalent in the migrant's countries of origin to carry over as part of the migration process and continue in Australia.^{xl} Although it should be noted that traditional gender roles from countries of origin do not necessarily have an impact on a woman's decision to enter the workforce or her quest for employment (indeed, some interviewees rejected this idea on the basis of their experiences and perceptions, emphasising the equal status of women and men in Australia^{xli}).

For some families, the experience of migration itself may lead to lower levels of employment and labour force participation. Ho and Alcorso note that 'upon arrival, men's employment generally assumes priority within migrant families, while women's primary responsibility is to facilitate the settlement of the family into a new environment'.^{xlii} This is supported by a recent report on Culturally and Linguistically Diverse (CALD) women in Victoria, which stated that, in the context of migration, 'women generally bear the responsibility for "setting up the house" and caring for family after arrival'.^{xliii} As such the act of migration itself often results in an escalation in women's roles as wives or mothers^{xliiv} to the extent that women's careers and employment status are often considered secondary to those of men.^{xliv}

Research also indicates that once this process designates women as household carers, they may remain in this position. Ho and Alcorso note that while 'migration to Australia is associated with an initial fall in the labour force participation rates of male and female primary applicants ... after 3½ years in the country, while employment rates for men had largely recovered, women's remained very low'.^{xlvi}

2.5 Childcare

As the statistics indicate, most women who enter Australia under the humanitarian program arrive as part of a family. For newly arrived humanitarian migrant families (as well as other types of families), women generally have the primary childcaring responsibilities.^{xlvii} This duty is compounded for humanitarian migrant women by a lack of extended family members who could normally assist with caring for children.^{xlviii} As such, the need to look after children often impinges upon women's lives and affects their ability to get paid jobs in a way that does not impact upon the employment capacities of fathers.^{xlix}

Consequently, access to appropriate childcare has a significant impact on women's ability to work.ⁱ The cost of childcare is a significant barrier to mothers' access to childcare and so to her ability to participate in the workforce.ⁱⁱ This is especially true for the typically larger families of recently arrived humanitarian migrants,ⁱⁱⁱ for whom childcare costs more because of the greater number of children. Many women therefore care for children themselves to avoid this cost, preventing them from seeking work in the process.



Programs do exist that help humanitarian migrant families meet the cost of childcare and many families use these to their advantage to aid their entry into the workforce. One example of this is Jobs, Education and Training (JET) Child Care. JET Child Care aims to assist people to enter the workforce by meeting the cost of childcare while the parent is undertaking activities such as looking for work, studying or working. Yet for some families, JET Child Care is not suitable as it is only available for one year and only for Centrelink approved activities. One interviewee noted that some humanitarian migrant women studying full-time are not eligible for JET Child Care because their chosen course is not Centrelink approved.^{liii}

In addition to cost, there are other reasons why humanitarian migrant women may not be a part of the labour force because of their child-minding responsibilities. Refugee families may be hesitant to leave their children with people whom they don't know or whose culture they are unfamiliar with,^{liv} meaning that some women are reluctant to use childcare services so that they can work. In addition, some mothers who care for school aged children find it difficult to find workplaces that are flexible in terms of accommodating school hours.^{lv}

Case Study

New Futures Training

Victorian Co-Operative On Children's Services For Ethnic Groups (VICSEG)

For over 25 years the Victorian Co-operative on Children's Services for Ethnic Groups (VICSEG) has supported refugee and migrant families with access to services for children.

In 2000 the community-based organisation began 'New Futures Training', a program that trains people, predominantly women, from culturally and linguistically diverse backgrounds to be certified childcare workers. When the program began in 2000 there were twelve students; in early 2008, there are 350.

The aim of 'New Futures Training' is two-pronged:

- to provide women from culturally and linguistically diverse backgrounds with training so that they can participate in the workforce, and
- to diversify the childcare sector so that it is better equipped to meet the needs of families from various backgrounds.

The main component of the program is training women for Certificate 3 in Childcare, but also involves pre-employment training that familiarises jobseekers with the Australian job market, mentoring from community members currently in the care sector and follow-up supervision in the workplace.

The program has been successful in increasing labour force participation and levels of employment for women.^{lvi}

Recommendation :

- Greater measures must be taken to increase women's access to appropriate childcare, as well as access to family flexible workplaces.



3. THE AUSTRALIAN LABOUR MARKET

Data relating to migrant communities, such as Department of Immigration and Citizenship's 'Community Information Summaries,' consistently indicates that humanitarian migrant women are significantly disadvantaged and experience particular difficulties entering into and participating in the Australian labour market.

According to the regular Australian Bureau of Statistics (ABS) publication *Labour Force Status and Other Characteristics of Recent Migrants*, the rate of labour market participation for all types of migrant men in the decade between 1997 and 2007 was 68%, whereas the labour market participation rate for all types of migrant women was only 52%.^{lvii}

Case Study

Given The Chance

Ecumenical Migration Centre

Given the Chance, run by the Ecumenical Migration Centre of the Brotherhood of St Laurence, is a program that links refugees with mentors from the business, community and government sectors.

Given the Chance recognises that refugees need to gain an understanding of the Australian labour market, Australia's work culture and business culture, build professional networks and develop work experience and a qualifications history in Australia.

Many refugees who have participated in the program have gained training and permanent employment that they were not able to gain access to through mainstream employment services.^{lviii}

3.1 Job Networks and Employment Services

For some humanitarian migrant women, the processes involved in gaining employment in Australia may differ significantly from those of refugees' home countries.^{lix} As new refugees are often part of small community groups, they often have little access to community resources and information which one may normally access when looking for work.^{lx} As a result, humanitarian migrant women rely on assistance from the government when seeking work.

The Department of Employment and Workplace Relations (DEWR) is the government department responsible for assisting humanitarian migrants' entry into the labour force and it achieves this by integrating refugees into mainstream employment seeking services, principally Job Network.^{lxi}

For some humanitarian migrant women trying to enter the labour market, however, Job Network does not provide satisfactory, effective or sufficiently targeted assistance.^{lxii} According to the Brotherhood of St Lawrence, 'Job Network providers do not have the appropriate experience to work with refugees. It was believed that they are not equipped to provide refugees with the particular assistance they require, including links to traineeships and other education and training opportunities'.^{lxiii} Similarly the service lacks cultural awareness,^{lxiv} and as such is not able 'to provide the necessary assistance required by people who have experienced disrupted education and employment'.^{lxv}



The *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants* by the then Department of Immigration and Indigenous Affairs (now DIAC), concluded that employment service providers supply 'little or no assistance to disadvantaged job seekers', instead 'concentrating their efforts on clients easier to place in employment'. A recent DEWR document suggests this may be due to providers being 'under financial pressure to focus on jobseekers who were more likely to obtain an employment outcome'^{lxvi}. In light of this, humanitarian migrant women may not receive the necessary support to overcome the aforementioned challenges due to discrimination based on appearance, English language abilities, childcaring responsibilities or knowledge of the labour market.

Recommendation :

- The structure and processes of employment services be reviewed to ensure they are more responsive to the particular needs of humanitarian migrant women.

3.2 Experience and Expectations

Some humanitarian migrant women find they do not have the necessary prerequisite of experience to successfully gain employment in Australia.^{lxvii} A common complaint is that workplaces usually require that jobseekers have had experience within Australia, and associated references, as a precondition to employment. As many humanitarian migrant women lack these, they can be denied employment as a result.^{lxviii} This means that those without Australian experience are often stuck in unemployment as they need Australian experience to get work, yet they cannot gain that experience in the first place.

Many culturally and linguistically diverse women also struggle with the Australian workplace structure and process of seeking employment. For instance, facing an interview panel or preparing a resume may be unfamiliar for humanitarian migrant women.^{lxix} One interviewee commented that the idea of 'selling oneself' or 'talking oneself up' at an interview felt completely foreign and unnatural as it was contrary to the culture in her home country.^{lxx}

Recommendation :

- The expansion of current services to increase migrants' understanding and knowledge of the Australian labour market.



RECOMMENDATIONS

The resettlement program in Australia, including its employment component, is one of the better resettlement programs by international standards.^{lxxi} As it stands, however, the program does not adequately address the varying employment needs of refugees within Australia. Current services need to be made more effective and flexible so that they are able to meet the needs of humanitarian migrant women specifically as well as those of all refugees and migrants in general. Of utmost importance is that migrants fully participate in the review process in order to identify and address problematic issues and ensure that the needs of migrants will be met as a result.^{lxxii}

Key recommendations include:

1. The continuation and further establishment of programs to assist migrants experiencing difficulty in accessing employment. Possible models include 'Given the Chance' and VICSEG's 'New Futures Training'.
2. A review of possible ways businesses can be encouraged to employ migrant women, start new employment assistance programs and expand existing ones.^{lxxiii} A monitoring process should also be instituted to evaluate the success of these initiatives.
3. The expansion of current services to increase migrants' understanding and knowledge of the Australian labour market. This could involve information sessions on working in Australia, the jobseeking process in Australia, and resumé and interview preparation.^{lxxiv} In addition, these programs should be delivered by people who have a solid understanding of the varying cultures, backgrounds and circumstances of refugees.^{lxxv}
4. Provision of appropriate support to migrants once in the workforce, for example in the form of mentors.^{lxxvi} Assistance also needs to be available for workplaces that employ migrants.^{lxxvii}
5. A review of employment services to which humanitarian migrant women have access at the moment, especially Job Network, with the aim of providing services that offer more effective and specialised assistance to different migrant groups. This should include training service provider employees so that they are more adequately equipped to meet the specific and varying needs of migrants.^{lxxviii}
6. Greater encouragement of humanitarian migrant women to pursue training and employment in service areas — for example childcare, personal care, nursing or community services.^{lxxix} As well as enabling current services to strengthen their range of cultural and language specific services, this would better equip services to meet the needs of humanitarian migrant women and assist them to access employment.^{lxxx}
7. Increase assistance to community organisations that assist migrants, especially ethno-specific organisations and women's groups and improve the links between these community organisations, service providers and the government.^{lxxxi}
8. Development of cross-cultural educational and employer awareness campaigns, promoting diversity and countering negative stereotypes.^{lxxxii}
9. A review of the childcare services to which women have access, especially in relation to the cost of such services.^{lxxxiii}



- ⁱ Department of Immigration and Citizenship, *Top 20 Countries by Migration Stream for: Migration Stream: All Settlers, Ethnicity: All Settlers, State/Territory: Victoria, Sex: Female, Settlers Arriving from 1 Jan 1998 to 1 Jan 2008*, <<http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database/>> (accessed 19 April 2008).
- ⁱⁱ Department for Victorian Communities, Victorian Multicultural Commission, Success Works, *Victorian Government Policies Programs and Services for Migrant Women from Culturally and Linguistically Diverse Backgrounds: Discussion Paper*, <[http://www.voma.vic.gov.au/web17/voma/rwpgslib.nsf/549C66914048D264CA2569D600063620/6B14EBADE0286771CA2570C00011926D/\\$File/Achievements%20&%20Initiatives%20Discussion%20paper.pdf](http://www.voma.vic.gov.au/web17/voma/rwpgslib.nsf/549C66914048D264CA2569D600063620/6B14EBADE0286771CA2570C00011926D/$File/Achievements%20&%20Initiatives%20Discussion%20paper.pdf)>, June 2005, (accessed 12 March 2008), p. 3.
- ⁱⁱⁱ Department of Immigration and Citizenship, *Top 10 Countries of Birth for: Migration Stream: Humanitarian- Refugee; Humanitarian- Special Assistance; Humanitarian- Special Humanitarian Program; Onshore- Humanitarian, Ethnicity: All Settlers, State/Territory: Victoria, Sex: Female, Settlers Arriving from 1 Jan 2007 to 1 Jan 2008*, <<http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database/>> (accessed 19 April 2008).
- ^{iv} Department of Immigration and Citizenship, *Years of Education for: Migration Stream: Humanitarian- Refugee; Humanitarian- Special Assistance; Humanitarian- Special Humanitarian Program; Onshore- Humanitarian, Ethnicity: All Settlers, State/Territory: Victoria, Sex: Female, Settlers Arriving from 1 Jan 2007 to 1 Jan 2008*, <<http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database/>> (accessed 19 April 2008).
- ^v Department of Immigration and Citizenship, *Years of Education for: Migration Stream: Humanitarian- Refugee; Humanitarian- Special Assistance; Humanitarian- Special Humanitarian Program; Onshore- Humanitarian, Ethnicity: All Settlers, State/Territory: Victoria, Sex: Female, Settlers Arriving from 1 Jan 1998 to 1 Jan 2008*, <<http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database/>> (accessed 19 April 2008).
- ^{vi} Sheikh, Sainab, President of African Women Network, Somali Women Development Association, 1 May 2008.
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