

"LIFE IS NOT FILLED WITH COLOUR"

A study investigating the demand for a family support worker for the culturally and linguistically diverse community of the Gold Coast

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Table of Contents

Table of Contents	3
Acknowledgements.....	4
Executive Summary.....	5
1.0 Introduction.....	6
Structure of the Report	6
Background	6
Purpose of the needs assessment study	7
Scope of the needs assessment study	8
Demographics of the Gold Coast City	9
2.0 Literature Review	11
Introduction.....	11
Africans in Australia	13
Bosnians in Australia and the Gold Coast.....	15
Chinese in Australia	19
Filipinos in Australia	21
Japanese in Australia	23
Koreans in Australia.....	23
Muslims in Australia	24
Conclusion.....	26
3.0 Research Design.....	27
Interview Questions.....	28
4.0 Data Analysis.....	29
Thematic coding of issues.....	29
Table 1 - Results of thematic coding	30
Figure 1 - Results of thematic coding	31
Comments from interviews include:	31
SWOT Analysis.....	34
Table 2 – SWOT analysis of the Organisational environment	35
Table 3 - SWOT analysis of the Target Group	36
5.0 Discussion of Findings	37
Issues indicated	37
Employment of a Family Support Worker.....	44
Concerns raised	44
Comparison Analysis.....	45
Table 4 - Comparison analysis of issues	46
6.0 Conclusion.....	47
Recommendations	48
Areas for further Research.....	49
Bibliography	50
Attachment A - Funding Possibilities	56
Attachment B - Referral List of Identified Service Providers.....	59

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Executive Summary

This report investigates the need for a family support worker on the Gold Coast, along with the support needs of families from a female perspective. The aim is to document the literature surrounding this subject, and undertake interviews with members of the target groups in order to obtain a community snapshot whilst also providing comprehensive data on the subject, ensuring that a document with academic credence is created with the intention of assisting with future funding opportunities. During the course of this report interviews were also undertaken with service providers, both multicultural specific and mainstream, in order to further investigate the issues and help document referral pathways.

The research indicates that there are a number of issues for migrants, with the most commonly occurring relating to conflict and violence within family unit, educational needs, lack of support, differences between cultural norms, financial needs and problems with language.

This report concludes that the interviewees saw that there was a

need for a family support worker on the Gold Coast. Other needs discovered during the course of the study included the need for a relationships counsellor, community education sessions on settlement and legal issues and a worker to facilitate intergenerational social interaction. Linkages with mainstream organisations also need to be strengthened.

Recommendations include:

- That funding opportunities be examined in relation to employing a family support worker, with defined roles and responsibilities;
- That consideration be given, in the future to employing relationship counsellors and a worker to promote social networking;
- Examination into the education of the community and general service providers on issues relating to the multicultural community and settlement needs;
- The possibility of establishing a settlement kit for migrants;
- In the interim a volunteer support service, if practical, is established.

1.0 Introduction

Structure of the Report

This report is comprised of five sections:

- the first section introduces the rationale for and scope of this study and includes background information and demographics;
- the second section discusses the literature reviewed, artefacts examined and 2001 census data;
- the third section outlines the research design;
- the fourth section analyses the data collected;
- the fifth section discusses findings;
- the sixth draws conclusions, makes recommendations and suggests avenues for further research.

Background

Since the late 1990's, service providers and community groups connected with the culturally diverse sector have been aware of and documented a range of issues and concerns that culturally and linguistically diverse (CALD) families face. These include: challenges with language; differences in parenting expectations; issues with settlement processes; lack of extended family support; intergenerational and intercultural conflict; problems accessing information about services and problems accessing residential care for older family members (Gold Coast City Council, 2003b; Gold Coast City Council, 2005).

The Multicultural Support Network Gold Coast (MSNGC) consisting of three established culturally diverse community services and organisations namely: Filipino-Australian Community Gold Coast Inc (Fil-Aust); Multicultural Communities Council Gold Coast Inc (MCCGC) and Multicultural Families Organisation Inc (MFO) was formed in 2004 to review the support needs of CALD families on the Gold Coast and

develop responses to those needs. As a result, the MSNGC applied to the Gambling Community Benefit Fund for a grant to employ a project officer with research skills, an individual who was not aligned to any organisation, community group or target audience, to conduct an academically credible needs assessment study. This study would be the first stage in a proposed three-stage project.

Purpose of the needs assessment study

This study will provide the opportunity for data to be collected, via an investigation of selected target groups, thereby determining their major and minor needs and extrapolating that data to the CALD community of the Gold Coast. It is the first step in determining possible strategies to assist service provision (Neuman, 2003). Therefore, the purpose of this needs assessment report is to:

- analyse and review the feasibility of employing a fulltime family support officer to work with CALD families who are experiencing societal issues;
- investigate the support needs of CALD families living on the Gold Coast;
- document the needs of CALD families from a primarily female perspective;
- document existing referral pathways and service providers for the CALD community and endeavour to provide linkages to mainstream communities and governmental agencies and bodies;
- provide credible data for funding and submission writing;

- make available credible data to community and governmental bodies to aid the development of new services;
- develop responses to expressed and felt needs;
- provide recommendations.

Please note that the abovementioned points are not listed by priority or order of implementation.

This study acknowledges that not all migrants access services for support and experience societal and settlement issues. However, the focus of this study is on the migrants who do experience family support issues, and therefore detailed documentation of these problems must be undertaken. It must be remembered that the people who took part in the interviews are commenting on their own experiences, and have been chosen as a result of utilising or providing support services. Therefore the subjective nature of this material must be taken into account.

Scope of the needs assessment study

The scope of this six month needs assessment is to:

- research the literature pertaining to the needs and challenges of defined target groups namely: African (predominately Somali and Sudanese), Bosnian, Chinese, Filipino, Japanese and Korean immigrants, along with the Islamic community;
- use semi structured interviews with female immigrants, service providers and community organisations to develop a snapshot of the Gold Coast community;
- conduct a literature review confining the sourcing of material to the Australian environment, 1996-2005;
- undertake a SWOT analysis;
- investigate future funding opportunities.

Demographics

In the 2001 census the Australian population born overseas was recorded at 23.1% with Non-main English speaking countries registering 16.1%. 13.6% of the population born overseas described themselves as recently arrived. Between 1997 and 2001 531,000 people (3% of the population) had migrated to Australia (Trewin, 2004).

Demographics of the Gold Coast City

The Gold Coast City, only came of age in the mid 1970's and is now the sixth largest city in Australia. A city that spans across 1,451 square kilometres extending from the Logan River in the north to the New South Wales border in the south and inland to the Numinbah Valley (Gold Coast City Council, 2003a). It is a city where the population nearly tripled during the period 1970 – 1991 when the resident population was documented at 295,000. Today, the current estimated residential population is 500,000 with a population forecast of 700,407 residents by the year 2021 (Planning Information and Forecasting Unit Department of Local Government and Planning, 2003).

These forecasting methods rely on trends and percentages for the population as one entity without allowances for diversity. Therefore, the demographics utilised in this report will rely on the 2001 census of the population, which listed the Gold Coast resident population at 392,963. Population born overseas was recorded at 99,889 (24.5%) with non-main English speaking

countries registering 35,759 (9.1%). It should be noted that 6.6% of the residents did not state their birthplace, and 1.6% stated that they are born overseas but did not specify where. 13.8% of all residents (56,307) stated that they spoke a language other than English at home (Gold Coast City Council, 2003a).

The diversity of the Gold Coast is highlighted by the following list of main community languages spoken: Arabic; Bosnian; Chinese (including Mandarin & Cantonese); Croatian; French; German; Greek; Hindi; Hungarian; Indonesian; Italian; Japanese; Khmer; Korean; Macedonian; Maltese; Netherlandic; Persian; Polish; Portuguese; Russian; Samoan; Serbian; Sinhalese; Slavic; Spanish; Tagalog; Tamil and Turkish (Gold Coast City Council, 2003a).

Unlike other Australian cities, the Gold Coast does not have cluster suburbs, perceived as identifying with a designated ethnic group. The Gold Coast settlement patterns result in the population spread of the Gold Coast according to ethnicity being diversified, with members being dispersed across the Region and often limited in numbers and this results in a lack of substantial

support networks. As a result, people, are becoming increasingly socially isolated and unable to access information, services or support.

2.0 Literature Review

Introduction

During the course of this needs assessment study it was necessary to consult pre-existing literature in order to obtain a wider, more comprehensive viewpoint of the target groups. In addition, this research enabled the interviewer to obtain a theoretical basis for interviews.

Data was collected on the cultural experiences of African, Bosnian, Chinese, Filipino, Japanese and Korean migrants along with those of the Muslim community. In order to ensure that the data gathered was relevant to this study, limits were placed on the research. Firstly, the data was confined to the Australian environment and experiences therein. Therefore, the data related to Australia as a whole, and may not be relevant to the Gold Coast experience and may not reflect the position and status of these target groups. Secondly, the data was contemporary and published within the last eight years (i.e. 1997 or later).

While undertaking this literature review it was discovered that a wealth of information was already in existence about the needs of the Bosnian community on the Gold Coast due to culturally specific studies and needs analyses having been conducted by service providers. As these reports contained information on issues experienced by this group, including exact quotes of experiences undergone, it was decided that the literature review would be the primary source of information, as in the researcher's view, no new information would be gained by conducting interviews with the Bosnian community at large.

On the other end of the spectrum, there is minimal information on the needs of the business migrants, and while information concerning other migrant groups, such as Filipino has been documented, this literature does not reflect the needs of the migrants on the Gold Coast. As Coughlan & McNamara (1997) remind us, migrants from the same country "are not homogeneous between or within birthplace groups.

[they] exhibit a wide diversity of socio-demographic and economic characteristics..." (p165).

Rice (1999) defines the four types of migrants as skilled or business, family reunion, refugee and special humanitarian programs. According to the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA), (unknown a), Fact Sheet on "Australia's Refugee and Humanitarian Program" the categories are defined as:

Refugee for people who are subject to persecution in their home country and who are in need of resettlement. ...

Special Humanitarian Program (SHP) for people outside their home country who are subject to substantial discrimination amounting to gross violation of human rights in their home country.

(p.1)

While there is a distinct difference between these two categories from migration purposes, functionally and in needs expressed they are similar and therefore will be examined as one category for the purposes of this literature review.

The migration of women as prospective spouses is, according to DIMIA, a form of family migration, as is migrating under the family reunion category. (Department of Immigration and Multicultural and Indigenous Affairs, unknown b). However, as it is anticipated that women migrating as spouses may have unique needs, it was decided to examine this form of entry separately. Generally, it must be noted that migrants who enter under the family reunion category are migrating here to re-join their family and therefore often have support structures in place, and as a result do not access these services as often.

Therefore, this literature review examines the following three types of migrants on the Gold Coast:

- Refugees/Humanitarian entrants;
- Business/economic migrants;
- Women who migrate as wives.

The needs of Muslims (especially women) are examined in a separate category as this target group spans many cultures. Therefore when migrating, they experience not only settlement issues associated with migration for their particular cultural group, but in addition, the unique

conditions imposed by their religious beliefs that may affect not only new migrants but also long-term residents of Australia, especially in today's political climate.

Africans in Australia

It must be noted at the outset that there is a scarcity of resources on this regional group, which may be partially caused by changes in recent settlement patterns. In 2002, the arrivals in Queensland from the whole of the African continent (excluding South Africa) were less than five hundred (500) people, with the Sudanese comprising of approximately one hundred and fifty (150) people (Research and Statistics Section Department of Immigration and Multicultural and Indigenous Affairs, 2005). According to DIMIA figures for 2003/2004 70.8% of humanitarian/refugee entrants were from Africa, with 52% being from Sudan (Department of Immigration and Multicultural and Indigenous Affairs, unknown a). Currently, A.C.C.E.S Services Inc. (a not for profit service provider in Logan, funded to provide immigration support to humanitarian/refugee entrants) is supporting three hundred and fifty

two (352) African refugees from eight (8) countries namely: Burundi; Congo; Eritrea; Ethiopia; Liberia; Rwanda; Sierra Leone and Sudan while MFO on the Gold Coast is supporting two (2) African families.

Due to the relative newness of the arrivals, little literature has been published on their needs, and the majority available is published by government departments or organisations closely affiliated with the government. Selvamanickam, Zgryza & Gorman (2001), in their study into the mental health needs of young migrants, while concentrating mainly on young people, also obtained insights into the community as a whole as the young people's carers were also interviewed about their settlement needs and issues. From information obtained in this study it appears that one common problem is related to lack of choice about their migration situation with statements made by interviewees containing phrases such as "*The reason why I chose Australia was not my choice. The United National High Commission for Refugees recommended me to come to Australia so I accepted the offer...*" Sudanese male, 24 " (Selvamanickam, Zgryza & Gorman,

2001, p. 40), "*I do not have a choice. I am just told what to do, which place to go and what time to come*" Somali female, 22" (Selvamanickam, Zgryza & Gorman, 2001, p. 52).

This study also indicated that there were issues arising from conflicts between traditional African cultures and lifestyle and the new Australian one.

I eat Somali food, dress Somali clothes and speak Somali language. I am proud of my culture. I value everything in my culture. The ladies have to be virgin before marriage - it is the one thing I value most about my culture. It is difficult for me to eat in restaurants. Meat is not halal. I cannot get my traditional clothes, I cannot get camel milk... Somali sister. (Selvamanickam, Zgryza & Gorman, 2001, p. 63)

This intercultural conflict has also led to tensions between family members, with males feeling devalued leading to intergenerational and gendered conflict occurring.

What I value most about my culture is to be together with the community as one family and family support. The most difficult to practice here is to get a job. I have been working in Sudan all my life and now I am without a job. I lost respect from my own children. Even my wife does not respect me like before Sudanese father. (Selvamanickam, Zgryza & Gorman, 2001, p. 66)

I cannot say that because everything is different between the way we practise our way of life. Issue in visiting each other, attending the African seasonal dance, the man role is very different in Sudanese culture but here it is totally different in Australia Sudanese mother. (Selvamanickam, Zgryza & Gorman, 2001, p. 64)

I do not feel successful in practising the Australian way of life because my interaction with it is hampered by tradition. Because as parents become older they become more traditional, which is

very annoying. I like the liberal attitude to family structure and gender roles
Sudanese female, 20.
(Selvamanickam, Zgryza & Gorman, 2001, p. 44)

There is also a gap between expectations and reality, with some refugees believing that more should be done for them. *"There is someone from **** [service provider] who comes to me once a week just for one hour. I need more than one hours counselling but nobody asked how many hours I need counseling*
Somali female, 22" (Selvamanickam, Zgryza & Gorman, 2001, p. 52).

Of course, accommodation should be provided for them. Jobs should be provided for them if possible. Besides, newly arrived people need a lot of commitment. They need someone to talk/take them regularly at least twice a week. I think to minimise the problems, the organisation which deals or looks after new arrived should be very committed. Besides, Sudanese community should have at least two young men working for Immigrant Health

Centre or Refugee Association
Sudanese brother.
(Selvamanickam, Zgryza & Gorman, 2001, p. 71)

Bosnians in Australia and the Gold Coast

As mentioned earlier, the MCCGC, (formerly known as the Ethnic Communities Council Gold Coast) and MFO have already undertaken extensive work with the Bosnian community on the Gold Coast. This may be, in part, due to the fact that "98% of them were humanitarian entrants...According to the 1994-1995 DIMA statistics people from the Former Yugoslavia were the largest migrant group to enter Australia and settle at the Gold Coast on Humanitarian and Special Assistance classification" (Mulaimovic, 2001b, p. 10).

Due to the phrasing, census questions relating to country of origin, especially in relation to the Former Yugoslavia, there is an issue relating to how many Bosnians live on the Gold Coast. While the 1996 ABS Census stated 247 "Bosnians", live on the Gold Coast, in 2001 the Bosnian community estimated a population of around 1,500

(Mulaimovic, 2001b) and by 2005 this had increased to approximately 2,000.¹

The main reason for this disparity is a consequence of "the difficulties of separating the ethnicity from religion and because of the complicated territorial division of Bosnia-Herzegovina. People declare themselves differently on various occasions" (Mulaimovic, 2001b, p. 15). In other words, a person may be recorded by one department as "Bosnian" if "Place of Birth" is used to define ethnicity, however if that same person is given the opportunity to state their ethnicity the same person may define themselves as Serbian or Croatian, leading to conflicting reports and statistics. Mulaimovic (2001b) noted in that in the period to 1997-2000 DIMIA noted 106 arrivals from "Bosnia" while 165 identified as "Bosnian" according to language.

Another explanation for this inconsistency is due to population growth caused by second stage migration via interstate migration from Sydney, Melbourne or Adelaide as the immigrants preferred the

sense of community on the Gold Coast and the cost of housing as some migrants had worked in Western Europe and came to Australia with some monies.

Like the African community, issues have arisen due to lack of choice in migrating to Australia. While some members of the community "*are happy here, we saw how it looks in our country so we don't have any regrets like maybe other people do*" (Mulaimovic, 2003, p. 39), others feel that their migration to Australia was forced upon them, and as a result can be upset that this is not recognised, leading to feelings of isolation. "*Nobody can understand what we were and are going through, not even my sister that is here for 20 years...But she doesn't understand that she came freely, she choose to come to Australia, I didn't want to leave my home, I was forced, and I loved my life there*" (Mulaimovic, 2003, p. 39).

An additional factor, not experienced by other migrants, is that some Bosnian families had initially settled in other European countries after fleeing the Former Yugoslavia, and were forced to migrate to Australia after being denied permission to stay

¹ Statistics provided by service provider

there permanently. *"I did not want to come to Australia, I was living for nine years in Germany and I was sure that we'll stay there. I had a lot of family and friends there. It was shock to leave them all behind."* *"I didn't want to leave my home, I was forced, and I loved my life there"* (Mulaimovic, 2003, p. 39). This has, in effect lead to these groups being made into refugees twice resulting in additional settlement issues.

Colic-Peisker (2003a, 2003b) identified gaining employment, having a sense of identity and a feeling of community as important factors in successful settlement by Bosnians generally. However, it was also noted that the men tended to see gaining employment as having greater importance, while females tend to be more affected by loss of social networks (Colic-Peisker, 2000; Ethnic Communities Council Gold Coast Inc, 1997; Mulamovic, 2001a). This has been reinforced by statements made by members of the Gold Coast Bosnian community, *"I feel homesick, I miss my country and my friends, this is a totally different culture, I don't know if I will ever be able to adapt"* (Mulamovic, 2003, p. 26). *"It was a huge status drop, not only regarding the kind of work he*

was doing, but also the complete loss of social life we had before" (Mulamovic, 2003, p. 41-42).

A major issue with accessing employment has been English skills. *"I can contribute so much more but my English is still not good enough and I have problems with the recognition of qualifications"* (Mulaimovic, 2003, p.19). Many members of the Bosnian community have problems with English, and generally their English is poor, with 82% of new arrivals having little or no English (Mulaimovic, 2001a). In 2003, however, in a survey of the Bosnian community, only 32% of participants rated their English spoken skills as limited or poor, however 56% rated their written English as poor or limited, although 64% of the community stated that they use interpreters (Mulaimovic, 2003). This may be in part because the community has taken advantage of the English classes, as it was noted that around 60% of the population has taken advantage of the Adult Migrant English Program (AMEP). In 2001 only 6% had enrolled for further studies, however by 2003 this had increased substantially to approximately 26% (Ethnic Communities Council Gold

Coast, 1997; Mulamovic, 2001b; Mulamovic, 2003).

Depression has been recognised as a problem (Whimpey, Mohamed & Dinek, 2001), and so has the fact that the community has a tendency not to access the health services. Then again, this may be partially due to language difficulties and lack of cultural knowledge on behalf of the health care professionals (Ethnic Communities Council Gold Coast, 1997; Godinjak, 1999).

"What I really need is just to talk about what happened to me and to my family ... I always feel better after I see my psychiatrist. It would be better if the doctor could speak my language, I could be more open." (Mulaimovic, 2003, p. 42)

"You don't go to see the doctor everyday and you can somehow manage to pay for it, but if you cannot explain what is wrong with you and you don't understand what the doctor is saying you cannot get a proper treatment...I would use the children, if necessary, to go to the department of housing

or Centrelink but not to see a doctor. I don't want them to be concerned about my health and there are also some issues that I would not be comfortable to talk about in front of them."

(Mulaimovic, 2003, p. 50)

The Bosnian community, as a whole, is active in accessing support from both the non-governmental sector such as MFO (Mulaimovic, 2001; Mulaimovic, 2003) and government agencies such as Centrelink, which have contributed towards an observed reliance on Centrelink payments (Ethnic Communities Council Gold Coast Inc, 1997; Mulamovic, 2001a) *"I am not very happy because it is difficult to find a job, the rents are high and the Centrelink payments are low"* (Mulamovic, 2003, p. 31).

Another issue that has arisen relates to changes in traditional gender roles. Traditionally the Former Yugoslavia was very patriarchal with the males being the head of the household, and responsible for financial matters. *"Freedom. Women have more freedom here than in my country"* Former Yugoslav female, 23" (Selvamanickam, Zgryza &

Gorman, 2001, p. 44). However, a pattern has emerged that, possibly due to the fact that the women appear to be more adept at learning English than the men, many of these tasks are now being undertaken by the women (Mulamovic, 2003; Ristic, 2004). *"I think that our women made the transition to the life here easier; they don't have such problems with English as our men do"* (Mulaimovic, 2003, p. 44).

This has led, in some cases, to conflict in families between the genders due to their differing cultural norms. *"Male, Orthodox: 'Most of the disagreements about child rearing are the results of our migration to Australia. My wife likes too much Australian lifestyle. I want my children to have more respect for themselves and my culture'"* (Ristic, 2004, p. 39).

Chinese in Australia

The 2001 census statistics indicate that 4,142 Chinese (both Mandarin and Cantonese) speakers reside on the Gold Coast, with 35,779 in Queensland and 401,357 Australia wide (Gold Coast City Council, 2003a).

When investigating the Chinese community, it must be taken into consideration that people who identify as being Chinese do not arrive just from Mainland China, but from other countries and autonomous regions as well, such as Hong Kong, Macau, Malaysia, Singapore and Taiwan (Coughlan & McNamara, 1997). This will have an impact on their cultural traditions and wants and needs, and therefore cannot be automatically treated as one cultural group, that is, it cannot be assumed that Hong Kong Chinese will have the same needs as Malaysian Chinese. Conversely, there still a number of commonalities between these migrants due to their common heritage, and some these commonalities will be discussed below.

It has been noted that the Chinese tend to be economic migrants, but when they migrate to Australian they are hindered in their settlement process by: lack of English skills; poor health (due to stress and limited resources in a new environment); social isolation; lack of access to transport and sometimes discrimination (Yan, 2001).

Hsu-Hage et al. (2001) observed that the following issues hindered the ability to health care:

common pathways to care seeking, barriers to use of health care services, general health concerns, and perceptions about the validity [of] health information sources. Self care, over the counter medication, and 'wait and see' approaches were favoured for conditions considered not severe....concerns about the quality of care and qualifications of TCM practitioners. Language, transport and cost are some of the barriers that undermine health care service utilization. (Hsu-Hage et al., 2001, p. 38)

Also hindering access of health care services is the cultural practice of not asking for help (Martin, 1998). This may relate to the concept of face and in the health care field appears to be particularly prevalent in the field of mental health.

It has never occurred to me to use those facilities. Because back in Taiwan only people with broken families,

alcoholic father or were about to be forced into prostitution go to those services for help.

I didn't think that my problems were that serious. I just took the difficulties as they came and try to deal with the emotions myself ...

Chinese female, 17.

(Selvamanickam, Zgryza & Gorman, 2001, p.52)

Family is very important, and therefore so is respecting the family's wishes (Martin, 1998). This can lead to situations where the elderly family members being cared for at home longer, than their European and Anglo-Australian counterparts, and when they do have to enter residential aged care this decision regarding placement tends to be made by the family rather than the health care professionals such as doctors (Ryan, 2003).

This sense of familial responsibility has lead to concerns that women immigrants may become 'trapped' in a caregiver's role and fall into patterns that reinforce their 'Chineseness', especially when they have limited English skills and therefore may not be able to access

mainstream services and culture (Ryan, 2003).

Martin (1998) commented that miscommunication resulting from language norms and usage may arise due to the migrant's English skills appearing to be more comprehensive than what they actually are. A common miscommunication is the underlying meaning of what is meant when the term "Yes" is used. Unlike Anglo-Australians "Yes" does not necessarily signify agreement with the speaker, but is used more as a term of acceptance, closer to 'I hear what you are saying' (Martin, 1998). This lack of English ability also impacts on other sectors of family life such as child raising and parental concerns at not being able to understand education system, leading to lack of choice and inability to help their children with schooling choices and issues (Ryan, 2003).

Filipinos in Australia

The 2001 census statistics indicate that 1,331 Tagalog speakers reside on the Gold Coast, with 9,268 in Queensland and 78,878 Australia wide. However, 2,138 people stated their birthplace as the Philippines (Gold Coast City Council, 2003a). In

discussion with community leaders, it appears that this figure has increased since 2001 to approximately 3,000 in 2005.²

The migration of Filipinos, in general has a high female to male ratio. This is probably due to the high levels of immigrant women coming to Australia to marry Anglo-Australia men (Cunneen & Stubbs, 1997; Khoo, 2004; Marginson 2001).

Among the oversea-born of Filipino...ancestry, a low proportion of men had spouses of a different ancestry, but this was not true of women. Sixty-two per cent of Filipino women...had spouses of a different ancestry. Many Filipino women migrate to Australia to marry non-Filipino men. (Khoo, 2004, p. 39)

It must be noted in undertaking this literature review that not all generalisations about the Filipino community in Australia are applicable to the Gold Coast. For example, while a Melbourne study indicated

² Statistics provided by community organisation

that Filipino women generally speak English well and were fairly highly educated (Small et al, 1997), this does not seem to be universal. On the Gold Coast it has been noted that there is a large number accessing Centrelink payments (Ethnic Communities Council Gold Coast, 1997; Ildes, 2004).

A large percentage of the Filipino community has obtained Australia citizenship. This may be as a result of many immigrating as spouses, and gaining citizenship through marriage, or in order to facilitate immigration by family members from the Philippines to Australia (Coughlan & McNamara, 1997). In Filipino cross-cultural relationships/ marriages seventy - eighty percent (70-80%)³- of issues/conflict relate to finances and financial support.

Research has indicated that a major problem in the Filipino community relates to domestic violence (Cunneen & Stubbs, 1997; Sacora, 2002). As noted by Cunneen & Stubbs (1997) young Filipino women have a homicide rate higher than the national Australian average. Their death mainly occurs at the hands of

older, non-Filipino partners, with a history of domestic violence. Cunneen & Stubbs (1997) theorised that this may be, in part, due to two conflicting stereotypes: firstly that of Filipino women as submissive and sexy, and the second of being manipulative and using men. These wrongful stereotypes are also perpetuated by the media, which can continue to result in the publishing of preconceived notions, which in turn contribute to the problem (Saroca, 2002).

In the "Report of the Taskforce on Women and the Criminal Code" by the Qld. Office of Women's Policy (2000), an example was given of how a Filipino women's notion of face and cultural customs disadvantaged her in court.

culturally-based emotional response...meant that she smiled and even laughed. For her this was to overcome the sorrow, shame, and embarrassment she felt and to enable her to 'save face' in front of strangers...The courts ... interpreted her ... meaning that it was not a particularly traumatic experience for her and that she must have even

³ Statistics provided by interviewee

enjoyed it to some extent. (p. 263)

Japanese in Australia

The 2001 census statistics indicate that 3,177 Japanese speakers reside on the Gold Coast, with 7,574 in Queensland and 28,285 Australia wide (Gold Coast City Council, 2003a). The *Gold Coast Bulletin* on October 17th 2005 reported that the Japanese community on the Gold Coast comprises of approximately 5,600 people.⁴

There is minimal literature that is Japanese Gold Coast specific. It has been noted that, like the Filipino community, in general there is a high rate of Japanese females marrying non-Japanese males (Khoo, 2004; Sato, 2001). Unlike Filipinos, these marriages primarily result from meetings occurring in Australia, where the woman is on a holiday, work or student visa. Consequently, the women are aware of their partner's lifestyle and financial status before entering into a relationship.

Challenges that have been noted by Japanese migrants: include language

difficulties; lack of a support structure, such as established Japanese communities; inter-generation difficulties; cultural difficulties and lack of permanence, that is, they are not intending or wanting to migrate permanently to Australia (Sato, 2001).

Literature has been written on the experiences associated with education, especially that of women. (Ichimoto, 2004; Ingram, Kono, Sasaki, Tateyama, & O'Neill, 2004; Mackie, 2002). Also of note, is the challenges involved in setting up a Japanese-Australian community organisation, and the challenges involved in such a bicultural undertaking (Andreoni & Fujimori, 1998; Shiobara, 2004).

Koreans in Australia

The 2001 census statistics indicate that 1,168 Korean speakers reside on the Gold Coast, with 3,788 in Queensland and 39,529 Australia wide (Gold Coast City Council, 2003a).

There is little literature available about the Korean community, and what literature there is presents as being to be predominantly focused

⁴ Statistics confirmed by service provider

on the males either directly (Han, 1999; Han, 2001a; Han, 2001b) or by focusing on the issues affecting them (Birrell & Seol, 1998; Seol, 1999).

It has been noted by Khoo (2004) that this community does not tend to intermarry with other races. Choi (1997) notes that while Koreans in Australia are generally well educated, the newly arrived women immigrants generally have poorer English skills than the men. This is a concern as the women are more involved with child rearing & looking after health issues (Cunneen & Stubbs, 1997).

Park (2001), in a paper on "Child protection policy in Korea" presented at the *Australasian Conference on Child Abuse* stated that there was "evidence clearly showing that there is little awareness about child abuse and neglect issues in Korea" (p. 1). He suggested that views held in this area differ from those enshrined in Australian child protection policies.

It would appear that this community is insular and self-contained with little literature being produced about the impact of Korean migration on both Australian society and the Korean community itself.

From the literature, the main motivation of Koreans to migrate presents as either economic or in the short term for educational purposes (Choi, 1997) "Many run small businesses and a large proportion depend on tourism from Korea or on providing services to international students from Korea" (Seol, 1999, p. 23).

Muslims in Australia

As at the 2001 Census, two thousand one hundred and eighty nine (2,189) people on the Gold Coast identified as being Islamic (Gold Coast City Council, 2003a). According to the Islamic Centre of the Gold Coast, this number has increased since the 2001 Census with its members comprising of a variety of CALD backgrounds.

The most recent Australian Census in 2001 revealed a remarkable rate of growth in Australia's Muslim population. The Census listed 281 576 Australian Muslims, an increase of some 40 per cent in five years, while the Australian population as a whole only grew by 5.7 per cent in the same period.

And these figures may be very conservative. Some recent estimates suggest Australian Muslims now number more than 300 000.

Significantly, more than one-third of Australian Muslims are born in Australia. These second- and third-generation Australian Muslims are playing an important role in bringing newly arrived Muslims from diverse cultural, sect, national and linguistic backgrounds into the family of Islam in Australia.

Australia's Muslim community, drawn from more than 70 different countries, is a well-established and integral part of Australia's broader society. (Australian Government, 2005, *Islam in Australia*.)

When researching family support needs on this target group it was noted that the majority of the literature available falls into one of three categories and for the purpose of this study this creates difficulties in obtaining relevant literature.

The first category relates to the health sector and has been written by and for health care professionals and therefore is aimed at teaching religious norms that must be followed by health practitioners, especially in relation to pregnancy and prenatal care, and other emergency services personnel (Haffejee & Bendak, 1998, Queensland Health, unknown; Selvamanickam, Zgryza & Gorman, 2001; The Australasian Police Multicultural Advisory Bureau, 2003; Tsianakas & Liamputtong, 2001). The second main body of literature generally considers the concept of ethnicity first, and religion as adjunct to this, illustrated by the material written about the Bosnian or Somali communities (Ristic, 2004; Selvamanickam, Zgryza & Gorman, 2001). The final body of literature examines education, which it tends to focus on Universities, and also includes overseas students (Asmar, Proude & Inge, 2004).

In the latest studies Saniotis (2004) examines the problem unique to Muslims, that of the public perception of their religion being allied to terrorism, especially after the 2001 and 2002 bombings. He gives examples of Muslim women, in

the aftermath of these incidents when dressed in their traditional garments, being attacked, both verbally and physically, due to their identifiable nature. This reaction by sectors of general Australian community is creating an environment where the Islamic community is withdrawing into its own confines resulting in not only the isolation of the Islamic community as a whole but particularly the isolation of women.

Conclusion

During the course of this literature review, it was observed that people migrate to Australia for a number of reasons, which in turn influences their support needs once they arrive. While one factor appears to be consistently important, that is the need not to generalise all migrants by the needs of a few, commonalities do occur.

One overarching issue appears to be concerned with communication issues, especially relating to both overt and covert racism and discrimination due to lack of transferable skills and unfamiliarity with Australian customs and language.

In general, humanitarian migrants appear to present the most complex settlement issues and therefore need the greatest support. They may need intensive help with all aspects of the migration and settlement process, including counselling and language classes. Economic migrants, while generally able to communicate and earn a living, wish for support to ensure that their lives, and that of their families, are of the highest possible standard. Women who migrate as wives generally wish for support with issues relating to their children, or for help to leave a troubled marriage or partnership.

3.0 Research Design

Sixteen (16) semi-structured interviews were conducted with eighteen (18) individuals (14 females, 4 males) involving: seven (7) service providers; one (1) community organisation and five CALD individuals who identified as being Bosnian, Chinese, Filipino, Japanese and Somali. Interviewees represented three peak culturally diverse organisations, government and non-governmental providers and mainstream organisations associated with families and/or educational outcomes.

The reader must be aware and acknowledge that this needs assessment study is a societal snapshot viewed through the perceptions of service providers and individuals and therefore should be treated as such and not be considered to be in any way a comprehensive profile on the communities included in the target groups.

The study used qualitative data to analyse expressed and felt needs, via semi-structured interviews and indicative and comparative needs, via a literature review, census data,

information from service providers and observation. This triangulation of data coupled with peer reviewing to check: reactivity; researcher bias; and respondent bias legitimised findings and gave credence to information already held in an ad hoc manner (Berg, 2001).

The nature of the questions asked were general with specific questions being asked when the interviewees story was unfolding. The aim being to hear his or her viewpoint while acknowledging that each situation or story is unique. One factual case study was also included due to the difficulty of obtaining an interview. Informal discussions of a generalist nature also occurred with mainstream service providers, government bodies and informed individuals who had worked with the target group.

Interview Questions

A thematic framework underpinned the scope of the questions asked and was employed as a general point of reference, however the questions were personalised to suit the interviewee and their circumstances.

1. Have members of the community spoken to you about any family support issue/s? Yes/No
If yes what are their issue/s?
How have they overcome these problems?
2. To your knowledge, have they accessed any services to assist them with their issue/s?
3. What was the service provider's reaction?
4. What services are they currently accessing?
5. As a head of a community group/ as a service provider/ as a member of the community - What do you think are the family support issues that are facing women?
6. What do you think is the approximate percentage of females in your community experiencing family support issues?

4.0 Data Analysis

For the purpose of analysing data, this section is divided into four areas: thematic coding of issues; results of the thematic coding expressed by a table and figure format; interview comments and SWOT analysis.

Thematic coding of issues

The aim of this needs assessment study is to collect data and to analyse and identify occurring issues. Thematic coding was utilised to achieve this with the following issues being identified:

- Conflict in the family environment (spousal, intergenerational, inter gender);
- Violence in the family (intergenerational, spousal, elder, child abuse);
- Educational;
- Support;
- Cultural norms (including face);
- Financial (employment, reliance on benefits);
- Language;
- Health;
- Settlement (including immigration issues);
- Legal;

- Housing;
- Social isolation;
- Others (transport; gambling; alcohol; substance abuse, criminal activities; childcare).

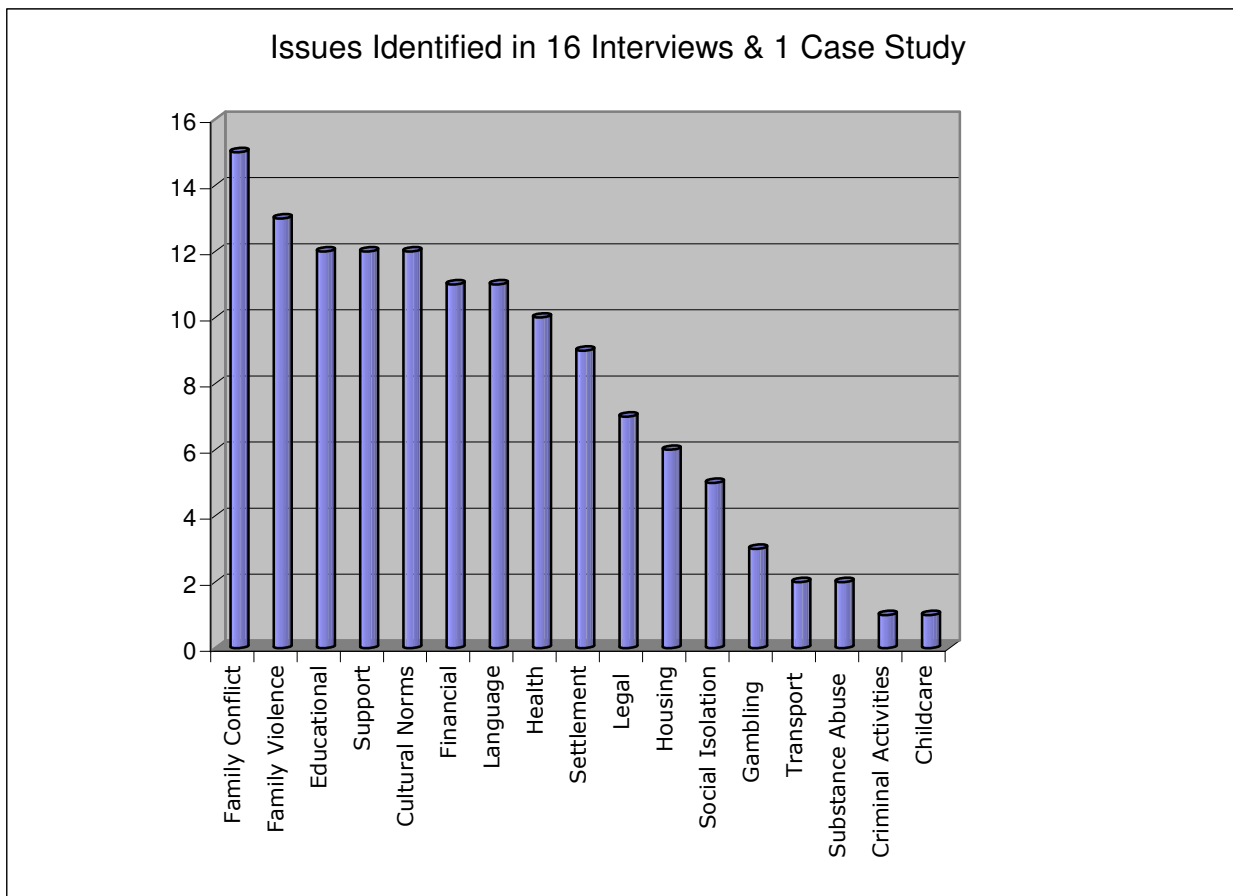
Results of the thematic coding

Each of the abovementioned issues was given a numerical value of one. Due to the content of the interviewees stories and their focus and to minimise skewing of data and bias once an issue was identified, coding still continued, however the issue was scored as occurring once only.

Table 1 - Results of thematic coding

Conflict in the family environment (spousal, intergenerational, inter gender)	15	88.23%
Violence in the family (intergenerational, spousal, elder, child abuse)	13	76.4%
Educational	12	70.58%
Support	12	70.58%
Cultural Norms (including face)	12	70.58%
Financial (employment, reliance on benefits)	11	64.70%
Language	11	64.70%
Health	10	58.82%
Settlement (including immigration issues)	9	52.94%
Legal	7	41.17%
Housing	6	32.39%
Social Isolation	5	29.41%
Gambling	3	17.64%
Transport	2	11.76%
Substance abuse	2	11.76%
Criminal Activities	1	5.88%
Childcare	1	5.88%

Figure 1 - Results of thematic coding



Comments from interviews

include:

- Conflict in the family environment (spousal, intergenerational, inter gender);

Don't feel safe

Parents expect children to obey their wishes and respect their values, children expect parents to butt out of their lifestyle

[Wife and mother will tolerate a difficult situation] to keep family together

There is an isolationist gap occurring between grandparents and grandchildren

- Violence in the family (intergenerational, spousal, elder, child abuse);

Don't feel safe

[The social worker] looks at more options than [domestic

violence workers] *and gives more practical support*
Chinese women see a refuge as a prison
Lawyer did not think. Put DV address on the document...Did not take situation seriously, make me feel awful.
Excellent social worker play an important role in helping women to solve the situation. Know how they can help us in the best way ... making more efficient ... that's how I feel.

- Educational;
They attended [service provider] to undertake training
Can't cope with studies
- Support;
Wants moral support outside the community
Social workers spend a lot of time listening to their stories and synthesising them
[Name of educational service provider] has an important role, but they cannot be everything to everyone
[Name of service provider] like a part of me
Social worker...have a warm heart, understand...really support us behind our

back...feel less frightened, finally will solve the problem
If social worker is cold as fish...more difficult...life is not filled with colour
 [a worker in the field is not seen as a counsellor] *but rather an individual who kept confidences*
 [Economic migrants are] *Very assertive to request help [due to services not being available in country of origin]*

- Cultural norms (including face);
The women may not feel valued
Different things are acceptable in different cultures
What will their parents think?
Wanted to hear that their beliefs are correct
 [Migrants believe that service organisations] *have power because we know people...*
People in power can do what they want
You are expected to be loyal to the family
 [Relationship failure when the partner is met overseas] *loss of face ...very embarrassing*
Worried about face...did not tell solicitor

- everything...caused me embarrassment in court*
Excellent social worker know cultural difference
Have to be strong....Positive
- Financial (employment, reliance on benefits);
Money is a huge issue
Need to earn money
Clientele wanting to work
 [Some migrants perceive that]
Every step in life the government should be there to support [therefore there is] A need for a reality check
 - Language;
Lack of interpreters...an interstate client who in the past when having massages has been able to use an interpreter
The first generation has limited English, second and third generations have grown up not speaking Chinese
 - Health;
I am exhausted
Comes too late [female client] what do I do? [Service providers comment on female health issues]
 - Settlement (including immigration issues);
Feel if life has stopped
It is about the past [thereby] reducing the choices that people make
Not a better life ... should've left me there
 - Legal;
Clients might listen...[they]want a certain outcome...and have a hard time accepting that [this may not happen]
 [Africans do not understand that] *they are not going in front of an elder... not a tribal situation*
By the time they have come to me the issues have already occurred ... too late.
 - Housing;
Renting expensive
Managed to find full time accommodation [Housing Queensland] due to her situation [violence]
 - Social isolation;
His house, his friends, his family
Its hard being away from the family, but used to it

Stuck at home...so boring...

- Others (transport; gambling; alcohol; substance abuse, criminal activities; childcare).
Gambling problem which is a new problem for the Bosnian community
Relationship and gambling counselling
Childcare not enough places available
I do not drive
Caused family friction...drugs

SWOT Analysis

Understanding the environment that a family support worker will operate in is essential when applying for funding and establishing the role of the worker in the organisation and in the community. A technique for doing this is a SWOT (strengths, weakness, opportunities and threats) analysis.

1. S.W.O.T ANALYSIS – ORGANISATIONAL ENVIRONMENT

The Evaluation and Review of the S.W.O.T Analysis

- Identify all the strengths that the organisation possesses in its internal environment.
- Identify all the weaknesses in the internal environment.
- Identify all the opportunities in the external environment that are facing the organisation.
- Identify all the threats in the external environment that are facing the organisation.

Table 2 – SWOT analysis of the Organisational environment

	Strengths	Weaknesses
Internal Environment	<ul style="list-style-type: none"> • Existing networks/contacts • Existing knowledge base • Established and has credence 	<ul style="list-style-type: none"> • Language difficulties • Reaching the target audience • Fluid target group • Insufficient funding received to meet needs • Insurance costs • Constantly adapting to cultural differences • Ongoing cross-cultural training (Agency as a whole including volunteers)
	Opportunities	Threats
External Environment	<ul style="list-style-type: none"> • Lack of competition • Strategic partnerships established • Identified need in community • Growing population • Support within the culturally diverse community • Support from culturally diverse service providers • Current Governmental multicultural policy 	<ul style="list-style-type: none"> • Change in organisational culture including strategic planning direction, policies and procedures by the power holders (Management Committee and senior staff) • Change in governmental policies • Lack of funding • Lack of coordination and cooperation with governmental bodies • Lack of understanding demonstrated by mainstream service providers • Lack of cross-cultural training

2. S.W.O.T ANALYSIS - TARGET GROUP

The Evaluation and Review of the S.W.O.T Analysis

- Identify all the strengths that the target group possesses in its internal environment.
- Identify all the weaknesses in the target group possesses in its internal environment.
- Identify all the opportunities in the external environment that are facing the target group.
- Identify all the threats in the external environment that are facing the target group.

Table 3 - SWOT analysis of the Target Group

	Strengths	Weaknesses
Internal Environment	<ul style="list-style-type: none"> • Empower people • Advert potential crisis situation 	<ul style="list-style-type: none"> • Language difficulties • Lack of knowledge about service providers especially mainstream • Accessing services
	Opportunities	Threats
External Environment	<ul style="list-style-type: none"> • Identified need in community • Growing population • Support within the culturally diverse community • Support from culturally diverse service providers • Current Governmental multicultural policy 	<ul style="list-style-type: none"> • Change in governmental policies • Lack of funding for services • Lack of understanding demonstrated by mainstream service providers • Lack of cross-cultural training

5.0 Discussion of Findings

An analysis of the data collected in the interviews and literature review revealed:

Issues indicated

- **Conflict in the family environment (spousal, intergenerational, inter gender)**

- The conflict was increased by changes to the status of its members.
- Women presented as being more aware of their rights; they found the dress standards less constricting, they had a better chance of employment and therefore became more empowered and powerful.
- The children presented as being more independent due to increased knowledge about their rights and Australian legislation, as well as greater proficiency in English, and this caused family friction.
- Men presented as being more insular, staying within their own cultural circle primarily due to language difficulties and health issues.

- The increasing emergence of single parent or no-parent families due to domestic violence, pressures involved in migration including adapting to a new country and lifestyle, and the disintegration of the family unit due to conflict in country of origin.
- The family unit only staying together while the children are still studying at school.
- Lack of affection in the relationship.
- Differing attitudes about the concept of family responsibilities This is primarily due to cultural and family expectations of assisting and maintaining the families in the country of origin, as family support is paramount.

- **Violence in the family**

(intergenerational, spousal, elder, child abuse)

- This issue is not openly discussed due to fear; shame, cultural norms and lack of trust however it was a common thread throughout the interviews.

- In Australia domestic violence is thought of in the terms of spousal with the husband as the perpetrator however due to changing dynamics resulting from immigration and pressure in the general community environment violence can be intergenerational, spousal, elder, child abuse.
 - People’s viewpoints on what constitutes abuse are changing.
 - Spousal abuse is a possible indicator of future homicide.
 - The Domestic Violence empowerment model is difficult framework for CALD women to understand and function in.
 - In some communities physical child abuse is present and is an accepted form of discipline.
- situation is due to an estimated sixty percent (60%)⁵ of the Filipinas on the Gold Coast coming from the provinces and having left school before Year 12 and having worked in either the domestic or hospitality industry. Concerns arise about overseas qualifications not being recognised in Australia, leading to lower status employment.
 - Lack of English language skills also presents barriers to upskilling.
 - A view developing by sectors of the CALD community that any training they undertake should be heavily subsidised or free even if they have funds to pay for some of it themselves.
 - Mainstream training on the whole does not cater for barriers that arise due to English literacy. Certificate based courses such as Certificate III in Aged Care, would be very popular if they were incorporated with a vocation ESL based course.
- **Educational**
 - Filipinas are experiencing self-esteem issues in areas relating to up skilling and upgrading of skills. The reasons cited for this occurrence is that participants “*can’t cope with the studies*”, need one-on-one and need for knowledge on study skills before undertaking study. It is probable that this

⁵ Statistics provided by interviewee

- **Support**

- Service provider's organisational culture is varied due to the worker/s of that organisation setting the work culture and this reflects in their willingness to help.
- A gap in service provision relating to one-on-one intensive assistance for long term residents.
- Refugees and Humanitarian entrants especially feel that they are not receiving enough support from services.
- Knowledge of services available in the community and linkages with these services are vital for service providers who assist the CALD community.

- **Cultural norms (including the concept of face)**

- Conservative and patriarchal attitudes are affecting cross-cultural relationships and marriages with resentment by the female in the relationship increasing with time.
- The development of "*frozen culture*" situation due to a need for self-protection.
- To preserve the cultural aspect of the family unit parents are

encouraging children to return to the family's birthplace when seeking a marriage partner and this is creating problems due to the short window of time from the initial meeting to a decision being made.

- Differences in cultural norms can lead to migrants being disadvantaged in legal situations, as their behaviour does not 'conform'.
- Cultural norms can prevent migrants from asking for help when it is needed in order to preserve face.
- Relationships that are formed on the Gold Coast with different cultural backgrounds may have parties who are concerned with differing family values, concepts and expectations.
- Relationships are difficult when both parties are not aware of each other's cultural traditions, for instance, Korean and Filipino cultures.
- Relationships between Japanese women and Anglo-Australian males usually develop when the woman meets her husband while she is in Australia on a visa or holidaying and therefore

knows what to expect regarding his lifestyle and their new life together.

- Due to 'face' it is easier to talk to a neutral party or someone who has does not belong to the same CALD group.
 - An obligation to hide one's emotional side by presenting oneself as being strong.
 - The concept of saving 'Face' prevents a true picture of an event emerging to the detriment of the client's circumstances.
 - Mainstream organisations think in an Anglo-Australian perspective without realizing the cultural background associated with the client. In some cases all the client/student *wanted to hear was that their beliefs are correct* even if those beliefs are contrary to practices in Australian society.
- **Financial (employment, reliance on benefits)**
 - Dependence on benefits which is in turn leading to an intergenerational dependence on Centrelink (which is seen as an entity/ benevolent provider).
- Because of language and education barriers when migrants are employed it may not be at the same status level/level of remuneration as in their country of origin leading to bitterness and depression.
 - A problem with recognition of overseas qualifications, leading to studies in Australia being undertaken in lower grades of hospitality and health care in order to find employment.
 - That people were not being properly reimbursed for work undertaken.
- **Language**
 - Newly arrived refugees from Africa face interpreting issues as there is a lack of interpreters who speak the language/dialects of these newly emerging communities.
 - Issues with interpreters in relation to ethics and not adhering to confidentiality.
 - Intergenerational communication issues due to children and grandchildren being taught to speak English only.
 - Family members, especially women, may be trapped in the

homemaker role due to lack of English skills.

- Issues with English literacy and comprehension, as while migrants have sufficient verbal English to survive, they do not have the skills with which to improve their position.

- **Health**

- Cultural resistance to counselling especially in the area of depression.
- Lack of medical practitioners who are culturally aware.
- Difficulties associated with finding doctors who speak the patient's own language.
- Difficulties associated with finding doctors who will use interpreters.
- The more financially comfortable students/migrants return to their country of origin to obtain health care.
- If counselling is accessed, there may be an issue with the availability and amount provided as part of settlement services.
- Korean community are not hesitant in accessing additional support services to assist children with learning difficulties while they are here

Australia as these services are not available in Korea.

- Caring for the elderly is seen in some cultures as a family responsibility that primarily lies with a daughter performing the role of the carer.
- Cultural misunderstandings occur in hospitals regarding the treatment of patients and their needs, as well as in the discharge process itself.

- **Settlement (including immigration issues)**

- Currency of information disseminated is vital to the settlement process. For example, migrants arriving under proposer/supporter entry rely on their family for currency of information (which may or may not be correct) compared to the IHSS supported arrival.
- Feelings of powerlessness due to lack of choice.
- In the newly emerging Somali and Burundi communities in the Brisbane and Logan area, a family unit may consist of six young people living in one house with the oldest

individual being a 17-19 year old boy.

- Migrants are hesitant about revealing their cultural background as they feel others stereotype them as a result.
- Concerns were raised regarding the high support needs of recently arrived humanitarian migrants and how these needs and issues can be attended to in the limited time allocated by the funding bodies.

- **Legal**

- Lack of knowledge about the Australian legal system, including the legal ramifications of court and protection orders.
- Cultural norms may affect behaviour in court settings, as what is culturally appropriate to the migrant is misunderstood in Australian settings.
- Concerns about people taking things literally, that is, lawyers give advice and depending upon the circumstances (whether Legal Aid or private) a follow up does not occur. Coupled with this, is a need for the lawyers to be flexible as

there is a tendency to explain legal aspects from a theoretical framework.

- While Domestic Violence workers endorse the legal system and the concept of Domestic Violence court orders, CALD women do not want contact with the courts.
- Asian women generally have no concept of the rules of evidence and providing facts.
- The African community in general is not aware of the legal ramifications once they have put legal processes in place and do not follow up or even turn up in Court/Mediation.
- In Real Estate and legal dealings CALD individuals have been exploited due to their vulnerable position, as practitioners in these fields have not always acted in an ethical and professional manner.

- **Housing**

- Difficulties working with private providers due to their organisational workplace practice ,especially real estate agents.

- There is also a perception that rents are high, especially when calculated as part of a Centrelink payment.
- Some refugees/humanitarian entrants have an expectation that housing should be provided for them.

- **Social isolation**

- The lack of extended family is impacting upon intergenerational understanding.
- There is also social isolation with women being 'trapped' at home with the children and therefore not able to socialise.
- A need for more intergenerational social activities where skills can be transferred, for instance knitting and craft activities.
- Even if the information is disseminated to culturally diverse organisations it is dependent upon the membership makeup of these organisations whether or not the information will reach out to the designated community.

- **Others (transport; gambling; alcohol; substance abuse, criminal activities; childcare)**

- Lack of childcare places for children under fifteen months old.
- Lack of child care places in services that embrace and practice cultural diversity.
- Lack of child care places in services that that embrace and practice cultural diversity and access child care supplementary support services such as the Cross Cultural Child Care Unit.
- Loss of a sense of belonging and a breakdown of communication within the family unit can lead to youth becoming adrift from their culture and joining gangs.

- **General note**

Reporting parameters associated with funding requirements and outcomes have restricted service provider's ability to document issues that fall outside their guidelines or categories.

Employment of a Family Support

Worker

- When describing the next stage of this project, that is, to gain funding to employ a worker the term *family support worker* was coined as the interviewees considered it to be more attractive to the client base, rather than the term psychologist /counsellor /social worker. *Like someone who is going to connect with someone.*
- The Immigrant Women's Support Service from Brisbane, when asked by the Gold Coast Institute of TAFE to speak on domestic violence, illustrated the need for a neutral family support worker who has experience in the domestic violence arena.
- Need for a neutral family support worker who can take an informal approach. Someone who is flexible and attend community events so that they can win the trust of the community and be adaptable *give significant [attention to] what is significant to them.* The worker must be a person that *we can attach ourselves to,* to build networks and pursue group activities.
- The employment of a family support worker would be beneficial to the service's clients, especially in the area of developing a network of culturally sensitive services. Also the worker would need *empathy and understanding to really understand them.*
- The family support worker could provide activities for social interaction *Everyone would like to come...Fun...the mother's group...people are bored.*
- A support officer from mainstream service provider indicated that his/her role could offer more support if a designated family support officer existed.

Concerns raised

- A family support worker coming from outside the targeted community and therefore not belonging to that particular community could be at a disadvantage as there is no inherent trust. *Trust needs to be established [they need to know] how you will use the information.*

- How the role of the family support worker is publicised because it is not a given that the people in need belong to a culturally diverse group. Therefore mainstream avenues for information dissemination need to be used (eg: Queensland Health, Centrelink).
- A service provider when asked to comment if their clientele warranted a family support worker, stated *could not see it being done by one person effective as the worker would need to be multilingual...maybe 3 to 4 people* [should be employed] The rationale behind this was that the position could be too narrow and too restrictive due to the number of different languages needed.
- A service provider voiced concerns that clients could become reliant on a person and *this can be either positive or negative*. It would be time intensive to build confidence with dealings and relationships with this particular client group.

Comparison Analysis

A comparison analysis comparing the data collected for this study with data collected and presented in the "Needs Assessment Report of Culturally Diverse Organisations of the Gold Coast Draft Work in Progress May 2003". This study documented the issues affecting the culturally diverse community with the information being gathered from five service providers and thirty-five community organisations/groups. For this comparison the researchers were only able to flag when an issue was documented not how many times it was recorded.

It is interesting to note the changes that have occurred in community perceptions over the past two years, namely family violence has not been mentioned by service providers, neither were legal, gambling, substance abuse, criminal activities and childcare issues, whereas the community did not mention legal and gambling issues (see table 4 p. 58). These omissions could be due to research design as this study relied upon a survey containing open and closed questions.

Table 4 - Comparison analysis of issues

Issues identified in 2005 Needs Assessment Study	Comparison to 2003 Needs Assessment Study issues listed by Service Providers	Comparison to 2003 Needs Assessment Study issues listed by the Community
Family Conflict	Generational and parent issues	Lack of family support, leaving home early
Family Violence		Anger, aggression
Educational	Recognition of qualifications	Recognition of overseas skills
Support	More services	More services
Cultural Norms	Isolation	Loss of cultural identity, Cross-cultural awareness
Financial	Employment	Employment
Language	English literacy, isolation	Language barriers, isolation
Health	Health	Health
Settlement	Lack of belonging	Homesickness
Legal		
Housing	Lack of understanding about the housing market	
Social Isolation	Social networks, social isolation	Social isolation
Gambling		
Transport	Transport costs	Transport
Substance Abuse		Substance abuse
Criminal Activities		Crime
Childcare		

6.0 Conclusion

The issues and concerns identified in this needs assessment study report will provide valuable information for the service providers and the community in general in their effort to obtain funding for the CALD community. Based on the findings there are a number of conclusions that can be drawn.

- The interviewees perceive the primary duties of the family support worker to include preparing synopsis, overviews and case notes for relevant bodies; fulfilling a counselling role (generic term), supporting and assisting with access to mainstream service providers.
- That there is a need for a relationship counsellor who can provide one-on-one intensive assistance for long term residents.
- That there is a need for community education about legal processes and their legal ramification, along with a generalist overview on Australian law and governance.
- A need for a buddy system approach to be implemented into settlement practices.
- A need to conduct social/craft activities that are intergenerational.
- Linkages with mainstream organisations need to be examined and strengthened.
- There is a need to examine how information is disseminated in the CALD community.

Recommendations

Based on the findings, which take into consideration the aims and focus of this needs assessment study, and in order for the CALD community of the Gold Coast to live in a more harmonious lifestyle and manner which reflects the principles of social justice the following recommendations are made (in no order of priority) and need to be addressed:

1. Formulate what the roles and responsibilities of a family support worker will be;
2. That funding be sought to employ a family support worker who will focus on family conflict resolution and domestic violence;
3. That in the future consideration be given to employing a relationship counsellor who can provide one-on-one intensive assistance for long term residents;
4. That funding be sought to employ a worker who will focus on facilitating social intergenerational and group activities utilising existing networks, organisations and programs;
5. A community education workshop/s about legal processes and their ramifications, along with a generalist overview on Australian law and governance be conducted in a non-threatening culturally appropriate manner by legal practitioners such as Legal Aid or by sympathetic private practitioners;
6. The establishment of an intermediate source/service provided by volunteers with knowledge in the areas of social and emotional support to advise individuals, if the appropriate insurance coverage and legal protection can be arranged, until a family support worker can be appointed;
7. Cross-cultural training be undertaken with private providers;
8. The establishment and promotion of a settlement kit that includes the most requested forms by migrants, eg: for Centerlink, DIMIA etc;
9. To present these findings to the Multicultural Reference Group;
10. To present these findings to the Multicultural Reference Services Network.

Areas for further Research

Arising from the findings the following suggestions for further research of the target group be undertaken in the area of:

- Family conflict;
- Domestic Violence.

Gold Coast specific research of a generalist nature into the development of a community profile (focusing on the family unit) on the:

- African Community;
- Islamic Community;
- Japanese Community;
- Korean Community.

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Appendix

Attachment A - Funding Possibilities

QLD GOVERNMENT GRANTS

<http://www.qld.gov.au/grants/>

Arts and Cultural Project Grants

To support excellence in the arts, economic development and innovation by providing one-off funding to individuals, collectives and not-for-profit organisations working in any art form. The program focuses on creative partnerships, excellence and innovation, and sustainability

Closing Date:

- 1 March 2005 -- Up to \$10,000
- 1 September 2005 -- Up to \$10,000
- 1 July 2005 -- Over \$10,000

Two grant rounds for amounts up to \$10,000

One grant round for amounts over \$10,000

Continuous Individual Professional Development funding - up to \$3,000 for individuals only

For general information please contact Arts Queensland on 07 3224 4896, or toll free on 1800 175 531. You can also email your request to info@arts.qld.gov.au

Download an application package at www.arts.qld.gov.au/resources.asp

Community Benefit Funds - Jupiters Casino Community Benefit Fund

To respond to client needs by allocating available resources in an equitable, transparent and simple manner to achieve maximum community benefit and value

Closing Date: Ongoing

Up to \$150,000

Applicants must complete the Application form provided at http://www.jccbf.org.au/guidelines_april_web.pdf

To assist you with your application please read the guidelines at http://www.jccbf.org.au/guidelines_april_web.pdf

Gambling Community Benefit Fund

To strengthen the capacity of not-for-profit organisations to provide community services and activities that benefit their local communities

Closing Date: 31 March, 30 June, 30 September, 31 December

Up to \$30,000

Applicants must complete the Funding Submission and Application form provided at <http://www.gcbf.qld.gov.au/grants-guide/index.shtml> or telephone the office to be sent an application package

Major Multicultural Projects - Community Relations/ Development

To support innovative strategic projects which will address an identified community need in a constructive, proactive way providing links to longer-term outcomes

Closing Date: 1ST June (opening) to 29th July or as advertised (yearly)

Up to \$30,000

Department of the Premier and Cabinet - Multicultural Affairs Queensland

Applicants must complete the Application Form provided at <http://www.premiers.qld.gov.au/multicultural/grants/map/>

To assist you with your application please read the guidelines at <http://www.premiers.qld.gov.au/multicultural/grants/map/>

Regional Arts Development Fund

To support local arts and culture in regional Queensland

Closing Date: Vary from council to council. Contact Andrew Trump Gold Coast City Council

Eligible: Professional artists, arts and cultural workers, community groups and individuals based in regional areas

FEDERAL GOVERNMENT GRANTS

Dept of Families and Community Services Local Answers

Local Answers helps strengthen disadvantaged communities by funding local, small-scale, time limited projects that help communities build skills and capacity to identify opportunities and take action for the benefit of their members.

Local Answers gives communities the power to develop their own solutions to

local problems and helps them help themselves. This approach is recognition that government alone cannot solve community issues and that communities themselves know what their local issues are, how these issues can best be addressed and who they need to work with to implement solutions.

Local Answers aims to:

- strengthen disadvantaged communities and give children a better start in life;
- build community capacity;
- work together in partnerships;
- encourage a preventative and early intervention approach;
- support people through life transitions;
- develop better integrated and coordinated services;
- use the evidence and look to the future; and
- make the investment count.

Funding under Local Answers will support projects that:

- build effective parenting and relationship skills;
- build opportunities and skills for economic self-reliance in families and communities;
- strengthen support to families and communities by delivering better services and addressing unmet needs through the building of partnerships between local services;
- assist young parents in particular to further their education or access to training and other services where they are seeking to make the transition to employment; and
- assist members of the community to get involved in community life through local volunteering or mentoring of young people or training to build community leadership and initiative.

In funding Local Answers, the Australian Government is continuing to listen to communities and to trust their judgment in proposing responses to local issues. The Government is firmly committed to working in partnership with communities in a flexible way, so that our children, families and communities will be supported in ways they need.

Next funding round February 2006

http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/sfsc-local_answers.htm

Attachment B - Referral List of Identified Service Providers

Name	Contact and details
ACCES Services Inc	(07) 3808 9299, Fax: (07) 3208 9319 mrc@accesservicesinc.org
Career Employment Australia	(07) 5526 2951, Fax: (07) 5591 6108 ceagc@ceagroup.com.au
Centacare	(07) 5527 7211, Fax: 5527 7454
Centrelink	13 1021 – appointments, 13 1202 – multilingual, 13 2850 – employment, 13 6150 - family http://www.centrelink.gov.au/
Citizen's Advice Bureau	(07) 5532 9611, Fax: (07) 5532 9125 cabclc@bigpond.com www.advicebureau.org.au
Queensland Community Housing Coalition	(07) 3844 9947, Fax: (07) 3844 3297 admin@qchc.asn.au http://www.qchc.asn.au/
Cross Cultural Child Care Unit	(07) 5527 8011, Fax:(07) 5527 8531 fax, mail@mccgc.com.au
Dental Clinic	1300 300 850 http://www.health.qld.gov.au/phs/ohu/
Department of families	131304, Fax: (07) 3404 3570 http://www.families.qld.gov.au/
Department of Housing, Queensland	(07) 5583 2200 clientservices@housing.qld.gov.au http://www.housing.qld.gov.au/
DIMIA	13 1881 www.immi.gov.au
Domestic Violence	Gold Coast Crisis: (07) 5532 9000, Fax: (07) 5571 1508 1800 811 811 24 hr
Education Queensland	General inquires: (07) 3237-0111 http://education.qld.gov.au/
Family and Pregnancy Support	(07) 5535 0444

Gold Coast Institute of TAFE – English Language Program	Southport campus: (07) 5581 8250, Coolangatta campus: (07) 5581 8116 General switch: (07) 5581 8300, Fax: (07) 5581 8333 http://www.goldcoast.tafe.qld.gov.au/courses/english/index.html
Gold Coast Women’s Health	(07) 5591 1872
Immigrant Women’s Support Service	Domestic Violence (07) 3846 3490, Fax: (07) 3844 8467 Sexual Assault (07) 3846 5400, Fax: (07) 3846 5619 mail@iwss.org.au http://www.iwss.org.au/
Legal Aid	1300 65 11 88, Fax: (07) 5591 3043 feedback@legalaids.qld.gov.au http://www.legalaids.qld.gov.au/gateway.asp
Multicultural Affairs Queensland	(07) 3224 5690, Fax: (07) 3224 5691 maq@premiers.qld.gov.au http://www.premiers.qld.gov.au/multicultural/
Multicultural Communities Council Gold Coast	(07) 5527 8011, Fax: (07) 5527 8531 mail@mccgc.com.au
Multicultural Families Organisation	(07) 5571 0381, Fax: (07) 5571 0334 mfamilies@mfo.org.au
QPASTT	(07) 3391 6677, Fax: (07) 3391 6388 admin@qpastt.org.au http://www.qpastt.org.au/home
Queensland Health	(07) 3234 0111 http://www.health.qld.gov.au/
Relationships Australia	Southport (07) 5591 4755, Mermaid Beach (07) 5575 6122 www.relationships.com.au
Residential Tenancies Authority	1300 366 311 http://www.rta.qld.gov.au/
Salvation Army	Southport (07) 5591 2729 Nerang (07) 5596 0764 Palm Beach/Elanora (07) 5598 2283, Fax: (07) 5534 1992 http://www.salvationarmy.com.au/national/

Silver Bridle Action Group/ Neighbourhood Centre	(07) 5597 5622
Smith Family	Coolangatta (07) 5536 6397, Gold Coast (07) 5564 7055 http://www.smithfamily.org.au/
South Brisbane Immigration and Community Legal Service Inc.	(07) 3846 3189, Fax: (07) 3844 3073 sbiclsadmin@pacific.net.au
St Vincent de Paul Society	Gold Coast Helpline: (07) 5594 7044 www.vinnies.org.au
Tenancy Advice & Advocacy Service	North (07) 5591 1102, Fax: 5591 8369 South (07) 5598 3230, Fax: 5525 6359
The Migrant Centre	(07) 5591 7261, Fax: (07) 5591 7262, migrantcentre@msn.com
Transcultural Mental Health	1800 188 189, (07) 3240 2833, Fax: (07) 3240 2282 http://www.health.qld.gov.au/pahospital/qtmhc/
Transinfo	131230 http://transinfo.qld.gov.au/
Translating and Interpreting Service (TIS)	13 1450, 1300 655 082
Volunteering Gold Coast	(07) 5591 8388, Fax: (07) 5532 7577
Welfare Rights Agency	1800 358 511
Womens Infolink	1800 177 577. (07) 3224 2211, Fax: 1800 000 658 infolink@dlgp.qld.gov.au , www.qldwoman.qld.gov.au/?id=23
Women's Health Queensland Wide	1800 017 676, (07) 3839 9988, Fax: (07) 3831 7214 www.womhealth.org.au/
Womens Legal Services	1800 677 278 www.wlsq.org.au/