

**Submission
No 44**

SKILL SHORTAGES IN NSW

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Community Relations Commission
For a multicultural NSW

**REGIONAL NSW SKILLED
WORKER SURVEY
REPORT**

Prepared for Commission Meeting - April 2013

Summary

This report provides an overview of issues and barriers identified in the Commission's Regional NSW Skilled Workers Survey. While the nature and severity of concerns raised varies, and not all people on skilled migrant visas are affected, findings suggest that some individuals and families require more support and information when attempting to settle in regional parts of NSW.

Although the survey sample is small, the issues raised reflect concerns that have come to the Commission through Regional Advisory Councils (RACs) and other Commission forums such as the NSW Government Immigration and Settlement Planning Committee, Settlement Services Coalition and community consultations, over time. They also reflect information provided to the Commission by Local Government, and workers and advocates who support people facing the challenges of settling in a new country. The views of support services are particularly important when the people affected are reluctant to speak out for fear of having their visa revoked. Though the fear may be unfounded, it demonstrates the degree of vulnerability temporary visa holders can carry, and the amount of misinformation sometimes conveyed.

To assist those who struggle to have their needs met, the Commission must remain connected to communities and networks. The Commission's RACs and community consultations continue to identify and monitor the challenges identified, and the Commission's capacity to advocate through the appropriate channels (ie Ministers/ Directors General) ensures matters are drawn to the attention of relevant decision makers.

As well as emphasising the predicaments of survey respondents, this report contains examples of the Commission's advocacy on many of the concerns raised. While government agency responses to Commission representations largely reiterate that visa applicants are responsible for understanding their rights and obligations in the Australian context, the Commission has identified some areas where support may not be sufficient. The areas warranting further investigation include a lack of access to clearly explained information, gaps in service delivery, and a greater degree of flexibility for some visa categories.

Areas for further action:

- Investigate the availability of employment opportunities in designated areas for visa categories 475, 487 and 489
- Investigate reducing course fees for migrant job seekers in areas where local job market demands are unmet by local residents
- Undertake representations to The Department of Immigration and Citizenship and Regional Development Australia to propose the development of a sponsored 'guarantor' scheme for skilled migrants without a rental history in Australia
- Research and advocate around domestic violence as a significant concern in the context of permanent and temporary migration
- Raise with the Department of Immigration and Citizenship, issues related to the non-communication of changes to visa requirements with affected visa holders

- Raise the specific issue of unaffordable household items at Regional Advisory Councils to determine whether schemes to provide necessary items exist.

Introduction

This report focuses on information provided through the Regional NSW Skilled Workers Survey developed by the Commission in November 2012. The survey was developed in response to concerns raised at RACs about the skilled migrant settlement process over an extended period of time, and aimed to help the Commission identify which visa holders appeared to be most affected, and in which parts of NSW.

Responses to the survey were provided primarily by holders of visa category 475 Skilled – Regional Sponsored (Provisional) (offshore) and visa category 487 Skilled – Regional Sponsored (Provisional) (onshore).

The Commission notes that 475 and 487 visas are no longer available and that all applicants for a skilled visa are now required to submit an Expression of Interest (EOI) through SkillSelect. SkillSelect offers a new Skilled Regional (Provisional) subclass 489 visa. This visa category is a relative sponsored visa valid for four years which requires holders to live and work in a specified regional area.

Methodology

The Regional NSW Skilled Workers Survey was conducted in November 2012.

Surveys were distributed through the Commission's ten Regional Advisory Councils (Albury, Central West, Griffith, Hornsby Central Coast, Hunter, Illawarra, Macarthur Liverpool, Nepean Blacktown, New England and Northern) and members were requested to circulate the document to skilled migrants experiencing difficulties in regional NSW when attempting to settle. A copy of the Survey is attached in the Appendices. It contains the respondents':

- Details of concern
- Visa category
- Regional area
- Suggested solutions

Survey responses are located in **Appendix A**.

The Commission also wrote to all local government areas covered by the RACs seeking input from the Council (as service provider) perspective. Detailed responses were received from Gosford City Council, Hornsby Shire Council and Liverpool Council.

Council responses are located in **Appendix B**.

On receipt of all responses, the Commission undertook an analysis of concerns. This report touches on key concerns raised, relevant action to date and areas the Commission may wish to further pursue.

Key Concerns

Survey respondents identified barriers to a variety of basic human services. Below is a list of key concerns raised:

Employment

- lack of job opportunities
- need for assistance and support in the job seeking process
- employer reluctance to utilise migrants
- non-recognition of overseas qualifications and wage exploitation
- shortage of local education/ training options should up-skilling be required
- substantial travel costs involved in accessing relevant courses in other areas.

Education

- limited information about local education opportunities
- course fees are too expensive
- financial support to retrain and gain professional qualifications is unavailable
- access to courses in regional areas is limited.

Health

- Medicare ineligibility, particularly for families with children.
- uncertainties about the medical system
- increased stress and domestic violence.

Housing

- difficulty securing affordable rental accommodation
- insufficient knowledge of tenants' rights and responsibilities
- unaffordable household items

Personal

- depression
- emotional and physical stress
- racism, insecurity
- domestic violence

- lack of understanding of Australian systems

Visa requirements

- satisfying English language requirements
- short term nature of some visas
- changes to visa requirements

Other

- difficulties with day to day activities such as banking and using public transport

Relevant Action

Below is a brief summary of recent action the Commission has undertaken in response to many of the concerns raised. Reference to a limited number of relevant initiatives undertaken by other agencies is also included.

Employment

The Australian Government works closely with state, territory and local governments and regional authorities to provide regional migration programs that support regional development and help supply the skill needs of regional employers.

Submission to consultation on Commonwealth funded employment services

The Commission recently submitted a response to the consultation on the Commonwealth funded employment services, Job Services Australia and Disability Management Service conducted through the Department of Education, Employment and Workplace Relations (DEEWR). The Commission made 17 specific recommendations to improve employment services for people from culturally and linguistically different communities, especially recently arrived migrants and refugees. The recommendations were developed to highlight and address concerns consistently raised by respondents to the Regional NSW Skilled Migrant Survey, other relevant Commission networks, and a recent literature review that focused on employment barriers experienced by both short term and longer term migrants.

Ministerial Roundtable on Workplace Diversity

The Commission is also working closely with the Minister for Citizenship and Communities on the NSW Roundtable on Workplace Diversity. The objective of the Roundtable is to identify opportunities for business and not-for-profit organisations to attract, retain and support culturally and linguistically diverse workforces that are representative of, and responsive to, the broader NSW community. Of specific note is the Roundtable's current focus on developing strategic opportunities for NSW to recognise overseas qualifications. This addresses a key issue raised by survey respondents.

Further Action

Although the Commission has responded to a significant number of employment barriers, further investigation into the availability of employment opportunities in designated areas for visa categories 475, 487 and 489 is required. The Department of Immigration and Citizenship does not currently permit these visa holders to move to other parts of NSW, but the Commission understands that job vacancies are rare in some designated areas.

The Department of Education, Employment and Workplace Relations and the Department of Education and Communities should also consider reducing course fees for migrant job seekers in areas where local job market demands are unmet by local residents.

Education

AGMET

The Commission is represented on the Director General of Education's Expert Advisory Group (AGMET) and has actively advocated for the retention of specialist equity positions in the regions, the better promotion of TAFEs community obligations, and community engagement to develop pathways between school, employment and higher education.

IELTS

The Commission has also recently written to the Minister for Immigration and Citizenship about the International English Language Testing Scheme (IELTS) continuing to be a barrier to skilled employment. The Commission has sought the Minister's responses to a number of specific concerns, including how DIAC decides on the IELTS levels required for particular occupations, unexplained reasons for compulsory triennial tests, inconsistencies in exemptions from the test, access and affordability of IELTS test and preparatory courses for new migrants and refugees residing in rural and regional areas. The Commission is awaiting the Minister's response.

Health

In December 2012, the Commission sought the advice of the Minister for Health on activities undertaken by the Department of Health to educate and raise the awareness of temporary migrants and their families about Medicare and private health insurance.

The Parliamentary Secretary for Health and Ageing responded, advising that temporary visa holders do not generally carry Medicare entitlements. However, Skilled Regional Sponsored (Provisional) visa holders, including sub class 475, are entitled in most cases, to free treatment as a public patient in a public hospital, Medicare benefits for out of hospital services and subsidized medicines through the Pharmaceutical Benefits Scheme. Information on entitlements under specific visas is provided to visa applicants in community languages by The Department of Immigration and Citizenship.

Temporary visa holders who are ineligible to access free and/or subsidized medical treatment in the Australian public health system are usually required to purchase health cover as a condition of their visa before arriving in Australia.

Housing

Housing issues continue to be raised at RACs regularly. The Central West RAC, in particular, actively engaged with local housing experts in 2012 to highlight concerns related to housing shortages in the area. The Commission acknowledges that unaffordable housing and insufficient housing stock impacts a broad range of people, but new migrants and refugee communities are particularly affected.

On two occasions the Commission has written to the Real Estate Institute of NSW requesting a meeting to discuss strategies to help dispel race and culturally-related myths and stereotypes. No response has been received to date.

NSW Fair Trading provides a range of translated information on this website in 28 community languages, including [renting laws](#) and a [new tenant checklist](#). These resources address concerns about insufficient information on tenant rights and responsibilities.

Further Action

Difficulties securing rental accommodation in the absence of a rental history remain a major concern for skilled workers. Given the extent of this issue, further action should include representations to The Department of Immigration and Citizenship and Regional Development Australia to propose the development of a sponsored 'guarantor' scheme for skilled migrants without a rental history in Australia.

Personal

Through its RACs and other community forums, the Commission facilitates links between local employment service providers, human service providers and other well-established non-government support networks. These interactions provide opportunities to discuss and respond to the often complex needs of newly arrived skilled migrants.

In its recent submission to the Department of Education, Employment and Workplace Relations (DEEWR), the Commission recommended that DEEWR investigate opportunities for employment service providers to work with other service providers to enhance the complementary provision of services supporting migrants, including vocational English language courses; counseling; housing, transport and childcare.

Further Action

In its investigation, the Commission would expect DEEWR to consider the availability of support for victims of domestic violence. Although the Commission is not in a position to influence the outcome of DEEWR's inquiry any further, further research and advocacy into domestic violence in the context of permanent and temporary migration is necessary.

Visa requirements

The Commission is aware that people applying for provisional or permanent visa through SkillSelect, are required to read, or have explained to them, the *'Life in Australia'* booklet, prior to signing the mandatory values statement at the start of the visa application process. *'Life in Australia'* is translated into 29 languages and contains a broad range of information about Australian society, including basic information on employment, housing, social security, medical costs, language classes and education.

Booklets explaining the specific details of each visa category under SkillSelect are also available on the DIAC website.

Further Action

Survey respondents expressed concern that they are not notified of changes to visa requirements as they occur. This causes confusion and uncertainty. To address the issue, The Department of Immigration and Citizenship should clarify the information dissemination process, outlining specific strategies to inform skilled migrants of changes to their visas within an acceptable timeframe.

Other

As previously mentioned, RACs and other Commission forums provide opportunities local employment service providers, human service providers and other well-established non-government support networks to discuss and respond to the needs of newly arrived skilled migrants. Many other local networks and interagencies also enable the exchange of information and the potential development of projects to address barriers to settlement.

Further action

The specific issue of unaffordable household items could be raised at RACs to garner whether schemes to provide necessary items exist, and if not, the Commission may determine to discuss these concerns with The Department of Immigration and Citizenship.

1. EMPLOYMENT			
DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Lack of job opportunities relevant to qualifications and experience • Lack of support finding employment in the local area • No assistance to search for jobs in regional areas • Employers appear reluctant to employ migrants and don't appear to trust immigrant skilled workers • Exploitation re wages • Lack of job opportunities – in particular land-based • Discovered overseas qualifications not recognised on arrival in Australia 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Sponsored visa holder allowed to find jobs in other areas and if opportunities do not exist in the sponsored area • Allow relocation to areas where job opportunities exist • Local government should work with companies seeking skilled workers • Improving networking between skilled workers and private and public sector organisations • Educate regional employers about skilled migrants • Improve job seeking supports • Separate agency for separate fields of employment
<ul style="list-style-type: none"> • Lack of job opportunities • Discrimination due to different culture. • No support or assistance while trying to find employment • Extra studies need to be undertaken to make qualifications eligible • Training/ tests are not available in regional areas • Substantial costs for travel to courses or tests with no 	475	MURRAY	<ul style="list-style-type: none"> • Service offering information and support

money, time away from family etc			
<ul style="list-style-type: none"> • Lack of support from job agencies and Centrelink • Limited employment opportunities 	475	RIVERINA	<ul style="list-style-type: none"> • Increase services to, and jobs for, new migrants
<ul style="list-style-type: none"> • Need to do extra studies to make qualifications eligible 	487	MURRAY	
<ul style="list-style-type: none"> • <i>Lack of opportunities in the local area</i> • <i>Under-estimation by employers on skills and experience of migrants</i> 	475	<i>Residing in Alice Springs</i>	<ul style="list-style-type: none"> • <i>Introduce skills based recruitment process</i>

2. EDUCATION

DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • TAFE and university fees expensive are expensive for temporary visa holders and their dependents • High cost to re-train and gain professional qualifications • Lack of information about local education • Non recognition of foreign qualifications by employers • Appear to have to pay extra \$ per hour on top of fees • Visa holders are charged international student fees if they undertake courses • People with overseas 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Visa holders should be recognised as local residents which will help achieve local tertiary qualifications • Make employers aware of skilled migrants' qualifications • Facility to move to the city to pursue education • Courses should be charged at the normal course rates • Financial support for studying at TAFE or university to help get the right job with tertiary qualifications

<p>qualifications have to undertake TAFE courses to become locally qualified are charged as international students</p> <ul style="list-style-type: none"> • Difficulty in pursuing higher education in regional areas • Unable to study in other institutions not in the area even when the course is not available locally • Lack of financial support to study at Uni or TAFE 			<ul style="list-style-type: none"> • Develop 'special' education programs for immigrants • Provide financial support for studying • Subsidise education costs
<ul style="list-style-type: none"> • Need to pay full fees which is very expensive • Travel to city to study is costly and is time spent away from family and causes instability while trying to settle 	475	MURRAY	<ul style="list-style-type: none"> • Assistance for recognition of overseas qualifications
<ul style="list-style-type: none"> • Limited areas of study • High cost of study 	475	RIVERINA	<ul style="list-style-type: none"> • Increase number of study subjects • Study costs to be applied same as permanent residents
<ul style="list-style-type: none"> • Have to pay full fees to study and fees are unaffordable without a job 	487	MURRAY	
<ul style="list-style-type: none"> • <i>Lack of information on local education</i> 	475	<i>Residing in Alice Springs</i>	

3. HEALTH

DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Difficult to make a life without Medicare support especially if a family with children • Lack of access to Medicare • Private health insurance too expensive (when not employed) • Lack of awareness of process if someone who has private health insurance falls ill • Large costs to families with children who are not eligible for Medicare 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Access to Medicare • Medicare entitlement should be made available • Develop an affordable scheme for migrant workers • Develop a temporary 'relief' scheme until permanent residency is obtained • Advice to newcomers about family health problems
<ul style="list-style-type: none"> • Increased health issues due to stress of not being able to find work, cost of living and no income • Private medical cover is expensive • Tests, scans etc are not affordable • Result in high stress and worry levels 	475	MURRAY	<ul style="list-style-type: none"> • Assistance until able to get a job
<ul style="list-style-type: none"> • Without Medicare it is very costly to get medical treatment 	475	RIVERINA	<ul style="list-style-type: none"> • Medicare should be made available to new migrants
<ul style="list-style-type: none"> • Can't afford to pay for medical care due to domestic violence situation 	487	MURRAY	<ul style="list-style-type: none"> • Access to support
<ul style="list-style-type: none"> • <i>Unaffordable cost of healthcare, even in</i> 	475	<i>Residing in Alice Springs</i>	<ul style="list-style-type: none"> • Access to Medicare

<p><i>government hospitals</i></p> <ul style="list-style-type: none"> • <i>Lack of information about health services</i> • <i>Lack of experience of skilled doctors</i> 			
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4. HOUSING

DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Difficult to secure rental accommodation in local areas • Difficult to secure rental accommodation through Real Estate Agents • Hard to secure first rental accommodation • High rental costs are difficult to pay without a job • Difficult to secure accommodation due to lack of local references and payslips • Insufficient safe and appropriately sized housing stock with affordable rent in local areas. • Difficult to secure renting without previous renting record and insufficient identification • Have to rely on good will of local people to provide references 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Education of Real Estate Agents • Rent subsidies should be given to new immigrants unemployed for more than six months • Develop relationship with specific Real Estate Agent in areas who will support new immigrants • Sponsored security for first rental properties • Local Government should support Rental Agencies • Provide reasonable size accommodation with affordable rent • References and assistance should be provided Government • Provide information on Real Estate laws regarding renting a house • Should be DIAC responsibility to instruct estate agents on newcomers
<ul style="list-style-type: none"> • Lack of information about safe housing • Lack of housing generally forces people to sign leases 	475	MURRAY	<ul style="list-style-type: none"> • Service offering information and support, with established connections in the local community

beyond their affordability to get out of paying hotel costs, leading to increased stress			
<ul style="list-style-type: none"> • Hard to get a house without a job at first 	475	RIVERINA	<ul style="list-style-type: none"> • Support to attain housing
<ul style="list-style-type: none"> • Local internet and phone network are not good in the area 	487	WAGGA WAGGA	
<ul style="list-style-type: none"> • Very limited affordable housing options 	487	MURRAY	
<ul style="list-style-type: none"> • <i>Unaffordable rental costs, furniture and household items</i> 	475	<i>Residing in Alice Springs</i>	<ul style="list-style-type: none"> • <i>Develop a Housing Policy for Australia</i>

5. PERSONAL

DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Depression due to not having a job • Travelling long distances or living separately from family – due to lack of local job opportunities • Emotional stress due to employers not recognising overseas qualifications • Emotional stress • Separation from family • Lack of understanding of Australian systems (e.g. internet facilities) 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Reduction in processing time for subsequent applicants • Provide more information about utility facilities

<ul style="list-style-type: none"> • Emotional stress • Instability • Insecurity • Depression • Mental health issues • Stress on family and relationships • Affects physical health 	475	MURRAY	<ul style="list-style-type: none"> • Information and support service
<ul style="list-style-type: none"> • Job related stress, as it is difficult to get a job in specific skilled areas 	475	RIVERINA	<ul style="list-style-type: none"> • Create more jobs in the sponsored areas
<ul style="list-style-type: none"> • Domestic violence, husband controls money and not entitled to government support 	487	MURRAY	
<ul style="list-style-type: none"> • <i>Racism in the local community</i> 	475	<i>Residing in Alice Springs</i>	

6. VISA REQUIREMENTS

DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Not able to complete English studies and difficulty in understanding the English language • Required English level could be hard to reach for some skilled migrants • Conditions required for visa extensions • Visa restrictions result in visa 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Facility to allow for English studies • Information service • More flexibility in employment requirements • Change visa conditions to include Medicare and education opportunities to encourage permanent regional settlement

holders not committing to long-term settlement in the regions			<ul style="list-style-type: none"> • More flexibility in visa conditions • Conditions should be relaxed for people with long term focus
<ul style="list-style-type: none"> • Difficult to obtain a job to meet visa requirements • No clear guidance available about visas • Unclear about requirements 	475	MURRAY	<ul style="list-style-type: none"> • Clearer guidelines and trained staff to give correct information
<ul style="list-style-type: none"> • Stress due to one year full time employment requirements of visa 	475	RIVERINA	<ul style="list-style-type: none"> • Flexibility in employment requirement
<ul style="list-style-type: none"> • Difficulty in obtaining clear information about personal visa requirements 	487	MURRAY	<ul style="list-style-type: none"> • Clearer information
<ul style="list-style-type: none"> • <i>Lack of information about updates and amendments to visa requirements</i> 	475	<i>Residing in Alice Springs</i>	

7. OTHER

DETAILS OF CONCERN(S)	VISA	AREA	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Difficulty in obtaining loans due to “temporary status” • Employers not responding to applicant’s applications submitted, although keeping on advertising same jobs • No access to AMEP courses although DIAC website appears to confirm eligibility 	475	WAGGA WAGGA	<ul style="list-style-type: none"> • Address ‘temporary status’ • Give incentives to regional employers for hiring immigrants • Educate companies about skilled migration system • Give 475 visa holders access to AMEP courses or clarify information in DIAC website

<ul style="list-style-type: none"> • Difficulty in getting a job even though qualified and suited, due to being temporary residents • No support from banks and other agencies • Expensive public transport in the area • Skills brought to Australia are not used 			<ul style="list-style-type: none"> • More opportunities should be given to contribute to Australian society from day one • A weekly bus pass for new immigrants should be introduced
<ul style="list-style-type: none"> • High levels of stress due to isolation, disconnection, lack of support, guidance and information • Difficulty in accessing services due to visa restrictions and no assistance offered • Only receive help if linked with Centrelink 	475	MURRAY	<ul style="list-style-type: none"> • A service to provide information and support to skilled migrants
<ul style="list-style-type: none"> • No medical support, feeling unsafe and trapped (in domestic violence situation) 	487	MURRAY	
<ul style="list-style-type: none"> • <i>Lack of support from Government to increase benefits for migrants under this visa</i> • <i>Lack of job opportunities</i> • <i>Concerns with health facilities and the cost for child care and education</i> 	475	<i>Residing in Alice Springs</i>	<ul style="list-style-type: none"> • <i>Develop reasonable payment scheme for child care and education</i> • <i>Provide Medicare</i>

1. EMPLOYMENT	
DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Coping with no experience in Australia • Language barrier • No opportunity to improve English • Feeling low • Women with kids is very hard to find part time job • Not many part time job available • Losing confidence • Need to mentally understand job seeking process • Lack of employment opportunities and options • Few job advertisements – often word of mouth • Need to travel to Sydney to find employment • Poor public transport (in regional centre) makes it difficult to access employment without a car 	<ul style="list-style-type: none"> • Government to provide incentive to encourage private company to employ new migrants • Private company get assistant from Centrelink to pay new migrants instead for new migrants to receive Centrelink payment • Employment overcome social isolation and improve skills and increase understanding Australia culture • Council actively deliver this program, liaison with private company and local business community • Increase opportunities for skill share in community hub/ centre • Invite employer from private company to speak to new migrants • Seeking an occupation as a step stone to improve language skill, specifically for short term employment then move up to gain a professional job • Emotional support for job seekers from government and employer • Employ a migrants' worker in job seeker organisation • Increase level of one on one support in job network • Service providers to find a professional job • Need for generation of employment opportunities and regional economic development • Need for agencies that support skilled migration to network with local business and industry organisations to gain access to word of mouth opportunities for their clients • Improved inter-city transport • Improved local public transport

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2. EDUCATION

DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Cost of living is a major concern while take a course <p>Liverpool Council</p> <ul style="list-style-type: none"> • Overseas qualifications not well recognised and this can be a costly and lengthy process • Lack of work experience 	<ul style="list-style-type: none"> • Wish to have on the job training to increase confidence gain local experience • Support for living from Centrelink while undertake study • Childcare assistance <ul style="list-style-type: none"> • Need to create alternative education pathways and opportunities to better support and assist skilled migrants to gain local work experience

3. HEALTH

DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Long waiting list for specialist appointment • Private insurance is very expensive • Public and private hospital system make very confusion • Private hospital no many different to public • Access to health care information and interpreters • Some concerns around impact of Australian diet over time 	<ul style="list-style-type: none"> • Provide education to use private and public health system, introduce how the system works

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4. HOUSING

DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Lots of competition to get rental accommodation • Need to pay 6 month bond • Lack of trust from Agent while applying rent • Have to stay in hotel • Lack of affordable, suitable housing • Lack of secure housing in the rental market 	<ul style="list-style-type: none"> • Provide temporary community housing • Allocate housing for crisis that new migrant can pay one quarter like others • Investment in community and social housing programs • Support and education programs for tenants via Fair Trading

5. PERSONAL

DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Struggle to understand phone conversation with electricity and phone company • Basic living skill – mostly communicate with company is done by phone • Good support provided for intensive language education and high school students • Need additional language tuition and support to transition into TAFE/ VET education opportunities • Access to opportunities for cultural expression and social interconnections 	<ul style="list-style-type: none"> • Wish to receive the information pack/ email link at the same time receive the visa application • Volunteering to get out in the community • Increased investment in language tuition and support to transition into TAFE/ VET • Funding for programs and facilities to support connection and cultural activities

6. VISA REQUIREMENTS

DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Partner visa – is a temporary visa that attract very high tuition fees 	

7. OTHER	
DETAILS OF CONCERN(S)	SUGGESTED SOLUTIONS
<ul style="list-style-type: none"> • Due to limited English proficiency and lack of sufficient translated information, many migrants have barriers to accessing services • Cultural transition that can lead to social isolation and add to the stress of the overall settlement experience • Intergenerational conflict • Spouses of killed migrants often isolated and unable to access essential community services due to visa restrictions 	

VISA INFORMATION**APPENDIX C****475 Visa**

Since 30 June 2012, new candidates for visas to Australia can no longer apply for the **Skilled – Regional Sponsored (Provisional) Visa (Subclass 475) (offshore)**.

People holding 475 provisional visas prior to 31 December 2012 are able to apply for a second provisional visa or add a family member to their application may be eligible to apply for the Skilled Regional (Provisional) subclass 489 visa. This visa is a relative sponsored visa valid for four years. Holders are required to live and work in a specified regional area.

People who are eligible to apply for this visa are:

- overseas students or former overseas students
- holders of a Skilled – Graduate visa (subclass 485) or a Skilled – Recognised Graduate visa (subclass 476)
- holders of a Trade Skills Training visa (subclass 471)
- holders of a Working Holiday visa (subclass 417)
- holders of an Occupational Trainee visa (subclass 442)
- existing holders of a provisional skilled visa who have abided by the conditions on their visa and who need further time to meet the residence and/or employment criteria to apply for a permanent visa.

This visa:

- allows holders to remain in Australia for up to three years and requires them to live and work in a Specified Regional Area in Australia
- allows accompanying secondary applicants to work and study, but only in a Specified Regional Area of Australia
- provides a pathway to permanent residence

487 Visa

Since 31 December 2012 new candidates for visas to Australia can no longer apply for the **Skilled – Regional Sponsored (Provisional) Visa (Subclass 487) (onshore)**.

People holding 487 provisional visas who wish to apply for a second provisional visa or add a family member to their application may also be eligible to apply for the Skilled Regional (Provisional) subclass 489 visa.

This visa is a three year provisional visa for skilled workers who are unable to meet the criteria for a Skilled - Independent visa. Visa holders will have the opportunity to apply for permanent residency after living for two years and working at least 12 months in a Specified Regional Area of

Australia.

This visa requires applicants to be either:

- nominated by a participating state or territory government agency, or
- sponsored by an eligible relative living in a designated area of Australia.

This visa uses a points test to select visa applicants with skills and attributes needed in the Australian labour market.

People who are eligible to apply for this visa:

- have the skills and qualifications that meet the Australian standard for an occupation on the Skilled Occupation List (SOL); and are outside Australia, or
- are a New Zealand citizen who holds a Special Category visa (subclass 444).

This visa:

- allows holders to remain in Australia for up to three years and requires them to live and work in a Specified Regional Area in Australia
- allows accompanying secondary applicants to work and study, but only in a Specified Regional Area of Australia
- provides a pathway to permanent residence.

SkillSelect

All applicants are now required to submit an Expression of Interest (EOI) through SkillSelect for a skilled visa. SkillSelect is an “expression of interest” process that is points based. There are nine visa subclasses under SkillSelect:

- 189 – Skilled Independent (unsponsored)
- 190 – Skilled - Nominated
- 489 – Skilled Nominated or Sponsored (provisional)
- 457 – (sponsored by business)
- 186 – Employer Nomination Scheme
- 187 – Regional Sponsored Migration Scheme
- 132 – Business Talent (permanent)
- 188 – Business Innovation and Investment (provisional)
- 888 – Business Innovation and Investment (permanent)

Specified Regional Area of Australia

Applicants for Skilled – Regional Sponsored (provisional) visas, and any secondary applicants included in their application, must agree to live and work or study in a Specified Regional Area in

Australia. The definition of Specified Regional Area depends on whether the applicant is sponsored by an eligible relative or nominated by a state or territory government.

State or territory nomination

If the applicant is nominated by a participating state or territory government, they must agree to live in regional Australia or a low population growth metropolitan area.

See <http://www.immi.gov.au/skilled/general-skilled-migration/regional-growth.htm>

Eligible relative sponsorship

If the applicant is sponsored by an eligible relative, the sponsor must be usually a resident in a designated area of Australia at the time of the sponsorship. The applicant must also agree to live in a designated area of Australia. See: <http://www.immi.gov.au/skilled/general-skilled-migration/designated-areas.htm>