

Evaluation of a settlement service delivery model for newly arrived refugees in Australia

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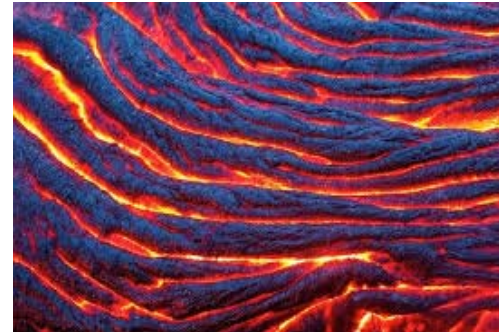
Outline

- ◆ Background
- ◆ Conceptual framework
- ◆ Ethics
- ◆ Culturally competent processes
- ◆ Selected findings
- ◆ Critical reflection



Who is a refugee?

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



Humanitarian Settlement Services

- ◆ HSS program is funded by Department of Social Services to help newly arrived refugees:
 - settle successfully in Australia
 - participate in Australian way of life
 - access services available to all Australians
- ◆ HSS 6-12 months after arrival, SSP 1-5 years
- ◆ Delivered by Settlement Services International in metropolitan Sydney and Western NSW



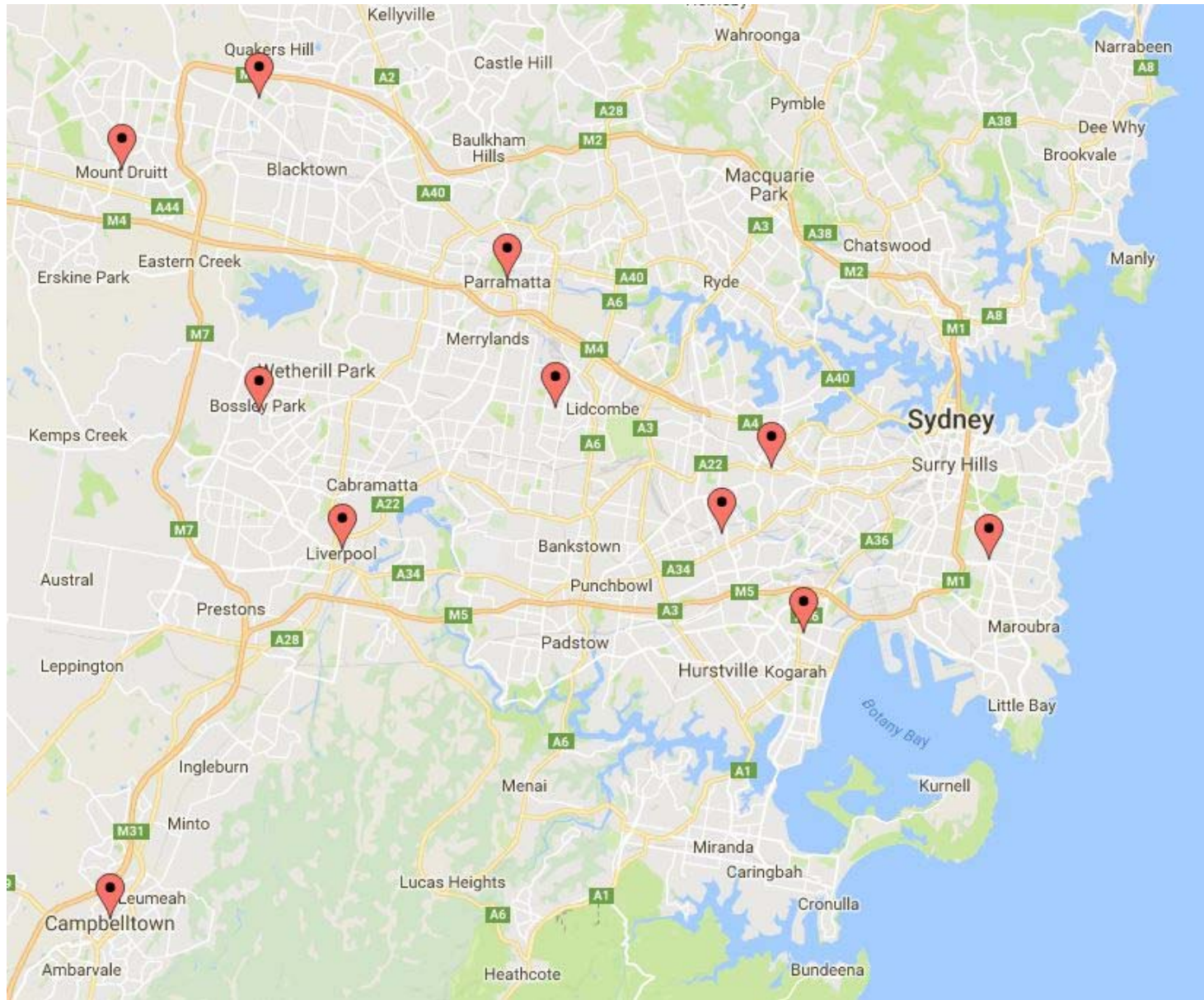
Assistance under HSS

- ◆ Day one: Met at airport by bilingual guide, transport and guide to short-term accommodation, mobile phone
- ◆ Register with **Centrelink**, obtain **Tax File Number**, open a **bank account**, public transport orientation
- ◆ Needs assessment, **case management plan**, youth sub-plan, **refugee health screen**, school enrolment, Adult Migrant English Program, TIS, GP
- ◆ **Local area orientation**, information sessions, household goods, assistance with finding employment and long-term accommodation

Settlement Services International

- ◆ NFP established 2000
- ◆ Decentralised model of HSS service delivery, staff co-located in 9 Migrant Resource Centres
- ◆ Centralised coordination and support: reception, accommodation, liaison with other organisations, bilingual guides, exit & referral
- ◆ Offers many other programs





Evaluation design

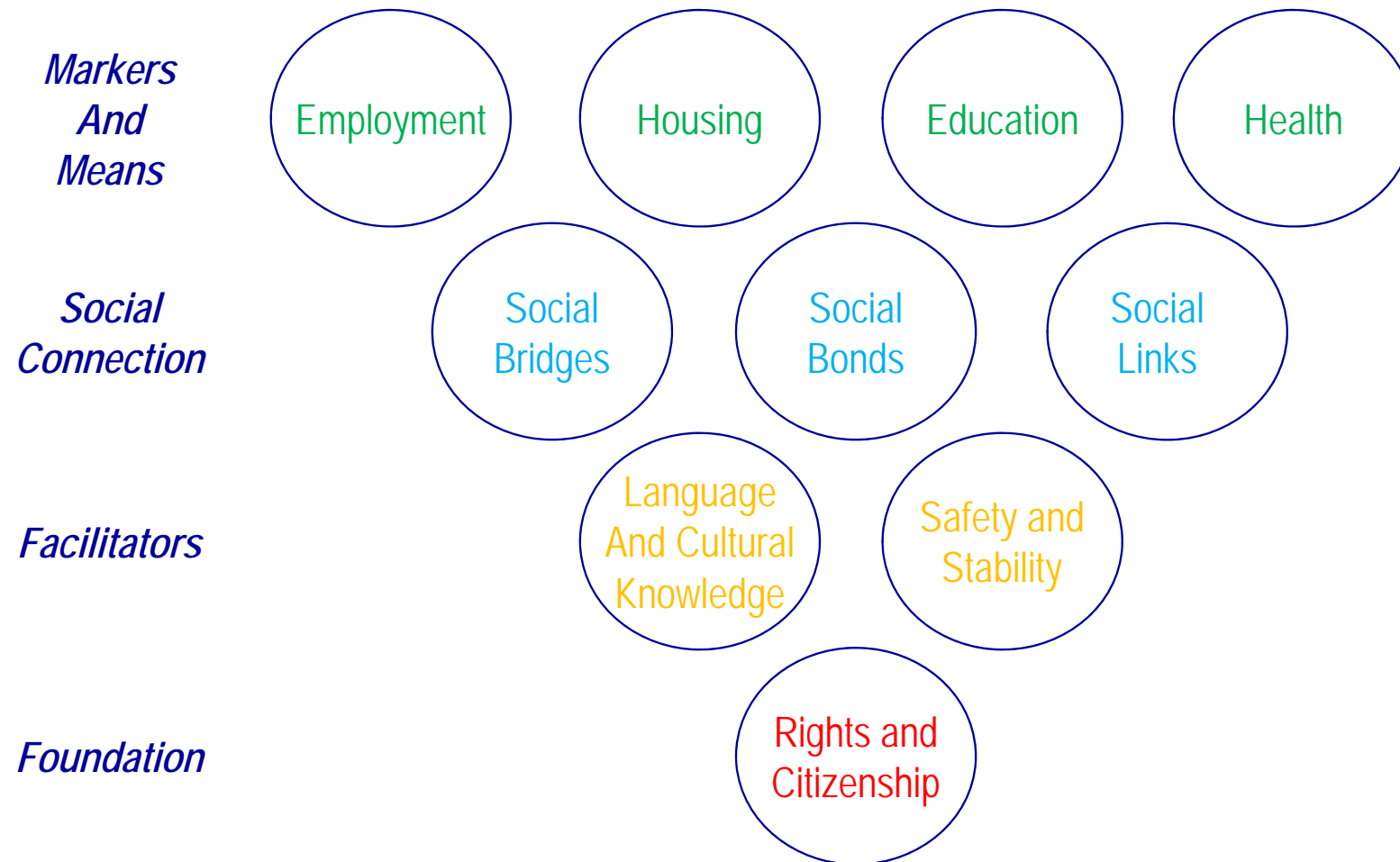
- ◆ Conceptual framework:
Ager & Strang 2008
- ◆ Scope
- ◆ Comparison groups:
 - Building a New Life in Australia survey
 - Personal Wellbeing Index



Decentralised model:

“...stronger **continuity of care**, stronger **referral pathways** between HSS and ... (settlement) services and between HSS and other MRC services, stronger **knowledge and confidence among refugees** to access local service pathways, and stronger **social participation** through **deeper links** to community networks.”
(SSI, 2015)

Domains of Integration (Ager & Strang 2008)



Scope and data sources



- ◆ Survey of former clients
- ◆ Interviews with stakeholders
- ◆ Discussion group with bilingual guides

Building a New Life in Australia

- ◆ AIFS, first wave 2013
- ◆ 2400 participants in first wave
- ◆ Home visits and questionnaire
- ◆ 15 languages
- ◆ Rigorous development and testing process
- ◆ Data available to researchers



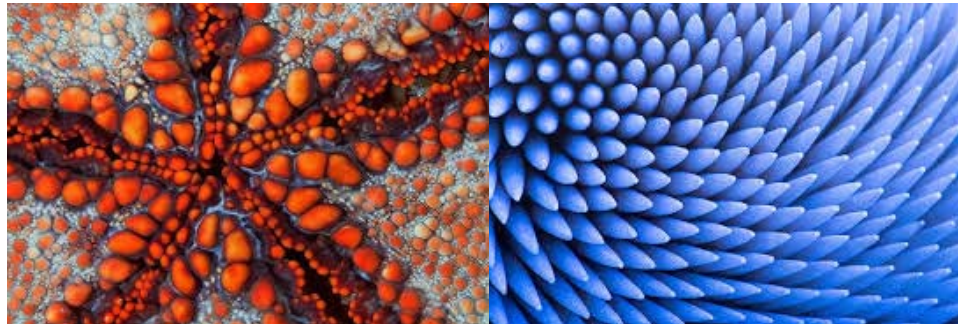
Personal Wellbeing Index

- ◆ Subjective wellbeing is stable but vulnerable to chronic stressors
- ◆ People can adapt (up to a point)
- ◆ Refugees both stressed and resilient
- ◆ PWI concise, simple
- ◆ Large Australian dataset
- ◆ No data for refugees
- ◆ We used 7 PWI domains



Evaluation methods

- ◆ Questionnaire design
- ◆ Ethics
- ◆ Sampling
- ◆ Data collection



Questionnaire

- ◆ Experiences of former SSI HSS clients
 - 9 questions developed with SSI staff
 - rated satisfaction on a four-point scale
 - open questions
 - use of local MRC after HSS exit
- ◆ Questions from BNLA
- ◆ 7 PWI domains, 0-10 scale
- ◆ Arabic and English versions

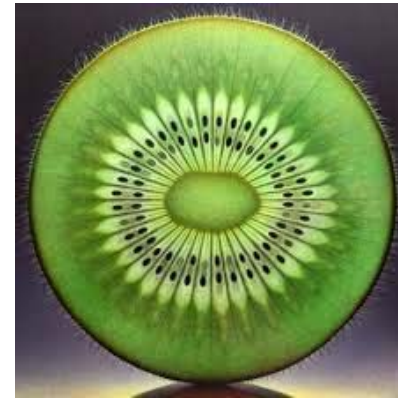


Ethical issues



- ◆ Vulnerable population – experiences of powerlessness, distrust of authority
- ◆ National Statement 2007/2015: special considerations apply to people in dependent or unequal relationships
- ◆ Informed consent, confidentiality
- ◆ Managing expectations

Data collection and analysis



Country of origin

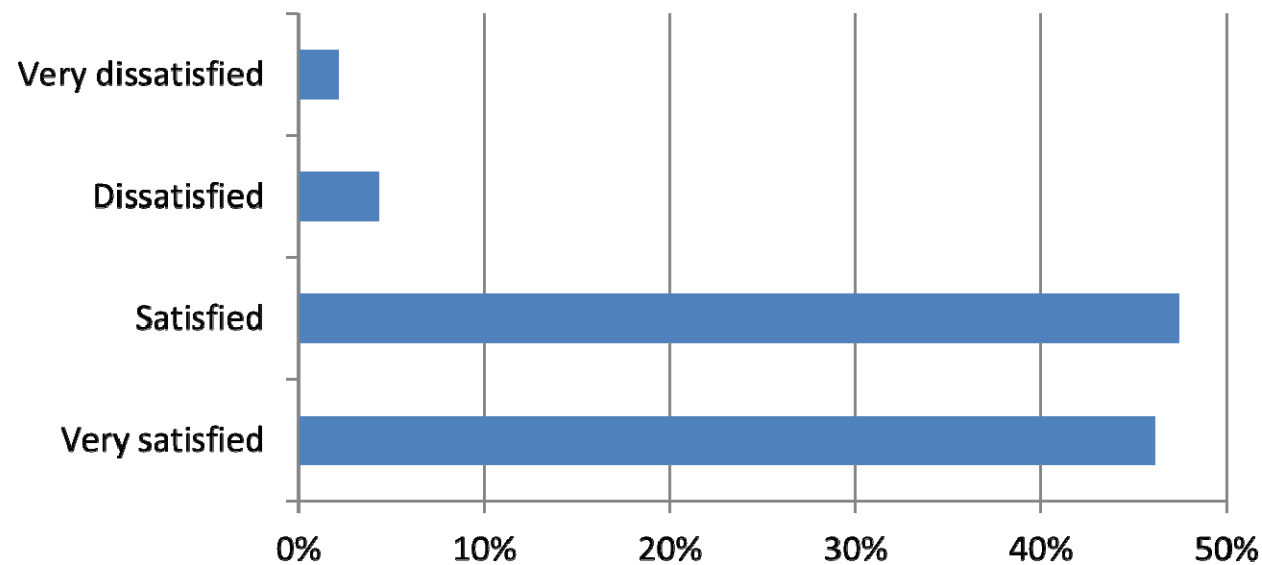
	Non202	202	All SSI	All SSI %
Iraq	85	65	150	64%
Syria	9	41	50	21%
Afghanistan	6	4	10	4%
Myanmar	6	4	10	4%
Iran	4		4	2%
Egypt	3		3	1%
Sri Lanka	2		2	1%
Sudan		2	2	1%
Other	3	2	5	2%
Total	118	118	236	

Gender and age

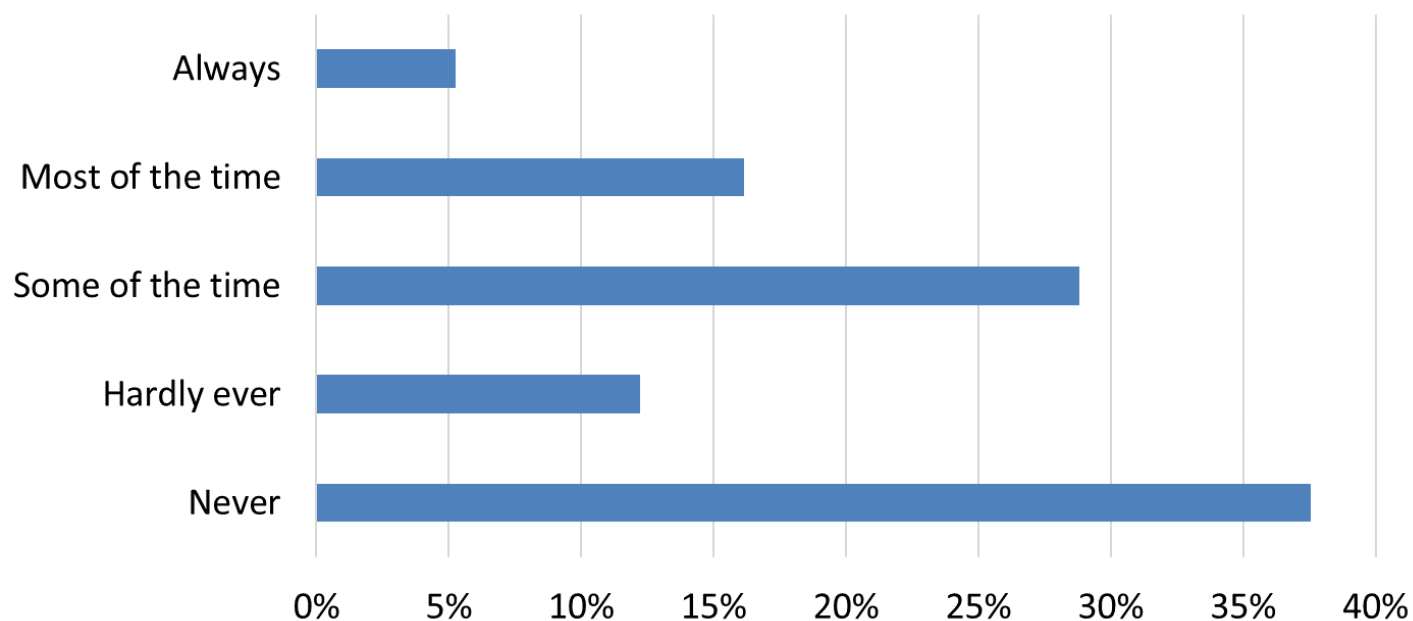
Age	Male	Female	All SSI	All SSI %
0 to 19	5	5	10	4%
20 to 29	20	29	49	21%
30 to 39	28	33	61	26%
40 to 49	19	27	46	19%
50 to 59	20	19	39	17%
60 to 69	16	5	21	9%
70 to 79	6	4	10	4%
Total	114	122	236	

Settlement experiences

- Thinking back to 6 months after you arrived in Australia, how satisfied were you with SSI services?



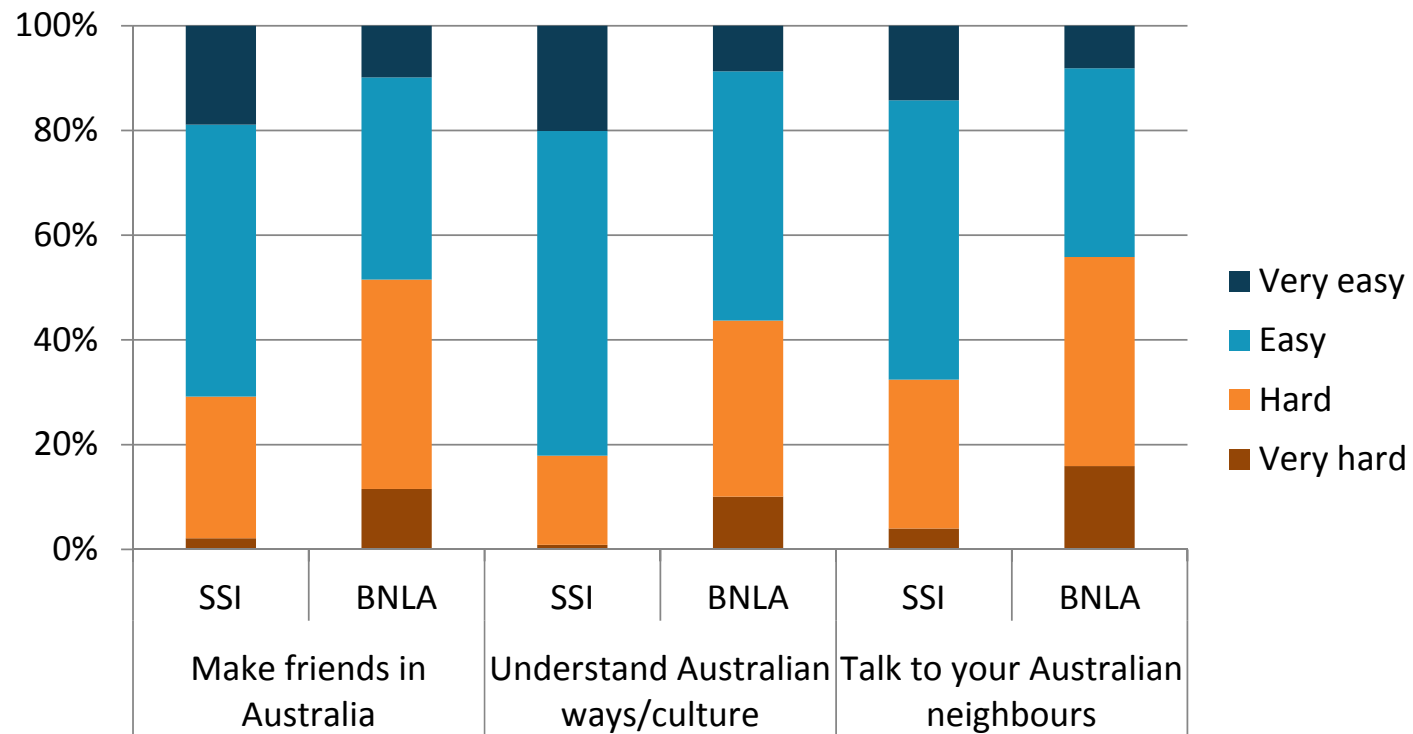
After you stopped receiving assistance from your SSI case manager, how often have you needed information, help or services and did not know where to go?



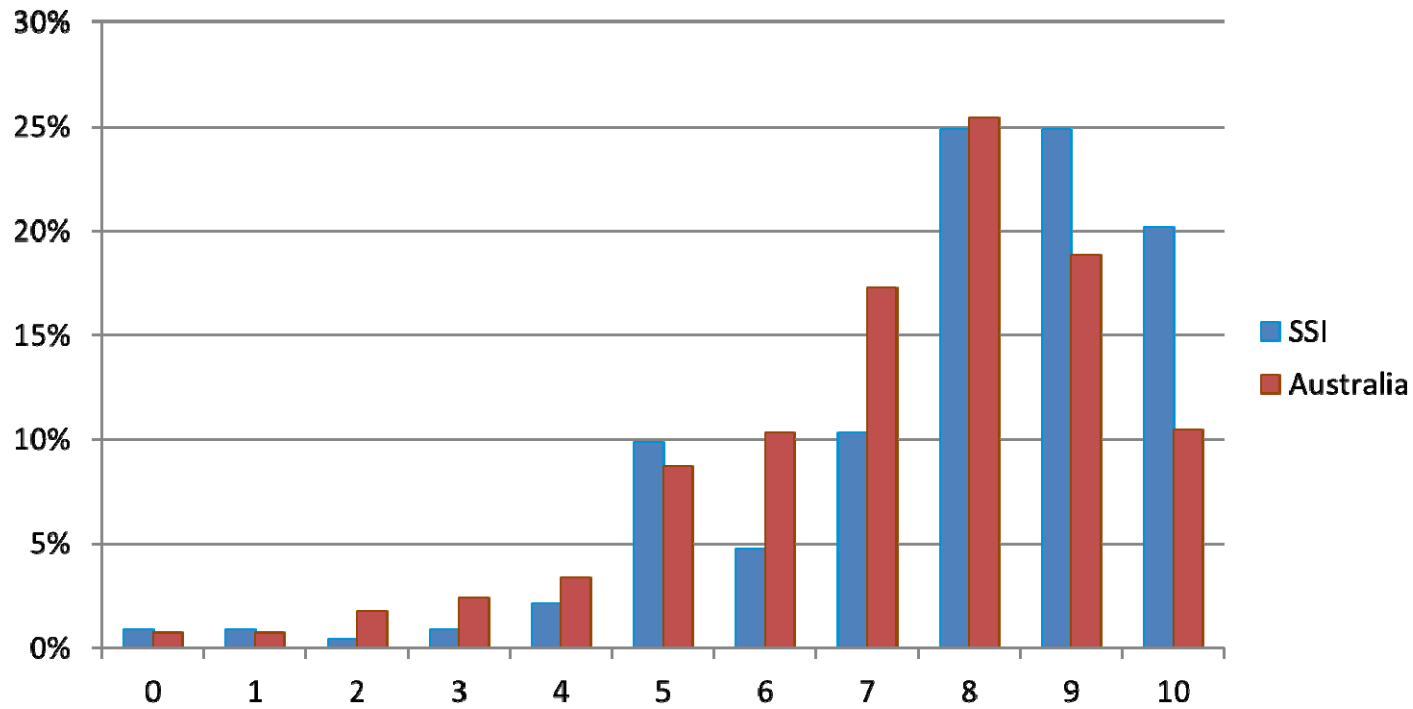
Knowledge and confidence

I would know well or very well how to ...	SSI %	BNLA %
... find somewhere to live	67	49
... find a school or child care	74	45
... use public transport	87	76
... get help in an emergency	91	66
... use bank services	63	57
... find out about government services and benefits	56	46
... find out about my rights	74	45
... get help from the police	89	60
... know how to look for a job	38	47

Integration in Australian society



PWI: feeling part of community



Reflection: cultural competence

- ◆ Not a set of skills; refers to attitude; requires self awareness (AEA, 2011)
- ◆ Acknowledge power differentials
- ◆ Consider how constructs are defined
- ◆ Use intermediaries in data collection
- ◆ Involve and consult in interpreting findings
- ◆ Tailor reporting to audiences



Reflection: political context

- ◆ Evaluation is inevitably political (Markiewicz, 2008)
- ◆ Participatory approaches – risk to objectivity?
- ◆ Strategies: triangulation, relationship building, external validation, rigorous data analysis, stakeholder review of data, critical reflection
- ◆ Need to balance participation and engagement with rigour; requires clarity about evaluator's role

Acknowledgements

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