

Community Consultation March 9th DHHS

Questions	Community Response				
	Afghan	Congolese	Iraqi	Sudanese	Bridging Visa
<p>What are your main concerns in living in Shepparton? Are there issues for leaders?</p>	<p>1. Access to services of you cannot drive (Melb), but easy in small towns 2. Education system is hard - families move to pursue children's studies ie University Student, gap with information and opportunity, lack of understanding, language barrier and cost prohibitive. No information provided from Secondary College about options and what you need to do for accommodation and the choices. So better planning could be for family and their decisions. 3. Transport system 4. Lack of Courses offered at local University, needs more trade skills ie Electrical, engineering etc. 5. Education, difficulties in maintain continuity, year levels. Conflict with teacher - no understanding of cultural reasons or language issues. Mixing into school difficult. English learning not enough - need more and more intensive rather than the basics. Age English ability for student and then parent language barriers ie Student aged 17 should be in Year 12, but language and comprehension is Year 8/9. Need for additional tutoring after school. Also behaviours as school - no assistance to support them to improve</p>	<p>1. Language difficult to have some translate 2. Renting houses, relocating /transferring into larger accommodation when you don't have fixed incomes or on Centrelink payment - agents don't want to know you. Community need to be educated in the rights and responsibility when renting private or public housing ie Private - issues with maintenance in the rented property (roof, water leaking - agent blaming us for damage to walls). 3. Hard to find money for Bond Assistance, indicated was advised that could only use DHHS Bond Assistance once. 4. Consumer Affairs information session on your rights, everyday things, telephones/internet access plans, home loans, warranties on purchases, Happy to work with us to engage the community to partner in developing a information session/s for the community</p>	<p>1. Language barrier - 2. Knowing the Public Housing process - staff need to explain what the difference of Housing Application/Priority Process/Need for support letters and how to complete the forms. Applications only given out in English are they available in other language? Dept: - would it be helpful if we arranged and information session open to the community. Yes, that would be good. 3. Child Protection - Scary for parents to engage. They are not sure of Australia Law and raising children in here, cultural barriers v new life (new community members). How can parents protect their children, and work if needed with the Dept.? Parental Rights v Child Rights v Child Protection. There is information about housing, but limited to nothing about what is Child Protection. How can we work together to make DHHS staff inform us of their role in support our families, breaking down barriers, and look at earlier intervention rather than later involvement. Sometimes we think C.P is taking a bigger interest in the Ethnic Community. As community members, we would be happy to engage with DHHS to develop information sessions to our community. Also information sessions on Mental Health, Human Rights. 4. Youth Justice, we would also like to work with DHHS on this, etc...community awareness 5. Go TAFE don't teach "real English" we have community members - already have high qualifications, but just want to go there and learn high level. Any information sessions so that we all can be aware to support each other.</p>	<p>1. Housing - There is limited private housing in Shepparton, this has resulted in families moving away from Shepparton. There are families (3) that are sleeping in their cars as they cannot secure accommodation. Public Housing waiting lists are too long. I don't know what the answer is? 2. Positive - Community members working on dairy/piggery farms, (limited education) - 27 on one site. There doesn't seem to be any barriers to language. 3. Youth; either born here or arrived as babies growing up in a different culture to parents. Issues have arisen with children's behaviour, bringing misunderstandings between parents and students, and children being involved in illegal activities (burglaries, drugs etc.) Thus causing issues being the Justice system. (Legal rights etc) We need to work on how we can provide the correct information and support to parents (who speak limited English and lack of phone link services - interpreters) Youth Justice v Parents/Children. 4. Would be good to have information sessions to the community - Consumer Affairs Vic on the Rights and Responsibilities. Then happy to be involved in organising this.</p>	<p>1. Hard to get housing on bridging visa. Housing longevity - big issue 2. Hard to get job - interview as uncertainly of employment, as we won't be able to stay 3. Challenges with Child care 4. Employment, the language a barrier - so look for jobs on farms, low pay and no transport to area - Red Cross offers. Scared to complain otherwise could lose job. Rights all been abused still. No systems to show what they are actually employed - paid by cash, have also been asked for a ABN - illegal & exploitation. ABN is seen, used to make them a contractor not employee. Language barrier - not confident enough to go in and discuss concerns</p>