

#ssiinsights

Foundations for Belonging 2021

Insights on newly arrived refugees: Women and digital inclusion

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Appendices

WESTERN SYDNEY
UNIVERSITY



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Appendix 1. Methods and Limitations

This study used methods that drew on earlier research commissioned by SSI as part of two separate evaluations of settlement programs in 2015 and 2019. Ethics approval for this study was received from the Human Research Ethics Committee of Western Sydney University.

Sampling

a. Telephone Surveys

A sample was generated from former participants in SSI's Humanitarian Settlement Program (HSP). Some of these received initial on-arrival support from a different settlement provider under a previous contract prior to being transferred to SSI. Criteria for participation included that participants were no longer in the Program, were over 18 years of age and had lived in Australia for at least 18 months at the time of the survey. We also excluded any former participants who had been referred back for complex case support to a high-needs part of the Program.

This generated 3,023 records of individuals. The calculation to determine the highest representative sample returned a target of 340 respondents.¹

A stratified sample was selected by place of residence (regional/metropolitan), gender, visa type and language spoken at home. For each of the groups, random participants were selected for the survey to reach the target number of participants. The records in the sample included a unique identifier called Client ID, selected demographics, names and contact details, all of which were only accessed by SSI researchers in this study as per the approved research protocol from Western Sydney University.

b. Focus Groups

At completion of the telephone survey, female respondents were asked if they consented to being contacted in the future to potentially participate in a focus group. A total of 155 female respondents consented to be contacted again. After grouping the respondents by the major languages (Arabic, Assyrian, Tibetan and Kurdish/Kurmanji), all women were contacted and invited to participate in a focus group. Four focus groups were conducted, one per language. Bilingual Guides facilitated the discussions in the participants' preferred first language, with an interpreter present to simultaneously translate to the researchers. The focus groups were held in locations convenient to the participants, and one group was conducted remotely (regional women's group).

Survey Design

The development of the original survey in 2019 was framed against four key domains of the Framework of Integration by the UK Home Office. The focus on social bonds, social bridges, social links and rights and responsibilities helped to generate insights into refugees' sense of welcome, participation and belonging. The reference materials for the Framework of Integration included a range of questions against each of these domains (UK Home Office, 2019). However, for this study, survey questions against these domains were drawn, where possible, from existing validated Australian research instruments including: Building a New Life in Australia, a longitudinal study of refugees; Mapping Social Cohesion, an annual survey of the broader Australian population; and the Australian Bureau of Statistics' (ABS) General Social Survey. The exact wording of the items from these sources was retained to ensure the validity of questions and to allow for comparisons of results with existing Australian datasets. The survey also included some questions adapted from the Challenging Racism Project at Western Sydney University and some items from the reference materials included in the UK Home Office's Framework of Integration Report.

In 2019 the survey was developed iteratively by the authors and a draft was piloted with SSI's

¹ The sample size was calculated with a Confidence level of 95% and Standard Error of 0.02551. Calculations generated from Australian Bureau of Statistics, sample size calculation: www.abs.gov.au/websitedbs/D3310114.nsf/home/Sample+Size+Calculator

Bilingual Guides² from the target communities and subsequently revised. The final survey had 30 multiple-response questions and four open-ended questions.

In the development of the 2020 survey we followed a similar process to add questions in relation to digital inclusion taken from the Australian Bureau of Statistics Household Use of Information Technology (HUIT) survey.

We removed some items from the 2019 survey which we identified as being redundant and added additional options to some questions. The final 2020 survey had 40 questions with 35 multiple-response questions and five open-ended questions. The survey is available online at Appendix 2.

Focus Groups

The survey was complemented by four focus groups, with 21 participants in total, to draw out and expand on dominant themes that had been found in a preliminary analysis of the surveys. To explore the digital inclusion of refugee women in more detail, only female research participants were recruited for the focus groups, as women reported higher levels of difficulty with technology in the 2019 survey (Culos et al., 2020). Running female-only focus groups also ensured the creation of a safe environment for women to share their experiences. During the focus groups, participants were asked about specific and general experiences of welcome and belonging, and any perceived barriers and challenges. In addition, several questions around digital inclusion were discussed. The focus groups took place in February 2021, facilitated by an SSI Bilingual Guide and supervised by Assistant Professor Shanthi Robertson. The group discussions were conducted in the preferred first languages (Arabic, Assyrian, Tibetan, Kurdish/Kurmanji). Three focus groups took place in Sydney, NSW (Arabic, Assyrian, Tibetan), and one in Armidale, NSW (Kurdish/Kurmanji). An interpreter was present to translate the focus group discussion into English (in one case Kurdish/Kurmanji via phone-in). The focus groups discussions, with participants' consent, were recorded and transcribed for analysis. The qualitative data was analysed thematically in relation to the four integration indicators as well as digital inclusion using Dovetail qualitative analysis software. The focus group interview guide is available online at Appendix 3.

² SSI employs Bilingual Guides who speak community languages. These Bilingual Guides were matched in terms of the languages to the sample to carry out the telephone survey and also assisted in facilitating the focus groups.

Comparison Group: Building a New Life in Australia

Building a New life in Australia (BNLA) is the largest, and most comprehensive, survey of humanitarian entrants in Australia, involving individuals and families who were granted a permanent protection visa in the latter part of 2013 under Australia's Humanitarian Program.³ Since that time, the longitudinal study has been tracking the settlement journeys of about 2,000 primary and secondary applicants across five waves of data collection through home visits or by telephone.

For the purpose of the *Foundations for Belonging* research, we selected BNLA Wave 3 results as the comparison group for data collected in our study as the length of residence in Australia was the best match to refugees in our study in 2019 and 2020 (from 29 to 34 months).⁴ BNLA Wave 3 includes 1,894 respondents who were filtered by visa type (excluding onshore protection visa holders), by age (excluding people under 18) and by type of respondent (excluding secondary applicants). The final sample size for the comparison group in our data analysis of BNLA questions was 1,609 respondents.

This BNLA comparison group is evenly distributed by gender (51% female, 49% male), with the majority in the 25–54 age group (66%) and living in the metropolitan areas (90%). The main countries of birth are Iraq, Afghanistan and Iran, with interviews conducted mainly in Arabic, Persian, English and Dari. The main difference in terms of these demographics with our study sample was the addition of Syria as one of the main countries of birth.

Under Australia's Humanitarian Program there are several visa types under which people outside of Australia, who are subject to persecution and meet health, character and security requirements, are granted permanent protection in Australia. The four most common visa types⁵ are Refugee visa (subclass 200), In-country Special Humanitarian

³ National Centre for Longitudinal Data (2017), *Building a New Life in Australia (BNLA): The Longitudinal Study of Humanitarian Migrants – Findings from the first three waves*.

⁴ Access to the BNLA dataset is available, on request, from the Australian Government Department of Social Services: www.dss.gov.au/about-the-department/national-centre-for-longitudinal-data

⁵ The four most common visa types are:

- Refugee visa (subclass 200) for people who the UNHCR has referred to Australia for resettlement;
- In-country Special Humanitarian visa (subclass 201) for people who are still living in their country and have been unable to leave;
- Woman at Risk visa (subclass 204) for women who do not have the protection of a partner or a relative and are in danger of victimisation; and
- Special Humanitarian Program visa (subclass 202) for people subject to substantial discrimination amounting to a gross violation of human rights, and with a proposer in Australia.

visa (subclass 201), Woman at Risk visa (subclass 204), and the Special Humanitarian Program visa (subclass 202) where applications must be supported by a proposer, usually a relative, who is an Australian citizen or permanent resident based in Australia.

The majority of respondents in the BNLA comparison group hold a Refugee visa (subclass 200) (82%), followed by Woman at Risk visa (subclass 204) (14%) and Special Humanitarian Program visa (subclass 202) (3%). The major difference between the BNLA comparison group and our study sample is in terms of the visa type: where there were far more Special Humanitarian Program (subclass 202) visa holders (64%) and fewer Refugee (subclass 200) visa holders (29%) and Woman at Risk (subclass 204) visa holders (3%).

Survey Data Collection and Analysis

In order to enable survey respondents to participate in this research in their preferred language, we engaged SSI Bilingual Guides to conduct telephone surveys. SSI Bilingual Guides speak a range of community languages and these Bilingual Guides were matched in terms of languages to the sample.

A workshop was held to brief the Bilingual Guides on the research protocol and ensure that they were familiar with the purpose of the research, the survey questions and how to deliver and record the surveys in the online survey platform, Qualtrics.

After making contact, respondents were offered the opportunity to either complete the survey there and then over the telephone or to schedule it later. Telephone surveys were conducted in the preferred language of the participant and participant responses were recorded in Qualtrics. Almost all surveys were conducted in a language other than English between October and December 2020.

Only de-identified survey data from the telephone surveys and postal surveys was entered and stored in Qualtrics. Demographic details from the Humanitarian Settlement Program were linked to survey responses by a unique and anonymous client ID for each respondent. Once the survey data collection was completed, data was exported from Qualtrics and cleaned to remove incomplete/invalid surveys.

In 2020 survey data was weighted by language groups, to balance the distribution of languages among the sample. The dataset was then analysed to highlight significant gender differences. Four different kinds of test were conducted: t-tests

for gender differences (to check for statistically significant differences in responses); correlation matrices (to identify significant relationships between variables in social bonds, bridges and links categories); principal component analysis (to detect whether the variance in the 30-odd social bonds, bridges and links indicators could be reduced to a small set of latent 'components'); and multiple regression (to see if gender and age act as predictors of the first two components of the principal component analysis). These inferential results were used to check and validate descriptive text and charts/tables included here.

Response Rate

The total number of former clients of SSI selected to be contacted for the survey was 3,023. The Bilingual Guides contacted 784 individuals and completed 430 telephone surveys.

Of the total number of 430 completed surveys, after cleaning (the main exclusions were for incomplete client identifiers where we could not extract demographic information), 418 were included in the data analysis.

Therefore, with 418 valid surveys from 784 people contacted, the overall response rate is 53% (compared to 49% in the 2019 survey).

Summary	
Total number of people identified for the survey	3,023
People contacted	784
People unable to be contacted (wrong number, dead number, unanswered after three attempts)	328
People who refused/undecided	124
Total surveys completed	430
Total valid surveys	418

Limitations

Multiple steps were taken to ensure that the findings from this study are robust including through using, where possible, existing validated survey items, a stratified sampling strategy, and the inclusion of comparisons with other refugees (through the BNLA comparison group) and other Australian surveys of the general national population (where possible) in the reporting of the findings.

A limitation of this research is that it is a sample of refugees from one jurisdiction and may not be

representative of all refugees in Australia. The BNLA sample, and the comparison group that was used in this study, are more representative of refugees across Australia. The number of women at risk visa holders in our sample was low so we cannot be definitive in relation to our findings for that cohort of refugee women.

In addition, the study sample was drawn from the records of one settlement provider, SSI (though some respondents did receive on-arrival services from other settlement providers), and this may have introduced bias. Similarly, it is also possible that the use of SSI Bilingual Guides may have introduced a respondent bias in the survey.

While every effort was made to ensure that the BNLA comparison group matched the study sample, there was, nonetheless, a major difference in terms of the predominant visa types – Refugee visa (subclass 200) and Special Humanitarian Program visa (subclass 202) – between the comparison group and the study sample. This may have impacted on the reliability of comparisons between BNLA and this study.

Lastly, we had a number of limitations in our exploration of digital inclusion. We were unable to access survey questions from the Australian Digital Inclusion Index so direct comparisons at the question level were not possible with this dataset which is carried out each year and is the most recent measure of digital inclusion in the wider Australia population. Our survey questions drew on the ABS Household Use of Internet Technology and our comparison was with this dataset which is now somewhat outdated given that it ceased in 2017.

Appendix 2. Survey

Q1 Client ID

Q2 What is your postcode and/or suburb name?

(Please record postcode or suburb name e.g. Liverpool or 2170)

Q3 Do you have any children, under the age of 18, living with you in Australia?

Yes No

IF yes:

3.1 How many in total?

3.2 How many under the age of 15?

3.3 How many children in each category?

(Please mark one answer in each row)

	Number of children
Not yet at school	
Primary School	
Secondary/high school	

The first set of questions are asking about your relationships with family members, people from your cultural background and your neighbourhood

Q4 Do you feel that you have been given support/comfort in Australia from...?

(Please mark one answer in each row)

	Yes	Sometimes	No
Your national or ethnic community			
Your religious community			
Other community groups			

Q5 We would like to hear about your personal experience of feeling welcome by drawing on your everyday experiences with those around you. Can you tell us about a specific situation or experience when people around you made you feel welcome?

Q6 On average how often do you...?
(Please mark one answer in each row)

	Once a day	2-3 times a week	About once a week	About once a fortnight	About once a month	Less than once a month
Speak on the phone or video or audio call via the internet with family members or friends						
Use social media to stay in touch with family members and friends						
Exchange text messages or instant messages with family members or friends						

Q7 Would you say that your friends in Australia are ... ? (Please mark one only)

- Mostly from my ethnic/religious community
- Mostly from other ethnic/religious communities
- A mixture
- I do not have any friends in Australia yet

Q8 Since you came to Australia, how often have you and/or the family members you live with, been involved in any of these activities organised by your ethnic or religious community?
(Please mark one answer in each row)

	Daily	Weekly	Monthly	A few times a year or less	Never	Not applicable
School activities						
Sporting activities						
Leisure activities (e.g. movie nights, cooking classes)						
Cultural activities (e.g. festivals, special days)						
Attend a place of worship (e.g. a church or place of prayer)						

Q9 In general, do you personally feel you are able to practice your religion freely in Australia?
(Please mark one only)

- Yes
 Sometimes
 No

Q10 Is there anything else you would like to add in relation to your connections to people from your ethnic/religious community?

The next set of questions are asking about your social connections with people from different backgrounds

Q11 Since you came to Australia, how often have you and/or the family members you live with, been involved in any of these activities organised by groups other than your ethnic or religious community? (Please mark one answer in each row)

	Daily	Weekly	Monthly	A few times a year or less	Never	Not applicable
School activities						
Sporting activities						
Leisure activities (e.g. movie nights, cooking classes)						
Parent support groups						
Self-improvement activities (e.g. coping with stress, exercise class)						
Youth groups						

Q12 Since you came to Australia, how easy have you found it to... (Please mark one answer in each row)

	Very easy	Easy	Hard	Very hard
Make friends in Australia				
Understand Australian ways/culture				
Understand the role of Aboriginal and Torres Strait Islanders as the first people of Australia				
Talk to your Australian neighbours				

**Q13 To what extent do you agree with the following statement:
People in my local area are willing to help their neighbours.** (Please mark one only)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Q14 How much do you trust the following groups of people...? (Please mark one answer in each row)

	A lot	Some	A little	Not at all
People in your neighbourhood				
People in the wider Australian community				
The police				
People you work/study with				
The media				
The government				

Q15 How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out? (Please mark one only)

- Very comfortable
- Fairly comfortable
- Fairly uncomfortable
- Very uncomfortable

Q16 If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you? (Please mark one only)

- Very comfortable
- Fairly comfortable
- Fairly uncomfortable
- Very uncomfortable

Q17 Do you think you have been made to feel welcome in Australia...? (Please mark one only)

- Always
- Most of the time
- Some of the time
- Never

Q18 Do you feel part of the Australian community? (Please mark one only)

- Always
- Most of the time
- Some of the time
- Hardly ever
- Never

Q19 My local area is a place where people from different national or ethnic backgrounds get along well together. (Please mark one only)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- There are not enough immigrants in my neighbourhood to have an impact

Q20 In the last 4 weeks, did you help anyone, other than family members you live with, with the following activities? (Please mark all that apply)

- Domestic work, home maintenance or gardening
- Providing transport or running errands
- Any teaching, coaching or practical advice
- Any other help (Please explain) _____
- Did not help anyone (Skip to Question 22)

Q21 Who did you give this help to? (Please mark all that apply)

- Relative in another household
- Friend
- Neighbour
- Work colleague
- Person in my ethnic or religious community
- Other person (Please explain) _____

Q22 Is there anything else you would like to add in relation to your connections to people from different cultural backgrounds in Australia?

The next set of questions are about your engagement with essential services and other government services

Q24 If you had to, would you know how to... (Please mark one answer in each row)

	Would know very well	Would know fairly well	Would know a little	Would not know at all
Find somewhere to live				
Look for a job				
Use public transport (e.g. bus, train)				
Find a school or child care for children (if yes at Q3)				
Get help in an emergency				
Use bank services (e.g. open an account, get a loan)				
Find out what government services and benefits are available				
Find out about your rights (e.g. legal rights, tenancy rights etc)				
Get help from the police				
Find and get help through the internet or mobile apps for services you need (e.g. MyGov, TAFE, Medicare)				

Q24 Now thinking about Government services (e.g. Medicare, Centrelink, public housing, hospitals), have any of the options below, if any, made it difficult to get help from these services.

(Please mark one answer in each row)

	Yes	No
I did not know where to get help		
Transport difficulties		
Language difficulties		
I was afraid that my information would not be kept private		
I had to wait a long time for an appointment		
I asked for help but did not get it		
I haven't used any Government services		
Online/internet difficulties		
Other difficulties (Please explain)		

Q25 Do you or any member of your household have access to the internet at home, whether through a computer, mobile phone or other device? (Please mark one only)

- Yes
- No (Skip to Question 28)
- Don't know (Skip to Question 28)

25.1. If yes, does your household have enough data allowance to meet your needs?
(Please mark one only)

- Yes (Skip to Question 26)
- No
- Don't Know (Skip to Question 26)

25.2 If not, why? (Please mark all that apply)

- We can't afford it/it's too expensive
- We don't have internet in our area/we live in an internet blackspot
- We use our mobile data for internet
- We don't need it
- Other (Please explain) _____

Q26 How many devices used by household to access the internet by type of device?
(Please mark one answer in each row)

Device	Number
Desktop or laptop computer	
Mobile or smart phone	
Tablet	
Internet connected TV	
Internet connected music or video player	
Internet connected games console (e.g. Nintendo, Xbox)	

Q27 In the last 3 months, did you personally access the internet? (Please mark one only)

- Yes
- No (Go to Question 28)
- Don't Know (Go to Question 28)

27.1 If yes, reasons for accessing the internet (Please mark all that apply)

- Banking (including paying bills)
- Social media
- Purchasing goods and services
- Entertainment
- Formal education activities (e.g. schools, TAFE, University)
- Health Services or health research
- Welfare and social services (e.g. Medicare, Centrelink)
- Working from home
- Other (Please explain) _____

Q28 Since you came to Australia, have you studied English? (Please mark one only)

- Yes – I am currently studying (Go to Question 30)
- Yes – but I am no longer studying
- No (Go to Question 31)

Q29 Why did you stop studying English? (please mark all that apply)

- My English has improved
- Completed the course
- Work reasons (e.g. look for work or found a job)
- Family reasons (e.g. look after family/ can't get childcare)
- Transport difficulties (e.g. too far to travel, couldn't get there)
- Other (Please explain) _____

Q30 If you have studied English at the AMEP since you came to Australia, how helpful was the English course? (Please mark one only)

- Very helpful
- Quite helpful
- A little helpful
- Not at all helpful

Q31 Do you plan to study English in the future? (Please mark one only)

- Yes
- No
- Don't Know

Q32 Is there anything else you would like to add in relation to your access to government and other services?

The next set of questions are about your rights and responsibilities

Q33 Do you intend to apply for Australian citizenship when you become eligible? (Please mark one only)

Yes
 No
 Unsure

Q34 Now I would like you to think about the responsibilities of people living in Australia. I mean the things that all people are obliged to do. Which one of the options below, if any, do you feel should be the responsibilities of everyone living in Australia?
(Please mark one answer in each row)

	Yes	No	Unsure
To obey and respect the law			
To work to provide for yourself			
To respect and preserve the environment			
To help others			
To treat others with respect			
To acknowledge Aboriginal and Torres Strait Islanders as the traditional owners of Australia			

Q35 To what extent do you agree with the following statements.
As a refugee to Australia ... (Please mark one answer in each row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have equal access to government services compared to other Australians					
My rights are adequately protected					
In general, I am treated fairly when I try to access services and support					

Q36 How often have you experienced discrimination because of your ethnic and religious community background in the following situations? (Please mark one answer in each row)

	Always	Most of the time	Some of the time	Never	Not applicable
In your workplace					
At school, university or other educational institution					
When renting or buying a house					
In any dealings with the police or the court system					
At a shop or shopping centre					
At a sporting event					
On public transport or in the street					
In seeking health care					
Online or in social media					
At home or a friend/family's home					

Q37 Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months? (Please mark one only)

- Yes
- No
- Unsure

Q38 How often have you been able to get interpreting assistance in Australia when you needed it? (Please mark one only)

- Haven't needed interpreting assistance (Skip to Question 40)
- Always
- Most of the time
- Some of the time
- Never

Q39 Who provided the interpreting assistance? (Please mark all that apply)

- Government interpreter
- Paid service – qualified interpreter/translator
- Settlement Case Worker
- Family or friends
- Other (Please explain) _____

Q40 Is there anything else you would like to add in relation to your rights and responsibilities in Australia?

Q41 As a thank you for your participation, would you like to enter a raffle to win one of 10 \$25 shopping vouchers?

Yes

No

Follow up focus group discussion

TO FEMALE PARTICIPANTS ONLY (If male participant, please skip until the end of the survey)

We are planning to carry out focus groups with people in January/February 2021 at our SSI offices in Ashfield, Liverpool and Armidale. Every participant will receive a \$25 shopping voucher as a reimbursement for their time.

Would you be willing to be contacted again to see if you are interested in taking part?

Yes

No (You have completed the survey)

If yes, what is the best phone number to contact you on? _____

Thank you for completing the Survey

Appendix 3. Focus Group Interview guide

Introduction

Welcome to today's focus group and thank you so much for taking the time to come here today.

My name is...

and I will be facilitating today's session. You all have already participated in our survey and we want to discuss some of the topics in more detail with you today. Our research study is about feelings of welcome and belonging among recently settled refugees in Australia and we also want to talk about whether and how you use and access the internet.

With regards to the questions that we will be asking today, there are no right or wrong answers but rather differing points of view. Please feel free to share your point of view even if it differs from what others have said. All views are very valuable for us as researchers.

We're tape recording today's session to further analyse what will be discussed here today. However, participation is anonymous and nothing that you will be saying here today can be linked back to you. To make sure that the recordings are of good quality we ask that only one person is speaking at a time. You don't need to agree with others, but you must listen respectfully as others share their views.

We would also like to ask you kindly to turn off your phones. If you cannot and if you must respond to a call, please do so as quietly as possible and rejoin us as quickly as you can.

My role as moderator will be to guide this discussion but most of the talking will hopefully be done by you. Let's get started.

Consent

You have all been read a participant information sheet that outlines what is expected of you today. Please let us know should you have any questions regarding your participation now.

Before we start the group discussion, I need to receive verbal consent from every one of you confirming that you agree to

- Participating in this focus group
- Having your information transcribed and translated and used for research purposes
- SSI researchers using information about you previously recorded by SSI through your participation in the Humanitarian Settlement Program - your age, gender, first language, country of birth, ethnicity, arrival date, and permanent visa sub-type.

We also need your consent allowing us to use the data and information provided to be used in this project and other related projects for an extended period of time.

Please let us know that you understand that your involvement is confidential and that the information gained during the study may be published and stored for other research use but no information about you will be used in any way that reveals your identity.

Your participation in this study will have no effect on your relationship with the researcher/s, and any organisations involved, now or in the future. Please understand, that we will be unable to withdraw your data and information from this project once you have participated in the focus group discussion, because of the interrelated and de-identifiable nature of the data.

Do you have any questions regarding your participation and the consent that you are asked to provide?

If you don't have any question, can you please each individually state that you provide consent to your participation in this focus group on the condition just presented to you.

Digital Inclusion

The first part of the discussion is about how you use technology, especially the internet.

- Do you use the internet? If yes, what do you use it for? If not, what are the reasons that you don't use the internet?
 - If no: Please tell me why you do not use the internet, is it because you do not want to, or because you aren't able to?
 - If no: Does anybody complete internet tasks (e.g. searching, filling in forms) for you/on your behalf?
- What devices (e.g. phone, laptop, desktop computer) do you use to access the internet? And how often do you access the internet/online services?
 - Which device do you use most often?
- Do you use the internet to access any government services (e.g. Centrelink, MyGov, Medicare)?
- Do you ever have to ask permission to use the internet?
 - If yes, Who do you need to ask permission from? And how does this make you feel?
- Is there anyone in your life who might encourage you to use the internet or discourage you?
- Does someone help you when you access the internet?
- Are there things you would like to do online that you currently do not? Why?
- Are there things that you don't like about the internet?
- Do you ever create or produce content and share/publish it online yourself? Can you tell me more about this?
- Has the internet been helpful to settling into your life in Australia? If yes, in what ways?
- Does using the internet help you to feel connected to friends, family or your local community in any way? If yes, how?

Social Bonds, Bridges and Links

The next part of the discussion will be focusing on how people and experiences make you feel welcome.

- Do you find it easy or hard to meet people who come from a different country than you? Can you explain why?
- Have you faced any specific difficulties making friends in Australia outside of your own ethnic community? Or in getting to know your neighbours?
- How important are everyday experiences in your community and neighbourhood to your feeling of welcome and belonging?
 - How important are formal support services to your feelings of welcome and belonging?
 - How important is paid work? What about volunteer work or helping out in the community?
- How and where do you meet new people?
- Can you describe times when you did not feel welcome or at home in Australia?
- What do you think Australians could do differently to make refugees feel welcome and to help them settle in?

Exit Question

- Is there anything else you would like to say about feeling welcome in Australia or using the Internet?