

Simon

A highly educated professional from Syria who came through via The Australian Government Department of Home Affairs Humanitarian Support Program and has worked with stakeholders in employment and education to overcome barriers to resuming work in his field. Simon is an active member of the community, has excellent IT literacy and computer skills and a good grasp of English.



I bring valuable experience as a banker in Syria and keen to apply my skills to a large national Australian bank

Age:	33
Field of Work:	Sales and marketing
Status:	Single
Education:	Bachelor of English Literature
Ideal Job Role:	Marketing and Sales Manager
Languages:	Arabic, English

Personal challenges:

- Documents lost while fleeing his country during war
- Financial hardship
- Absence of professional clothes for work/interviews
- Lack of family or friends in Australia

Referral considerations:

- STARTTS* counselling
- Emergency relief funds
- Service NSW – driver's license
- SSI Allianz Scholarship

Barriers to Settlement:

- Differences in job seeking methods
- Lack of knowledge of the Australian work culture
- Challenges understanding how to professionally network in Australia
- Lack of recognition of his qualifications
- Driver's license
- Housing with transport close to the central business district of Sydney

*NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors

Some questions for you to consider during our discussions on the settlement journey:

Stepping into your "persona's shoes"

1. What are their immediate needs?
2. What is the impact on them regarding their settlement journey?
3. Are there any long-term goals service providers need to consider when assessing the situation?

4. What insights do you have from your area of expertise?
5. What are the similarities between our countries?
6. How might your country/region/organisation deal with this differently?

Samer

A Syrian man with three children--one with disability. He and his family came to Australia via HSP's Tier Three case support team and had extensive referrals to other services. Samer travelled from Syria with his family and arrived in Newcastle (100km north of Sydney) on a 200 visa. Samer's son, Joseph is blind in his one eye and has limited sight in the other. Joseph is of high-school age, his younger sister is in primary school, and his youngest brother is at home cared for by Samer's wife.

Referral Services needed:

- NSW Health - Ophthalmologist specialist, Refugee Health Paediatrician, STARTTS*
- Centrelink - carer's payment for father
- National Disability Insurance Scheme (NDIS)
- Guide Dogs Association - cane work
- Dept of Education – supports in school



I am a full-time carer and have plumbing and trade experience. My wife cares for our youngest but hopes to be active in the local community and make friends.

Age:	48
Field of Work:	Plumber
Status:	Married with three children
Education:	Trade – plumbing
Languages:	Kurdish, Arabic

Barriers to Settlement:

- English language
- No understanding of Australia's health system
- School system
- Public transport
- Long-term accommodation
- Gathering all the necessary medical evidence required for an NDIS application
- Medical options available to improve eyesight

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Basia

A woman who applied for a protection visa after experiencing extensive DFV from a partner who later fled back to Germany. Born in Poland, Basia has lived in Germany for most of her life. Her primary language is German; however, she is competent in English communication and comprehension. Basia has two children, 2 and 4 years old. Basia is currently on a Bridging Subclass 010 Visa and is pending approval for the Protection Visa Subclass 866 Visa.

Basia reported psychological abuse through the means of controlling behaviour, intimidation/threats and manipulation. Basia's partner stole her children's passports. Basia was in arrears on her rent and was late paying utilities bills.

Strengths:

- Resilience and independence
- Maternal skills
- Intellectual skills and ability to learn quickly

Referral Services needed:

- Domestic and family violence services
- Red Cross for financial support
- Financial and legal counselling



I have been in an abusive relationship with a man who prohibited me from working and practicing my culture. I look forward to belonging to a community and ensuring my children are safe and cared for.

Age:	28
Field of Work:	Unemployed presently with hopes of becoming a dental assistant
Status:	Separated, two children under five-years-of-age
Interests	Reading, swimming
Languages:	German, Polish and some English

Barriers to Settlement:

- Lack of English language disadvantages her from meeting friends and getting a job
- Employment and Financial stability
- Long-term and safe/secure accommodation for her and her children
- Legal Support
- Mental health support/Psychological stress following DFV including her children's mental health
- Understanding of psychoeducation surrounding DFV and knowledge of options
- Child care and education

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Layla

Layla is a single mother with 3 young children from Iraq who lost her husband a year ago. Layla arrived to Australia 3 months ago through the Humanitarian Settlement Program and has settled into a regional town.

Layla reports significant trauma from her experiences in Iraq and is finding it difficult to support her 3 children as a single mother. Although Layla has community links in the area, she feels extremely isolated and does not like to mingle too much with her own community. She has expressed that rumours spread very easily amongst the community and she does not wish to engage.

Layla does not speak any English and relies heavily on the settlement service provider to access support. Her children have been enrolled to school but due to the high waiting times, she is yet to attend her English classes. Layla and children have not yet had their comprehensive health check due to high waiting times for the clinic.

Age	35
Country of birth	Iraq
Language	Kurdish Kurmanji
Education	No formal education

Barriers to settlement

- English language
- Significant trauma
- Limited transport
- Language Barriers
- Waiting times to enrol into services
- Isolation from community
- Limited understanding of settlement

Referral consideration

- Mental Health Services
- Parenting support programs
- Refugee clinic
- Transport orientation
- TAFE Adult Migrant English Program
- Other community programs

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Esther

Esther is an 18 year old woman from Democratic Republic of Congo. She arrived to a regional town in Australia from DRC with her parents and 5 other siblings under the Humanitarian Settlement Program. Esther has been diagnosed with a rare health condition. This is a lifelong illness with ongoing treatment required. Esther speaks very limited English and has experienced significant trauma in her home country. As her mental health is unstable, she frequently disengages from services and misses her medical treatment. Her parents also find it difficult to support her at times. The regional hospital does not have a specialist who can treat her condition so Esther and her mother frequently must travel to a capital city to receive treatment. As they do not drive, they are required to catch public transport to and from, a 4 hour journey and then find their way around the capital city to the hospital.

Age	18
Country of birth	Democratic Republic of Congo
Language	Swahili, French
Education	Grade 5

Barriers to settlement

- English language
- Significant health complications
- Limited transport
- Location
- Mental health concerns
- Trauma from home country
- Limited understanding of health services and system

Referral consideration

- Mental Health Services
- Transport orientation
- Health awareness and support
- Community support services

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