

The Journey of New Greek Migrants to Australia: Opportunities and Challenges

A RESEARCH STUDY UNDERTAKEN BY
THE AUSTRALIAN GREEK WELFARE SOCIETY



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ABBREVIATIONS

ABS	Australian Bureau of Statistics
AGWS	Australian Greek Welfare Society
ELICOS	English Language Intensive Courses for Overseas Students
IELTS	International English Language Testing System
NOM	Net Overseas Migration
OECD	Organisation for Economic Co-operation and Development
OET	Occupational English Test
SOL	Skilled Occupational List
VET	Vocational Education and Training

GLOSSARY

New arrivals – Australian citizens, Australian permanent residents of Greek descent returning after a long period of permanently residing in Greece, and Greek citizens arriving in Australia usually as students and skilled migrants following the onset of the disastrous financial crisis in Greece in 2010.

Migration Stream: Statistical grouping of permanent arrivals based on type of visa. ('Migration Stream' is also known as 'Eligibility Category'). The groups are:

- **Family Migration:** Persons who have arrived in Australia under the family stream of the migration program. These are people intending to get married, partners, children, parents and other family members who have been sponsored by a relative who is an Australian citizen, an Australian permanent resident or an eligible New Zealand citizen.
- **Temporary skilled visa holders:** Temporary Work (Skilled) subclass 457 visa holders mostly recruited by Australian companies whose visa is valid for up to four years.
- **Student visa holders:** overseas students who undertake full-time study in registered courses. In this report, Student Guardian (subclass 580) visa holders are included in 'other temporary visa holders' and Temporary Graduate (subclass 485) visa holders are listed as a separate category, and not in the 'student visa holders' category as per the student visa statistics report
- **Bridging visa holders:** non-citizens who are provided with lawful status while they have business with the government or the courts regarding immigration matters.
- **Other temporary visa holders:** include holders of other temporary visas such as New Zealand Citizen Family Relationships (non-New Zealand citizens who are family members of a New Zealand citizen), social/cultural (Entertainment, Sport, Visiting Academic, Religious Worker, etc), international relations (Diplomatic, Exchange, Domestic Worker, etc.), training (Occupational Trainee and Professional Development), Student Guardian and transit visas.
- **Special Eligibility** – Persons who are former Australian permanent residents, and persons who served in the Australian Armed Forces before 1981, returning to Australia permanently. Prior to July 2000 this category also included former Australian citizens and family of New Zealand citizens. 'Special Eligibility' currently consists of 'Former Resident' visa only.
- **Other non-program** – Primarily children born to Australian citizens overseas. This also includes residents of Norfolk Island and persons granted Australian citizenship overseas.
- **Working holiday maker visa holders:** young adults from countries with reciprocal bilateral agreements with Australia who holiday in Australia and undertake short-term work and/or study and who hold a Working Holiday (subclass 417) or Work and Holiday (subclass 462) visa.

There are seven types of **student visa**:

1. **English Language Intensive Course for Overseas Students (ELICOS) (subclass 570) visa.** This visa is for international students undertaking a stand-alone English language course that leads to a certificate level award or non-formal award.
2. **Schools (subclass 571) visa.** This visa is designed for international students applying to study in Australia in a primary, junior secondary or senior secondary school course or an approved secondary school exchange program.
3. **Vocational Education and Training (subclass 572) visa.** This visa is designed for international students applying to study in Australia and whose main course of study is a certificate, vocational education and training diploma, vocational education and training advanced diploma, vocational graduate certificate or vocational graduate diploma.

- 4. Higher Education (subclass 573) visa.** This visa is designed for international students applying to study in Australia and whose main course of study is a bachelor degree, associate degree, higher education diploma, higher education advanced diploma, graduate certificate, graduate diploma or Masters by coursework.
- 5. Postgraduate Research (subclass 574) visa.** This visa is designed for international students who want to study a Master's degree by research or a Doctoral degree in Australia.
- 6. Non Award (subclass 575) visa.** This visa is designed for international students who want to study non award foundation studies or other full time courses not leading to an Australian award.
- 7. AusAID or Defence Sponsored (subclass 576) visa.** This visa is designed for international students who are sponsored by AusAID (under the Australia Awards) or Defence to study a full time-time course of any type in Australia

FOREWORD

This research study has been undertaken by Australian Greek Welfare Society (AGWS) in recognition of the substantial increases in the number of people arriving from Greece and to a lesser extent from Cyprus since 2010. Greece has been in the grip of an unprecedented economic crisis for nearly 5 years. The consequences of the worsening financial situation in Greece have impacted gravely on the health, quality of life as well as career and livelihood prospects of those living in Greece.

As a result, almost sixty years later Victoria is experiencing another wave of Greek migration. To this point, an estimated 6,000 Greek and Cyprus residents have made Victoria their home since the onset of the financial crisis in 2010.

A distinguishing feature of the current migration from Greece and Cyprus is the citizenship composition of new arrivals and their high level of education. Nearly 60 percent are Australian Citizens or permanent Australian residents of Greek descent returning to Australia after many years of residing in Greece or Cyprus; and just over 40 percent are Greek citizens. They are mostly university educated, intellectually adept, articulate, who at a minimum, have basic competency in the English language, confident and in search of opportunities to unleash their talent and drive to achieve. They present a unique human capital for Victoria's Australian Greek community and general Australian community, which if harnessed appropriately will bring significant benefits to Australia.

Migrating to another country, including Australia, is never an easy undertaking. The report shows that difficulties arise across a range of areas during the pre-migration planning and preparation stage. It also shows that the challenges new Greek migrants face on arrival vary depending on the thoroughness of their pre-migration preparation, financial resources available; differences on visa stream; the presence of family, relatives or friends, the duration and quality of support they provide; awareness of, and access to, formal support services, and the capacity of those services to respond sensitively and effectively.

Planning for, and responding to the needs of new arrivals require a detailed understanding of their number and circumstances. Forty-two years of corporate knowledge relating to settlement support and evidence-based practice wisdom provided compelling reasons for AGWS to undertake the current study.

AGWS understands that quality information translated into deliverable policies that can be implemented on time, on budget and to expectations is a critical precondition in the planning and development of support services that bring real benefits to new arrivals and the community and avoids the waste of valuable public resources.

The information and recommendations contained in the report apply not only to new initiatives but also to adjustments or changes to existing support services within AGWS and the broader community services system, to Victoria's Australian Greek community structures, and to government and non-government senior leaders advising on policy proposals and those responsible for implementing policy initiatives.

AGWS also understands that some policy recommendations in the report can be developed and implemented with long lead-times, others may need to be developed and implemented quickly. These policy recommendations have been developed in recognition of the pressures on the modern community sector, and taking into account experience gained in recent years.

The findings reveal some clear messages, including the need for:

- decision-makers in government departments to strengthen the capacity of government services to enable them to reduce barriers to affordable housing, education, employment, health and transport for newly arrived migrants
- governments to urgently allocate adequate resources to strengthen the capacity of non-government support services to assist newly arrived migrants to be involved in, connected with, and belong to, their community, and to promote their wellbeing

□ identifying practices and support structures that facilitate:

- access to adequate and decent shelter
- the efficient recognition of qualifications and valuable overseas work experience that enable new arrivals to access the jobs market allowing them to live in dignity and contribute to their new adopted country
- rapid English language acquisition and consequently speed-up the ability of new arrivals to settle quicker and easier and positively impacts on their social and economic outcomes
- easy transition to school for recently arrived school aged children, and
- minimises the stresses of migration for adults.

□ developing approaches that ensure productive liaison with government and non-government institutions which matter a lot to new migrants, and give them a powerful message of being valued and accepted in Australia.

□ immediate assistance with recognition of skills and overseas qualifications and information regarding the complexity of applying for jobs within the Australian labor market.

I take this opportunity to thank Dr. Kostas Tsingas AGWS Policy Officer, for writing this timely and comprehensive report. The information and recommendations of the report reflect the collective experience and wisdom of members of the community who are newly arrived to Australia, by completing the survey and taking part in focus group meetings, Greek community leaders, AGWS staff and other stakeholders. I acknowledge and thank them for their valuable contribution.

Voula Messimeri AM
CEO
Australian Greek Welfare Society
October 2014

EXECUTIVE SUMMARY

Since 2010 AGWS has observed an increasing and rapid influx of Greeks migrating to Australia as a result of the economic crisis in Greece. Many of these new migrants have been seeking assistance and support from the Australian-Greek Welfare Society (AGWS). As a lead agency in the Greek community of Victoria, AGWS has been identifying and responding to the support needs of these new migrants within its limited resources and without clear Government acknowledgement of the support needs of this cohort of migrants with specific support needs.

Research and practice-based evidence indicate that this new cohort of migrants present with specific support needs that require a reorganization and expansion of AGWS programs and services in order to respond effectively to individual needs. AGWS now faces significant challenges in supporting a rapidly growing number of new migrants who experience:

- Financial hardship
- Social isolation and lack of community engagement
- Poor emotional wellbeing
- Difficulties accessing affordable housing
- Difficulties gaining employment and education

In order to respond appropriately and effectively to the needs of this emerging cohort of migrants, it is important for all levels of Government and the health and welfare sectors to:

- Grasp the complexity of individual's presenting needs
- Recognise the depth of change currently taking place within Victoria's Greek Australian community, as well as the national and Victorian service sector
- Identify the opportunities that may arise out of those changes
- Develop strategies to leverage the resources of the community and influence policy and funding processes to ensure the needs of new arrivals from Greece are met.

To assist in the above effort, utilising its own resources, AGWS undertook research in 2014 to:

1. Determine the number and profile of arrivals from Greece using ABS and Department of Immigration and Border Protection data.
2. Examine the sources of information used by potential immigrants in Greece; the aspirations of new arrivals and pathways to achieve those aspirations; and the challenges faced during the settlement process in Australia.
3. Scope strategies for capacity building that responds appropriately to the needs of new arrivals from Greece.

The current service system is undergoing change and reform in Victoria. However, support structures for this emerging group of migrants are not evident. Furthermore, the Australian Greek Welfare Society has been facing a serious conundrum with respect to the allocation of Government resources to provide Greek language specific settlement support services. Demand for services delivered by the AGWS continues to increase. This is contrary to the prevailing belief within Government Departments that the Australian Greek community is an 'established' one and no longer requires such services.

The development of appropriate support initiatives are now required. These supports should be characterized by:

1. Formal services to assist new arrivals from Greece.
2. Culturally appropriate services to respond to the specific needs of Greek citizens migrating to Australia.
3. Settlement services for supporting new migrants to orient themselves to their new community and build their capacity for community participation and inclusion.

STRATEGIC DIRECTION AND RECOMMENDATIONS

In order for AGWS to be able to respond to the increasing demand for support by this new cohort of service users, a strategic response is required in partnership with Government and other key organisations. To this end, it becomes necessary that AGWS:

1. Through its existing application to the Settlement Grants Program, enters into discussions with the Commonwealth Department of Social Services to facilitate the allocation of resources to AGWS to provide sustainable supports in response to the influx of newly arrived migrants from Greece and Cyprus through the following activities:

1.1 Support services to include but not limited to:

- information and referral
- crisis intervention
- Counselling
- emergency relief
- community awareness
- practical support and advocacy
- liaison with school counsellors
- educational seminars to parents to assist with a seamless transition into school of primary and secondary school aged children
- Casework

Coordinating and expanding the availability of the voluntary run Migration Agent Information and Referral Service and the Greek Legal Information and Referral Service currently offered by AGWS to provide legal and migration advice to new arrivals.

1.2 Conducting a community awareness and education program to provide accurate, up-to-date and user friendly information to:

- Australian Greeks to inform them about the complexities associated with hosting a returning family member, relative, friend or acquaintance
- New arrivals from Greece to increase their awareness on a range of issues including: sources of information; the importance of English language skills; recognition of skills and qualifications; employment; income and finances; navigating the housing market; accessing education; community, government and health services; transport; communication and community connection.

Scoping the establishment of a Steering Committee to engage Australian Greek community groups and organisations to facilitate the sharing of information, developing collaborative responses to meet

the needs of newly arrived migrants, raise resources and minimise any duplication in activities benefiting new arrivals.

1.3 Establishing a career transition program to offer guidance to newly arrived migrants from Greece and Cyprus to:

- develop clear career objectives and plans, personal marketing materials and resilience through a case management model providing tailoring of services based on individual needs with support where required. Such support should include mentoring and career guidance
- provide a series of seminars to new arrivals on developing resumes and cover letters, addressing key selection criteria where required, interview preparation, and developing affective networking techniques, and
- raise awareness of employer expectations, rights and entitlements for paid employment, and generally educate them to improve the marketability of their skills and experience on paper and at interviews.

2. That the Australian Government consider resourcing appropriately the Australian Embassy in Athens to enable it to :

2.1 process paper-based applications for Greek citizens and citizenship by descent applications in a timely fashion

2.2 streamline the Embassy's processes, including increasing operating and counter hours

2.3 update its website to be available in both the English and Greek languages, in line with other non-English speaking European countries

2.4 hold an annual expo to advise reliably and accurately on matters relating to Australian migration law and visas, education, cost of living, accommodation, employment and health in Australia, and that a Reference Committee should be established to develop a criteria for ensuring the appropriateness of the advice given at the expo.

3. That the Department of Immigration and Border Protection consider:

3.1 grouping together all visas with a checklist outlining the process, the documentation and cost of attaining each visa in order to improve access to information; as well as regularly updating the checklist

3.2 making available staff to enable potential migrants to contact them when they have specific queries, as well as a blog, staffed by appropriately qualified migration agents to provide timely responses to any queries

3.3 making available online the Migration Agents Registration Authority (MARA) list in Greek, with Greek-speaking migration agents being noted

3.4 providing easily accessible, accurate and reliable information on pathways to permanent residency in Australia on its website, including providing to new arrivals a schedule setting out the standard fees generally charged for particular services by migration agents

3.5 funding English language training for temporary visa holders.

4. That the Commonwealth Department of Employment consider providing a wage subsidy to employers hiring migrants without previous work experience in Australia, similar to the 'Restart Program' that provides subsidies to employers hiring Australians aged 50+ years.

5. That the Victorian Government, in line with article 28 of the United Nations Human Rights Convention on the Rights of the Child (CRC) to which Australia is a signatory, article 26 of the Universal Declaration of Human Rights (UDHR), and article 13 of the International Covenant on Economic, Social and Cultural Rights (ICESCR) consider making available both primary and secondary schooling free to all children of school age, including children of Greek citizenship.
6. That the Victorian Department of Education and Early Childhood Development to consider issues of identity and self-esteem for new arrival children transitioning to school in Victoria; their orientation into the school; instruction of English as an additional language; teacher in-service education to update teachers on issues and challenges confronting new-arrival children, including friendships; the need for teacher's aides; state school support to safeguard and promote the wellbeing of new arrival children; and where required access to interpreters to facilitate school engagement with parents.

INTRODUCTION

Data indicates a sharp increase in the number of arrivals from Greece to the State of Victoria in Australia. In addition to being highly educated and skilled, the findings of the current study reveal that the overwhelming majority (83 percent) have varying levels of fluency in the English language. It is logical that a number of those leaving Greece would choose the State of Victoria in Australia as a destination for migration. In 2011 162,000 people of Greek ancestry were living in Victoria, with 95 percent residing in the Melbourne metropolitan area. Of those, 117,000 were Greek-speaking and 50,000 were born in Greece (refer to part 2 of this report). More than half of those arriving now in Victoria have had some family or ancestral connection with Victoria. They are either Australian citizens or Australian permanent residents of Greek descent who had returned to settle in Greece or were the children of Australian citizens of Greek descent currently residing in Greece.

The young men and women now arriving from Greece are highly skilled and educated and proficient to varying levels in the English language. They are expected to integrate successfully into Australian society and add value to Australia's economic, cultural and social capital. The current restrictive visa stream however, poses immense challenges to Greek citizens applying for entry into Australia and is likely to deprive Australia of talent and knowledge that can serve the Greek ageing community in Australia as well as the broader community.

The influx of Greek migrants to Australia since 2010 in response to Greece's severe economic crisis has jolted a response from the Australian Greek community. As a lead agency in the Greek community of Victoria, AGWS has been identifying and responding to the support needs of these new migrants within its limited resources and without clear Government acknowledgement of the support needs of this cohort of migrants.

The findings of research undertaken by AGWS, as well as evidence from support services provided, indicate that this new cohort of migrants present with specific support needs that require a reorganization and expansion of AGWS programs and services in order to respond effectively to individual needs.

AGWS has been carefully monitoring the steady increase of new arrivals seeking support and in 2013-14 undertook research to identify the type of support that new migrants require and how they could be supported. This paper discusses what we have learned to date about these recent arrivals and how we could best respond to support their health and wellbeing. Our analysis of the current situation indicates that AGWS faces significant challenges in supporting a rapidly growing number of new migrants who experience:

- Financial hardship
- Social isolation and lack of community engagement
- Poor emotional wellbeing
- Difficulties accessing affordable housing
- Difficulties gaining employment and education

We also know from experience the importance of early intervention and prevention in reducing barriers to participation, as well as promoting social inclusion and wellbeing. Further, we are becoming increasingly aware of the enormous potential of this cohort of new migrants to contribute to the Victorian economy and community.

ORGANISATION OF REPORT

This report is organised into two parts. Part 1 provides background information and discusses the need for a support system for newly arrived Greeks. It also proposes a strategy and recommends actions for addressing the emerging needs of this new cohort of migrants. Part 2 includes a literature review, the findings of research undertaken by AGWS and other evidence for supporting newly arrived Greek migrants.

PART 1: TOWARDS A SUPPORT SYSTEM FOR NEWLY ARRIVED GREEK MIGRANTS TO AUSTRALIA

THE NEW WAVE OF GREEK MIGRATION

Greece has been experiencing a severe economic crisis since 2010, widely reported in the media. The consequences of the worsening financial situation in Greece have impacted gravely on the quality of life, social and health and well-being of those living in Greece. More alarmingly, it is reported that increased unemployment is leading to increased poverty, degradation of working conditions as well as increases in children and young people experiencing depression and anxiety, and an increase in suicide attempts. The emerging evidence, discussed later in this report, indicates a dire situation for young and old in Greece.

Since 2010 there has been an influx of Greeks migrating to Australia. Given Australia's healthier and more stable economy and the considerably large Australian-Greek population it is understandable that migration to Australia is a desirable option for many Greeks, and particularly for the large numbers of Greeks who can reunite with relatives living in Australia.

COMMUNITY PRIORITIES

AGWS has a strong history of responding promptly and effectively to new and emerging issues of the Greek community in Victoria. As the Australian-Greek community has evolved so too AGWS has reorganized its programs and services to respond to the presenting community needs. Prior to 2010, Victoria's Australian Greek community was primarily concerned with responding adequately to the rapidly ageing Greek community and the decline in the uptake of the Greek language in both the public school system and Greek afternoon schools. Other concerns have been intergenerational succession planning; and leveraging the significant resources held by Greek regional brotherhoods and associations as a means of strengthening the capacity of Greek community structures to continue to provide the highest quality of activities and to ensure the future viability and sustainability of those activities. These key priorities were sufficiently complex to consume the energy of Victoria's Australian Greek community.

When the trickle of new migrants started arriving from Greece in 2010, it caught the community by surprise. Greek community structures began to quietly mobilise to support the new arrivals. It became evident very quickly that this new cohort of Greek migrant presented new challenges and the requirement to reorganize support services in order to respond to people's needs.

UNDERSTANDING THE EMERGING COMMUNITY NEEDS

AGWS recognises that the increase in new arrivals from Greece is having significant implications for Victoria's Australian Greek and the broader Australian community. In order to respond promptly and effectively to these needs it is important to:

- Grasp the complexity of individual's presenting needs,
- Recognise the depth of change currently taking place within Victoria's Australian Greek community, as well as the national and Victorian service sector,
- Identify the opportunities that may arise out of those changes, and
- Develop strategies to leverage the resources of the community and influence policy and funding processes to ensure the needs of new arrivals from Greece are met.

While most new arrivals are expected to face the same challenges, it is critically important to recognise

that returning Australian citizens and permanent residents of Greek descent have one important advantage over Greek citizens: they are immediately eligible to access government entitlements and settlement support services; the latter are ineligible to any of these. Greek citizens are therefore more likely to experience hardship from the outset, unless they have family, relatives or friends willing to support them in the initial settlement period.

AGWS has over the past 42 years been instrumental in developing a spectrum of services to meet the range of needs of first generation Australian Greeks in Victoria. These services have resulted in increased life opportunities and helped reduce barriers to participation, promoted social inclusion and cohesion, and contributed to Australia's multicultural society. In doing so, AGWS has developed a rich knowledge of the many challenges facing new arrivals through evidence based practice and research.

Australia has come a long way over the past 40 years in its approaches to addressing the settlement support needs of new arrivals. We have learned that the identification of the specific needs of new arrivals from Greece can assist service providers to establish and develop service models that are sensitive to the needs of new arrivals and which will result in people being able to make full use of available services to assist them to achieve their aspirations.

Utilising its own resources, AGWS undertook research to:

1. Determine the number and profile of arrivals from Greece using ABS and Department of Immigration and Border Protection data.
2. Examine the sources of information used by potential immigrants in Greece; the aspirations of new arrivals and pathways to achieve those aspirations; and the challenges faced during the settlement process in Australia.
3. Scope strategies for capacity building that responds appropriately to the needs of new arrivals from Greece.

The research included surveying 108 new arrivals from Greece and conducting focus group meetings with nearly forty new arrivals and five migration agents. The combination of asking new arrivals to complete a survey, seeking the views of new arrivals and migration agents through several focus group meetings, using de-identified AGWS client data and information sourced opportunistically was an important strategy, as it enabled AGWS to gain a more substantive picture of the reality, and a means of verifying with several sources and to gain multiple perspectives.

RESPONDING TO EMERGING COMMUNITY NEEDS

At present a series of sector reforms are underway initiated by both Federal and State Governments. These reforms focus on a restructure of the service sector to achieve greater economies of scale and efficiencies through the provision of 'joined up' services; and importantly, the achievement of measurable individual outcomes. Within this landscape, support structures that are agile enough to respond to the needs of this new cohort of service users of recently arrived Greek migrants, are not evident. The Australian Greek Welfare Society has been facing a serious conundrum with respect to the allocation of Governments resources to provide Greek language specific settlement support services. Demand for services delivered by the AGWS continues to increase. This is contrary to the prevailing belief within Government Departments that the Greek community is an 'established' one and no longer requires such services for both older and newly arrived members of the community.

Acknowledging that this may now be a gap in our service structure, all levels of Government need to review policy in relation to this cohort and initiate service responses to appropriately meet this group of migrant's needs. The development of appropriate support initiatives can be informed by AGWS's findings which conclude that:

- Formal support services are required to support new arrivals from Greece.
- Culturally appropriate support services are required to respond to the specific needs of Greek citizens migrating to Australia.

- Settlement support services are important for supporting new migrants to orient themselves to their new community and build their capacity for community participation and inclusion.

Extensive research over many years shows that culturally-specific organisations that have developed a skillful understanding of the settlement process, are considered to be better placed to assist migrants in successfully managing those challenges (Ethnic Communities' Council of Victoria, 2014; Mwanri, et al., 2012; Teixeira, 2011; Sawtell, et al., 2010). Making this connection can improve access to services and opportunities, promote social inclusion and boost self-esteem (Burke & Stone, 2014; Somerville & Walsworth, 2010; Teixeira & Li, 2009; Mwanri, et al., 2012).

The negative impacts of migration on individuals, families and communities have been extensively researched (see part 2 of this report). However this is equally balanced against strategies that demonstrate significant reductions in the negative effects and enhancement of the positive outcomes of the migration settlement process. Pre-migration planning and preparation has been identified as particularly important and the provision of accurate information is critical, for example accessing reliable information from the Australian Embassy in Athens. Mitigating challenges experienced during the initial settlement period is also very important. These challenges include:

- differences in visa stream
- assessment and recognition of qualifications and experience
- language proficiency
- economic independence
- labour market discrimination and exploitation, and
- the presence of family, relatives and social networks are also central to the initial stages of the settlement process
- the role played by migrant support services in assisting the settlement (New Zealand Ministry of Business, Innovation & Employment, 2013; Richardson et al., 2004; Government of Queensland, 2001; Fletcher, 1999). Studies have identified that a transparent, effective and credible qualifications assessment and recognition process is critical for the labour market integration of skilled migrants (Fletcher, 1999) and that Family and social networks are also central to the initial stages of the settlement process, by providing advice, material support and accommodation (Richardson et al., 2004:66).

Moreover, new arrivals to Australia require assistance in a number of different areas to help with their successful integration. Yet, designated settlement services are available only to permanent residents who have arrived as humanitarian entrants or as family stream migrants with low English proficiency, and dependents of skilled migrants located in a rural or regional area with low English proficiency (Spinks, 2009). Research shows that new arrivals may require assistance with in finding housing, assessing overseas qualifications, securing employment, earning an income sufficient to support themselves and their families, accessing educational opportunities, improving their English proficiency as an entry into work, accessing public transport, accessing healthcare services, and adapting to life in a new country (United Nations, 2013; Richardson, et al., 2004; Fletcher, 1999; Burnett, 1998). In particular, migrants face significant barriers to employment in Australia, including lack of knowledge of local employment networks, poor understanding of the job application process, weak communication skills and the reluctance of many employers to recognise overseas qualifications and work experience, as well as requiring applicants to demonstrate Australian-based employment experience thus denying new arrivals the opportunity to obtain entry-level jobs that would enable them to get that experience (Australian Bureau of Statistics, 2013; Ethnic Communities' Council of Victoria, 2014; Lane 2014). In addition, vulnerable migrants can become targets for illegal work and exploitation (Ethnic Communities' Council of Victoria, 2014; Hall & Partners, 2012). Other important factors for successful settlement may include the following:

- Language acquisition and proficiency (not all migrants are eligible for language learning programs in Australia which provide up to 510 hours of free English language tuition (Department of Immigration and Border Protection, 2014).

- Children undergo a number of social changes through exposure to their new environment, reporting traumatic experiences of not understanding or not being able to connect with new peers (Amigo, 2012b). Adolescents may be doubly disadvantaged through further disorientation as they confront adjustment issues as they develop themselves (United Nations, 2013).
- Migrants are more susceptible to mental health issues in comparison to the general population which occur through difficulties of their settlement process (Kirmayer, et al., 2011) and they may be unaware of or unable to access support and treatment services. Health literacy, early intervention and prevention have been identified as important strategies for addressing manifesting mental health issues.

PROVIDING FORMAL SUPPORT SERVICES

AGWS research confirms the importance of formal support services to new arrivals from Greece. Of the 108 respondents, 45 (or 42%) had made contact with AGWS since their arrival¹ and 60 (or 56%) have indicated that they would benefit from services that could support their emotional and psychological wellbeing and those of their children². In addition, in 2013-2014, 182 new arrivals had sought and received support from AGWS.

New arrivals seek the assistance of formal support services to resolve difficulties they may encounter with government, housing, employment, health, welfare, education, legal and other services. While such services generally resolve issues of concern, difficulties arise due to poor English language proficiency, eligibility requirements, disagreements relating to advice and decisions, delay in decision-making, as well as poor administration of organisational policies and procedures.

PROVIDING CULTURALLY APPROPRIATE SUPPORT SERVICES

Australia's long history of providing culturally sensitive formal support services, often assisted by ethnic community structures and media has proven to be a valuable resource to new arrivals. The strategic retention of settlement support services by AGWS through its own fund-raising activities, largely supported by Victoria's Greek community, exemplifies the importance of retaining this resource to new arrivals. Without government support, however, the sustainability of these services is in jeopardy. Close to 500 new arrivals, over the past five years, have received varying levels of support through casework, information and referral, crisis intervention, counselling, migration and legal advice services. Facilitating access to government and other support services results in increased life opportunities and helps reduce barriers to participation, promotes social cohesion, and contributes to Australia's multicultural society.

PROVIDING SETTLEMENT SUPPORT SERVICES FOR COMMUNITY INCLUSION

When the Commonwealth Government's Grant-in-Aid funding to AGWS ceased in the mid-1990s, the Organisation recognised the need to continue delivering settlement support services in order to support individuals and families to successfully integrate with their community, and did so through self-funding activities largely supported by Victoria's Australian Greek community. The arrival of new migrants from Greece highlighted the value of these services with nearly 500 out of the estimated 6,000 new arrivals receiving varying levels of support over the past four years.

The number of migrants currently arriving from Greece may appear to be small to Government policy-makers, but within the context of a rapidly ageing Australian Greek community and the need to meet the increasing demands of older people within this community, as well as responding to the formidable challenges facing an ever growing number of new arrivals, AGWS requires a level of Government funding to continue the delivery of responsive services sustainably.

¹ Responses to question 34 of the survey: "Have you had contact with the Australian Greek Welfare Society?"

² Responses to question 31 of the survey: "Would newly arrived Greek people benefit from services supporting the emotional and psychological wellbeing of individuals, including children?"

STRATEGIC DIRECTION AND RECOMMENDATIONS

AGWS's experience in supporting newly arrived migrants since 2010 as well as research undertaken in 2013-14 indicates that the AGWS Board and senior management must seriously address the increasing demand on all AGWS services and programs by new migrants from Greece. In order for AGWS to be able to respond to the increasing demand for support by this new cohort of service users, a strategic response is required in partnership with Government and other key organisation. To this end, it becomes necessary that AGWS:

1. Through its existing application to the Settlement Grants Program, enters into discussions with the Commonwealth Department of Social Services to facilitate the allocation of resources to AGWS to provide sustainable supports in response to the influx of newly arrived migrants from Greece and Cyprus through the following activities:

1.1 Support services to include but not limited to:

- information and referral
- crisis intervention
- Counselling
- emergency relief
- community awareness
- practical support and advocacy
- liaison with school counsellors
- educational seminars to parents to assist with a seamless transition into school of primary and secondary school aged children
- Casework

1.2 Coordinating and expanding the availability of the voluntary run Migration Agent Information and Referral Service and the Greek Legal Information and Referral Service currently offered by AGWS to provide legal and migration advice to new arrivals.

1.3 Conducting a community awareness and education program to provide accurate, up-to-date and user friendly information to:

- Australian Greeks to inform them about the complexities associated with hosting a returning family member, relative, friend or acquaintance
- New arrivals from Greece to increase their awareness on a range of issues including: sources of information; the importance of English language skills; recognition of skills and qualifications; employment; income and finances; navigating the housing market; accessing education; community, government and health services; transport; communication and community connection.

1.4 Scoping the establishment of a Steering Committee to engage Greek community groups and organisations to facilitate the sharing of information, developing collaborative responses to meet the needs of newly arrived migrants, raise resources and minimise any duplication in activities benefiting new arrivals.

1.5 Establishing a career transition program to offer guidance to newly arrived migrants from Greece and Cyprus to:

- develop clear career objectives and plans, personal marketing materials and resilience through a case management model providing tailoring of services based on individual needs with support where required. Such support should include mentoring and career guidance
 - provide a series of seminars to new arrivals on developing resumes and cover letters, addressing key selection criteria where required, interview preparation, and developing affective networking techniques, and
 - raise awareness of employer expectations, rights and entitlements for paid employment, and generally educate them to improve the marketability of their skills and experience on paper and at interviews.
2. That the Australian Government consider resourcing appropriately the Australian Embassy in Athens to enable it to :
 - 2.1 process paper-based applications for Greek citizens and citizenship by descent applications in a timely fashion
 - 2.2 streamline the Embassy's processes, including increasing operating and counter hours
 - 2.3 update its website to be available in both the English and Greek languages, in line with other non-English speaking European countries
 - 2.4 hold an annual expo to advise reliably and accurately on matters relating to Australian migration law and visas, education, cost of living, accommodation, employment and health in Australia, and that a Reference Committee should be established to develop a criteria for ensuring the appropriateness of the advice given at the expo.
 3. That the Department of Immigration and Border Protection consider:
 - 3.1 grouping together all visas with a checklist outlining the process, the documentation and cost of attaining each visa in order to improve access to information; as well as regularly updating the checklist
 - 3.2 making available staff to enable potential migrants to contact them when they have specific queries, as well as a blog, staffed by appropriately qualified migration agents to provide timely responses to any queries
 - 3.3 making available online the Migration Agents Registration Authority (MARA) list in Greek, with Greek speaking migration agents being noted
 - 3.4 providing easily accessible, accurate and reliable information on pathways to permanent residency in Australia on its website, including providing to new arrivals a schedule setting out the standard fees generally charged for particular services by migration agents
 - 3.5 funding English language training for temporary visa holders.
 4. That the Commonwealth Department of Employment consider providing a wage subsidy to employers hiring migrants without previous work experience in Australia, similar to the 'Restart Program' that provides subsidies to employers hiring Australians aged 50+ years.
 5. That the Victorian Government, in line with article 28 of the United Nations Human Rights Convention on the Rights of the Child (CRC) to which Australia is a signatory, article 26 of the Universal Declaration of Human Rights (UDHR), article 13 of the International Covenant on Economic, Social and Cultural Rights (ICESCR) consider making available both primary and secondary schooling available free to all children of school age, including children of Greek citizenship.
 6. That the Victorian Department of Education and Early Childhood Development to consider issues of identity and self-esteem for new arrival children transitioning to school in Victoria; their orientation into the school; instruction of English as an additional language; teacher in-service education to

update teachers on issues and challenges confronting new-arrival children, including friendships; the need for teacher's aides; state school support to safeguard and promote the wellbeing of new arrival children; and where required access to interpreters to facilitate school engagement with parents.

7. That the Australian Greek Welfare Society undertake the following with additional resources from Government:

- publicizing widely the list of questions developed to ensure family, relatives, or friends remain a helpful resource to new arrivals and assist them to draw a quasi-memorandum of understanding to ponder on, prior to making a decision to migrate, facilitate their cohabitation and help new arrivals thrive and prosper
- paying Google for search engine optimisation to ensure potential migrants in Greece gain easy access to its website
- building on its existing collaboration with Australian Greek community media outlets, such as Neos Kosmos, Greek Media Group, Radio Rythmos, 3ZZZ, SBS radio and Zougla.gr/omogenia to optimize the delivery of information to new arrivals from Greece, and expand Greek radio programs dedicated to exchanging or donating goods that are proving to be so helpful to new arrivals.

Other initiatives that may assist Greek citizens migrating to Australia are described below. AGWS to provide additional assistance by securing resources from the State and Federal governments and from within the Australian Greek community.

8. Publicize widely the list of questions developed to ensure family, relatives, or friends remain a helpful resource to new arrivals and assist them to draw a quasi-memorandum of understanding to ponder on, prior to making a decision to migrate, facilitate their cohabitation and help new arrivals thrive and prosper.

9. That AGWS through its existing application to the Settlement Grants Program, enters into discussions with the Commonwealth Department of Social Services to facilitate the allocation of resources to AGWS to invite Greek community organisations to work together with relevant policy makers, industry networks and practitioners to form task groups on developing evidence-based policy advice and settlement services planning and development strategies; as well as a process for leveraging the significant expertise available within Melbourne's Greek and broader Australian community for the benefit of new arrivals from Greece. In particular, consider developing creative approaches for:

9.1 advocating to the Department of Social Services to focus on the needs of new arrivals from Greece to ensure barriers to participation, social inclusion and wellbeing are reduced

9.2 developing a communication strategy for advocacy to relevant authorities and mainstream service providers, including migration, housing, employment, education and settlement, and to inform the Australian Greek community, including new arrivals, on strategy and services

9.3 identify appropriate strategies to assist new arrivals to negotiate with property owners or real estate agents fair terms for affordable, safe and comfortable rental housing in a competitive rental market, including references that can confirm the reliability and credit worthiness of the tenant

9.4 developing a voluntary billeting system to give Australian Greek families the opportunity to accommodate for a limited period new migrants from Greece; assist them with finding rental accommodation; if required, refer them to a migration agent or formal support services, such as the Australian Greek Welfare Society or other Australian Greek community organisations

9.5 establishing a home stay program for new Greek arrivals along the same principles as the Family Home Stay successfully used to accommodate international students by offering a safe and stable home living experience, support and practical advice within an Australian Greek cultural environment

- 9.6 advocating to the relevant Commonwealth and State Government Departments the formation of a single authority to assess, recognise and validate overseas qualifications in a timely and cost effective manner
 - 9.7 highlighting to the Commonwealth Department of Employment the contributions a newly arrived job seeker needs from employment services and employers to access and sustain quality and appropriately paid employment, as well as raising awareness within Victoria's Australian Greek community of the structural barriers to employment for new arrivals
 - 9.8 establishing group and learning activities for new arrivals to enable them to share their own skills and experiences with their peers as a means of overcoming social isolation, building networks and relationships with people in the Australian Greek community, as this can be an important means of identifying job opportunities
 - 9.9 using industry networks to establish partnerships with local employers to secure internships, traineeships and employment with a focus on placing new Greek arrivals in quality jobs with good employment conditions to enable them to develop important Australian-based industry skills, accreditation and experience, while receiving an appropriate wage and concurrently allowing them to practice their English, gain exposure to Australian workplace culture and develop networks that build job opportunities
 - 9.10 advocating to the Fair Work Ombudsman to take proactive steps to ensure all temporary visa holders and migrant workers in paid employment are paid at a minimum the National Minimum Wage and prevent their exploitation in the workplace
 - 9.11 organising English language classes for Greek citizens ineligible to attend free English language learning programs in Australia by mobilizing retired English language teachers to teach in areas strategically located throughout the Melbourne metropolitan area, making use of the many Greek regional brotherhood buildings and where necessary seeking the support of municipal councils and community organisations
 - 9.12 considering issues of further training and education for new arrivals to assist them to build an Australian based education profile, so important to access and sustain quality and appropriately paid employment
 - 9.13 leveraging the resources of regional brotherhoods and associations as a means of strengthening the capacity of Australian Greek community structures to increase support to new arrivals from Greece and Cyprus.
10. Advocate to Medicare to review its requirements for proof of intention of Australian Citizens and permanent Australian residents of Greek descent to settle permanently in Australia before they could be issued with a Medicare card, given the current situation in Greece, and new arrivals are required by law to disclose any offshore assets and foreign income in their Australian tax return.
 11. Advocate to Centrelink to strengthen its policies to ensure Australian Citizens and permanent Australian residents of Greek descent are given access to interpreters to minimise misunderstandings arising from poor English language competency; reduce disagreement relating to Centrelink advice and decisions; improve timely approval of claims; and reduce long waiting periods on the phone.
 12. Advocate to the Department of Social Services to consider allocating additional emergency relief resources to the Australian Greek Welfare Society to enable it to assist new arrivals for difficult times and unexpected expenses, as well as prevent and alleviate financial hardship.
 13. Advocate that the information relating to key support services and the Department of Social Services booklet "Beginning a life in Australia: Welcome to Australia", that are useful for new arrivals, be available and distributed at strategic points of entry, such as Australian Customs at airports and the Greek Consulate in Melbourne.

14. Advocate to the Greek Government to consider allocating emergency relief resources to the Australian Greek Welfare Society to enable it to assist Greek citizens arriving to Victoria for difficult times and unexpected expenses, as well as prevent and alleviate financial hardship.
15. Advocate to the Greek Government consider flexible approaches to teenage boys approaching the age for mandatory military service in Greece at age 18 years to alleviate their concerns of being labelled deserters, undue stress and help them and their parents at a critical juncture of their life.

PART 2: THE EVIDENCE FOR SUPPORTING NEWLY ARRIVED GREEKS

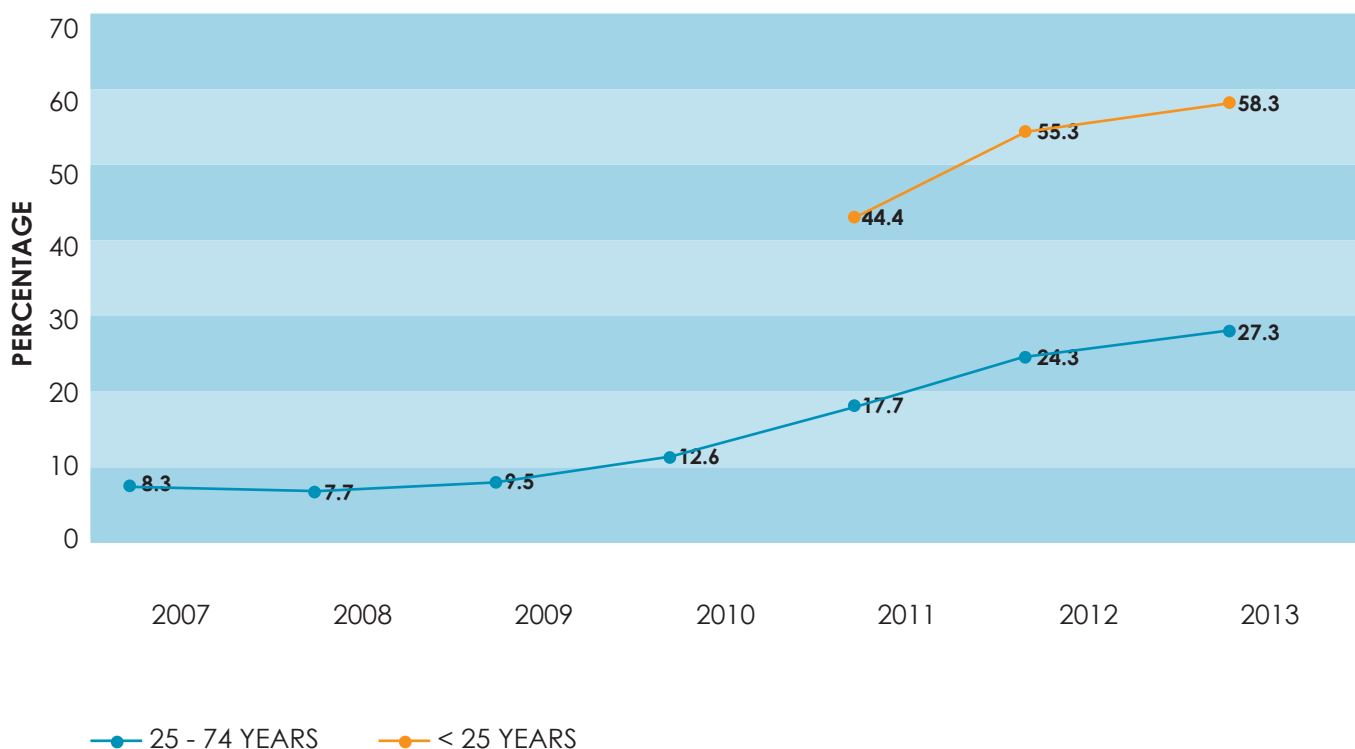
There is growing evidence indicating that newly arrived migrants from Greece require support to settle in Australia. The following discussion provides analysis of research undertaken by AGWS as well as reviews of literature and population data.

LITERATURE REVIEW

BACKGROUND INFORMATION ON NEW ARRIVALS

Greece has been experiencing a severe economic crisis since 2010. Figure 1 below depicts the dramatic rise in the unemployment rate, reaching nearly 28 percent of the labour force in the first quarter of 2014 (Hellenic Statistical Authority, July 2014) and with youth unemployment close to 58 percent (OECD, 2013: 43). Participants at focus group meetings conducted by AGWS for this study voiced their concern about the official employment figures. They spoke of the grim reality of the hidden unemployment and under-employment, of exploitation with workers being underpaid, uninsured or losing all entitlements and of some employers who try to hold onto their employees in the hope the economy will turn around.

Figure 1: Percentage of adult and youth unemployment rates in Greece, 2007 -2013



Source: Eurostat, 2014

The economic crisis and fiscal consolidation have worsened income distribution and poverty as unemployment has risen and real incomes have declined. The social impact has been exacerbated by the lack of a general safety net and low and poorly targeted non-pension social spending (OECD, 2013:10).

The financial crisis is having severe social consequences. Inequality and poverty rose (OECD, 2013:36) and other indicators also point to worsening social conditions. The number of households in arrears on mortgage or rent payments doubled between 2008 and 2011, increasing vulnerability to homelessness. Unmet health care needs may have risen and health outcomes may have been affected. The economic crisis has also resulted in a large increase of the uninsured population. Around 10 percent of the population is not eligible for health insurance, including the long-term unemployed and many self-employed workers in arrears with social fund contributions, although they can use the emergency services of the public hospitals (OECD, 2013:37).

A sad consequence of the economic crisis ravaging Greece is that suicide has risen steadily in a country where the number of people taking their own life was comparatively low. According to Klimaka, a Non-Government Organisation in Greece, 336 men and 41 women took their own life in 2010. The upward trend continued in 2011 and 2012, with 393 men (or 17%) and 84 women (or 105%) ending their own life in 2011 and another 417 men (or 6.1%) and 91 women (or 8.3%) in 2012. Klimaka estimates that serious suicide attempts (regardless of the outcome) are 15-20 times more frequent than recorded suicides (The Economist, 2013).

Equally as concerning is the rapid increase in depression and severe anxiety in children and adolescents. Their symptoms are directly attributed to the current financial crisis in Greece, in particular the loss of parental employment and feelings of anxiety about the future, as well as the inability of parents to provide the necessary emotional support. There has been a 9% increase in depression between January 2010 and January 2013 and 24% increase in anxiety/stress during the same period (Georganta, 2013).



Source: Zamikos Cartoonist

The sign points towards a: "Refugee Reception Centre of the European Union" and the caption by the Greek man standing on the shores of Europe (presumably in Greece), a member of the European Union, reads "in the end they made me a refugee too".

Twenty five years ago Greece welcomed more than 600,000 Albanians who walked over the border to start a new life. Smaller numbers of Bulgarians, Romanians, Moldovans, Ukrainians, Georgians and Russians also got a toehold in Greece (The Economist, 2009).

With jobs in Greece being scarce, and against the backdrop sketched in the previous page, the flow has turned from net immigration to net emigration. According to the World Bank young Greeks are moving in search of work to Germany, the United Kingdom, Australia, Canada, Albania, Turkey, UK, Cyprus, Israel and Belgium (The World Bank, 2011).

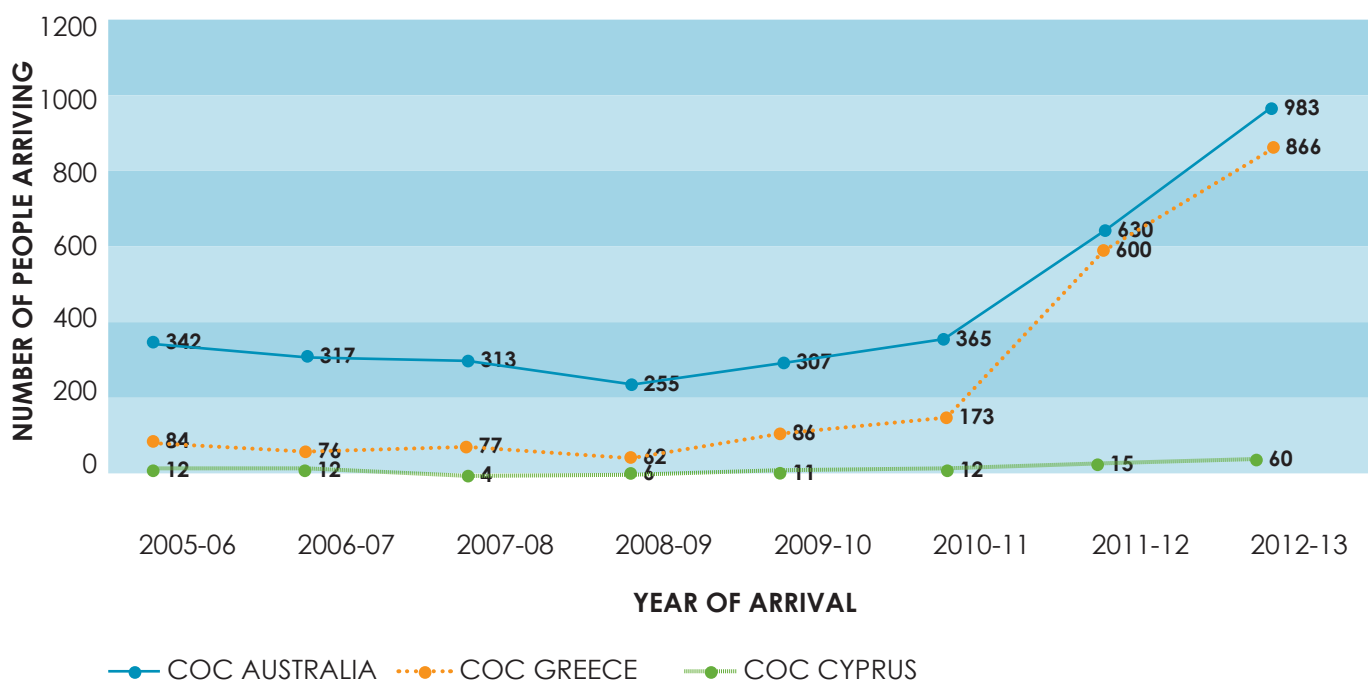
These young people are highly skilled and educated, with the majority having a tertiary-level degree (about 60 percent). High formal education levels have also been linked to high occupational outcomes for Greek migrants who have secured employment in other countries. (Jauer et al., 2014). Unlike the young men and women who barely finished primary school and hardly spoke any English when they migrated to Australia in the 1950s and 1960s (Tsingas, 1998), the proportion of Greek young people aged 20-24 years that have attained at least upper secondary education level was 86.5 percent in 2013, whilst the European Union (EU) average was 81.1 percent and Germany's 76.8 percent. Those aged 30-34 years who have successfully completed a tertiary or equivalent course was 34.6 percent as opposed to the EU average of 36.5 percent and Germany's 33.1 percent (Eurostat, 2014).

Greece also has one of the highest proportion of school aged children studying English with 96.1 percent studying this language at primary school as opposed to 73.1 percent in the EU; and 91.4 in the upper secondary level with the EU average being 92.7 percent (Eurostat, 2013 edition: 120-122).

Figure 2 below indicates a sharp increase in the number of arrivals from Greece to the State of Victoria in Australia. In addition to being highly educated and skilled, the findings of the current study reveal that the overwhelming majority (83 percent) have varying levels of fluency in the English language.

It is logical that a number of those leaving Greece would choose the State of Victoria in Australia as a destination for migration. The 2011 ABS Census indicates that 162,000 people of Greek ancestry were living in Victoria, with 95 percent residing in the Melbourne metropolitan area. Of those, 117,000 were Greek-speaking and 50,000 were born in Greece (ABS, 2011 Census).

Figure 2: Total number of Greek and Cyprus residents arriving in Victoria by Country of Citizenship*, 2006-07 to 2012-13



Source: Australian Bureau of Statistics – Net Overseas Migration arrivals customised data, 2014 – see Appendix 1

(Note: The 2012-13 number of new arrivals is an estimate).

*COC – Denotes Country of Citizenship

With such a large number of people of Greek descent living in Victoria it is not a surprise that more than half of those arriving now in Victoria have had some connection with Victoria (ABS Net Overseas Migration Data, 2014). They were either Australian citizens or Australian permanent residents of Greek descent who had returned to settle in Greece or were the children of Australian citizens of Greek descent currently residing in Greece. Of the 108 participants in the study, 72 respondents (or 66.7 percent) indicated that on arrival to Victoria they resided either with family, relatives, or friends.

The young men and women who migrated from Greece to Australia in the 1950s and 1960s with only their menial skills, contributed enormously to the economic, cultural and social fabric of their adoptive country. This new wave of young men and women arriving from Greece, being highly skilled and educated, and being proficient to varying levels in the English language, is also expected to integrate successfully into Australian society and add value to Australia's economic, cultural and social capital. With an ageing population and the much touted skill shortage in Australia, the current restrictive visa stream which poses immense challenges to Greek citizens applying for entry into Australia is likely to deprive Australia of talent and knowledge that has served the country well in the past.

THE MIGRATION PROCESS

There is broad consensus within the literature regarding the extent of difficulties experienced by newly arrived migrants across a range of areas during the settlement period. These include lack of basic knowledge of the services and assistance that are available to new migrants, problems finding accommodation and employment, communication barriers, education, health services, financial hardship, transport, general settlement issues, mental health, and issues relating to adjustment, particularly for adolescent and teenage children (Burke & Stone, 2014; Ethnic Communities Council of Victoria, 2014; United Nations, 2013; Amigo, 2012; Texeira, 2011; Somerville & Walsworth, 2010; Leith, 2009). Planning and preparation during the pre-migration stage, however, can significantly reduce the negative effects and enhance the positive outcomes of the migration settlement process (United Nations, 2013). There are also some moderating factors that are critical in minimising the challenges experienced during the settlement process.

PRE-MIGRATION PLANNING AND PREPARATION

For potential migrants in Greece intending to migrate to Australia, the need for accurate information during the pre-migration planning and preparation stage is essential (United Nations, 2013:46). The internet and social media such as Facebook, Twitter and online blogs offer a convenient way to connect with relatives and friends living in Australia and seek information regarding visas and immigration regulations. However, difficulties exist in ascertaining the reliability of such information. Inaccurate information and a lack of awareness about the legal and administrative requirements for migration "can delay or complicate the process and may put potential migrants at risk" (United Nations, 2013:39).

While the Australian Embassy in Athens could be a reliable source of information, easily accessible information on migration to Australia is not available through the Embassy. The culturally alien automated telephone menu used by the Embassy to gain access to the appropriate section that can inform on migration issues is disempowering, and where people succeed to get through to the relevant section, they are referred to the Department of Immigration and Border Protection website. The restricted availability of Embassy hours for enquiry for prospective Greek citizens wishing to migrate and Australian citizens residing in Greece returning to Australia are sources of hardship and discouragement. The processing of paper based visa applications through the Australian Embassy in Berlin poses a further hurdle, as is the processing of applications to acquire Australian citizenship by descent through the Australian High Commission in London (Greek Orthodox Community of Melbourne and Victoria, 2011).

The suggestion by the Greek Orthodox Community of Melbourne and Victoria for the Australian Embassy to extend the hours to assist increasing numbers of Greek migrants with their enquiries as well as establish an office in Athens to process visa applications within Greece (Greek Orthodox Community of Melbourne and Victoria, 2011: 15-16) has to date not been heeded by the Australian Government.

Intermediaries such as migration and education agents may be another source of information for prospective migrants. While many give genuine support, some are untrustworthy and may deliberately misinform and may even claim they can guarantee a visa in return for excessive fees (United Nations, 2013). The Australian Department of Immigration and Border Protection warns against the use of migration agents who are not registered with their respective authorities overseas (Department of Immigration and Citizenship, 2013). Similarly, the State Government of Victoria warns against education agents who misinform potential migrants regarding high paid employment, low cost of living and guaranteed student visas (State Government of Victoria, 2013).

FACTORS MITIGATING THE CHALLENGES OF SETTLEMENT

While planning and preparation during the pre-migration stage is a critical step in the migration process, equally as important is the knowledge to mitigate challenges experienced during the initial settlement period vary greatly owing to:

- differences in visa stream
- assessment and recognition of qualifications and experience
- language proficiency
- economic independence
- labour market discrimination and exploitation, and
- the presence of family, relatives and social networks are also central to the initial stages of the settlement process
- the role played by migrant support services in assisting the settlement (New Zealand Ministry of Business, Innovation & Employment, 2013; Richardson et al, 2004; Government of Queensland, 2001; Fletcher, 1999).

The results from the Continuous Survey of Australia's Migrants and Longitudinal Survey of Immigrants to Australia commissioned by the Department of Immigration and Border Protection indicate that migrants have different labour outcomes depending on their visa category and skill level. Those migrants sponsored by an employer, the skilled independent and those in the family stream perform better (Department of Immigration & Citizenship, 2011:3).

A transparent, effective and credible qualifications assessment and recognition process is critical for the labour market integration of skilled migrants (Fletcher, 1999). Language proficiency is another factor that is widely recognised as being critical in determining economic and social settlement outcomes (Spinks, 2009; Fletcher, 1999). Similarly, having the skills and resources to maintain economic independence; the absence of discrimination when applying for jobs and fair treatment in the workplace in the form of legally acceptable working conditions, proper wages or lack of exploitation all contribute to a successful settlement process (Velayutham, 2013; Australian Red Cross, 2012; Biddle, 2012; Encina, 2010).

Family and social networks are also central to the initial stages of the settlement process, by providing advice, material support and accommodation (Richardson et al, 2004:66). Being able to feel safe and secure; restoring a sense of self-worth; restoring a sense of dignity; regaining a sense of control over one's life; resolving guilt; and processing grief about the loss of self and country all play a vital role in contributing to a successful settlement process, particularly those who migrate at an advanced age or early childhood. For adolescents, the question of personal identity can also create the issue of cultural conflict (Encina, 2010; Burnett, 1998).

New arrivals to Australia require assistance in a number of different areas to help with their successful integration. Yet, designated settlement services are available only to permanent residents who have arrived as humanitarian entrants or as family stream migrants with low English proficiency, and dependents of skilled migrants located in a rural or regional area with low English proficiency (Spinks, 2009).

CHALLENGES FACED ON ARRIVAL TO AUSTRALIA

The remaining segment of the literature review offers some insight into the challenges new arrivals face in finding housing, assessing overseas qualifications, securing employment, earning an income sufficient to support themselves and their families, accessing educational opportunities, improving their English proficiency as an entry into work, accessing public transport, accessing healthcare services, and adapting to life in a new country (United Nations, 2013; Richardson, et al, 2004; Fletcher, 1999; Burnett, 1998).

The ability to secure appropriate housing in the destination country is a crucial factor in a migrant's successful settlement (United Nations, 2013; Teixeira, 2011; Somerville and Walsworth, 2010; Teixeira and Li, 2009). Several studies have reported that securing affordable and stable housing in Australia is a major issue for immigrants in the early settlement years (Ethnic Communities' Council of Victoria, 2008; Turcic, 2008; Department of Immigration and Border Protection, 2007; South Central Region Migrant Resource Centre, 2007; Richardson et al, 2004). The high cost of housing, competition for housing, lack of understanding of rights and responsibilities, problems getting references and background checks and often the lengthy process can severely disadvantage migrants who require housing upon arrival (United Nations, 2013).

Assessing and accepting overseas-gained qualifications can have a major impact on settlement outcomes for immigrants (Fletcher, 1999) as they are a key step in re-entering one's profession or occupation in Australia (Burnett, 1998) and those "finding work that makes use of their qualifications are likely to be more productive on the job, better paid for the work they do, and happier about the degree of integration into Australian society" (Richardson et al, 2004:4). Yet the prohibitive costs associated with supplementary courses and examinations and overly complex processes across national and state regulatory bodies often prevent overseas qualifications and experience from being recognised (Refugee Council of Australia, 2011).

Migrants face significant barriers to employment in Australia, including lack of knowledge of local employment networks, poor understanding of the job application process, weak communication skills and the reluctance of many employers to recognise overseas qualifications and work experience, as well as requiring applicants to demonstrate Australian-based employment experience thus denying new arrivals the opportunity to obtain entry-level jobs that would enable them to get that experience (Australian Bureau of Statistics, 2013; Ethnic Communities' Council of Victoria, 2014; Lane 2014).

While engagement in paid work generally provides people with specific work experience that, in combination with skills, education and training, potentially expands their work opportunities, including work with higher responsibilities or remuneration, increases self-sufficiency, boosts self-confidence and fosters community integration (Ethnic Communities Council of Victoria, 2014; Nelms and Tsingas 2010), vulnerable migrants can become targets for illegal work and exploitation (Ethnic Communities' Council of Victoria, 2014; Hall & Partners, 2012). Given that migrants are self-funded, they are likely to face financial hardship until they are able to secure employment (United Nations, 2013). The presence of a supportive social network is critical here in assisting migrants to overcome settlement issues (United Nations , 2013).

With increased concern over job and income security, there is a corresponding acceptability of basic employment, wages and conditions and preparedness to accept lower paid jobs or less desirable working conditions in order to meet the cost of living (Southwell et al, 2010). However, while employment is generally seen as safeguarding against poverty, people may remain poor "if their earnings are insufficient to provide them with an adequate income" particularly where work is linked to low pay, low skills and precarious jobs (Nelms and Tsingas, 2010:30). This is especially true for student visa holders who are restricted in the number of hours they are able to work per week, where many are seriously exploited (Lane, 2014; Turcic, 2008).

Additionally, migrants can also be disadvantaged when seeking employment depending on where they live. Low levels of accessibility to transport create a transport disadvantage, where low cost housing exists but is removed from well developed and efficient transport infrastructure (Burke & Stone, 2014). A lack of public transport can reduce the opportunities for employment, accessibility to education, health services, preventing community participation and increasing risks of social exclusion (Burke & Stone, 2014; Victorian Council of Social Service, 2010).

Language acquisition and proficiency assists economic and psychosocial integration, through employment and further study pathways (Leith, 2009). However, not all migrants are eligible for language learning programs in Australia which provide up to 510 hours of free English language tuition (Department of Immigration and Border Protection, 2014). Those not eligible face significant costs in undertaking English Language Intensive Courses for Overseas Students (ELICOS). Tuition Fees range from \$250 per week to \$350 per week for regular ELICOS courses. (ELICOS, 2014). An additional burden to those holding student and other temporary visas is the requirement to pay thousands of dollars a year in fees for their children to attend public schools in Victoria (Victorian Equal Opportunity & Human Rights Commission, 2012).

In addition, children undergo a number of social changes through exposure to their new environment, reporting traumatic experiences of not understanding or not being able to connect with new peers (Amigo, 2012b). Adolescents may be doubly disadvantaged through further disorientation as they confront adjustment issues as they develop themselves (United Nations, 2013).

Language services are essential to providing effective and useful health and community services to migrants (Renzaho, 2007). High costs of health services can restrict migrants from accessing them, as not all migrants are eligible for Medicare benefits. Even so, migrants are more susceptible to mental health issues in comparison to the general population which occur through difficulties of their settlement process (Kirmayer, et al., 2011). They may remain unaware of the services, such as counselling, to aid them (United Nations, 2013). To combat this issue, it has been suggested that culturally appropriate health literacy and prevention strategies be used to inform migrants of services available to them (Federation of Ethnic Communities' Councils of Australia, 2010; Watters, 2011).

Heeding the above suggestion, the Australian Government has published a booklet titled "Beginning a life in Australia – Welcome Guide" (Department of Immigration and Citizenship, 2012). The booklet lists four priority areas for immigrants to become aware of during the initial phase of their settlement process. These include, general settlement issues upon arrival such as setting up a bank account (Department of Immigration and Citizenship, 2012:4). Other chapters of the booklet include information on housing, employment, health and community services, demonstrating the large number of areas that new arrivals need to be aware of about living in Australia (Department of Immigration and Citizenship, 2012).

Across a range of areas the literature has shown that obtaining the correct information and knowledge about the host community is critical to successful settlement. The literature has also given a good appreciation of factors mitigating the challenges experienced and offered some insight into the challenges new arrivals face. Culturally-specific organisations that have developed a skillful understanding of the settlement process, are considered to be better placed to assist migrants in successfully managing those challenges (Ethnic Communities' Council of Victoria, 2014; Mwanri, et al., 2012; Teixeira, 2011; Sawtell, et al., 2010). Making this connection can improve access to services and opportunities, promote social inclusion and boost self-esteem (Burke & Stone, 2014; Somerville & Walsworth, 2010; Teixeira & Li, 2009; Mwanri, et al., 2012).

AGWS RESEARCH

AGWS undertook research in 2013-14 to develop a detailed understanding of the number and circumstances of new arrivals from Greece to Australia following the financial crisis there in 2010, and to provide recommendations for future direction. To achieve this, a survey was completed by new arrivals and focus group consultations were conducted with new arrivals and other stakeholders.

To undertake this research project, AGWS allocated funds to achieve the following objectives:

1. To determine the number and profile of arrivals from Greece using ABS and Department of Immigration and Border Protection data
2. To examine the sources of information used by potential immigrants in Greece; the aspirations of new arrivals and pathways to achieve those aspirations; and the challenges faced during the settlement process in Australia.
3. To provide broad recommendations to enable capacity building that responds appropriately to the needs of new arrivals from Greece.

RESEARCH METHODS

To achieve these objectives, a range of research methods were applied, including a literature review, data analysis and a consultation strategy to ensure the inclusion of views from a range of key stakeholders. The literature review explored the causes of the current inflow of migrants from Greece to Australia; it also examined the importance of information in preparing for and reducing the risks associated with migration; the moderating factors that are critical in minimizing the challenges experienced during the settlement process; and the challenges faced on arrival to Victoria.

In conducting the study a combination of qualitative and quantitative approaches were used to canvas the views and perspectives of key stakeholders about the issues, challenges and factors helpful to settlement. Stakeholders included new arrivals, migration agents, AGWS casework staff, a secondary school, a key informant from the Greek Orthodox Community of Melbourne and Victoria, a handful of families, relatives and friends sourced opportunistically, an education provider, and Australian Greeks discussing the issues confronting new arrivals at social gatherings. Data was collected, via an array of data collection methods including a survey tool, a semi-structured consultation tool to facilitate focus group meetings, and de-identified data available through the organisation's casework support team.

One hundred and eight new arrivals from Greece completed the survey and nearly forty new arrivals and five migration agents attended the focus group meetings. The combination of asking new arrivals to complete a survey, seeking the views of new arrivals and migration agents through several focus group meetings, using de-identified AGWS client data and information sourced opportunistically was an important strategy, as it enabled AGWS to gain a more substantive picture of the reality, and a means of verifying with several sources and to gain multiple perspectives.

THE SURVEY

To develop a detailed understanding of the needs of new arrivals from Greece and the type of difficulties experienced during their settlement process, an extensive survey tool was developed. The survey tool was developed by AGWS senior management staff and validated with four new arrivals prior to the researcher coming on board.

Oister Online Surveys were engaged to assist AGWS to refine the Survey questions in both the English and Greek versions; email out the surveys and receive responses; collate the data and undertake some preliminary analysis.

New arrivals were deemed to be those Australian citizens, Australian permanent residents of Greek descent returning after a long period of permanently residing in Greece, and Greek citizens arriving in Australia usually as students and skilled migrants. However, people could respond to the survey only if they had migrated to Australia following the onset of the disastrous financial crisis in Greece in 2010.

This strategy was employed to elicit some demographic information from each respondent, their visa status, living arrangements, sources of information prior to travelling to Australia and appropriateness of those sources, their aspirations and pathways to a better future and settlement, and challenges faced on arrival.

To meet the scope of the study a letter was prepared inviting new arrivals from Greece to complete a structured questionnaire. Both the letter and questionnaire were written in the Greek and English language. The letter stated the aim of the survey and the reasons new arrivals were asked to respond to the survey. The letter also stated that their collective contribution was expected to make a significant difference to AGWS' understanding of the issues and challenges facing new arrivals from Greece and help AGWS to work together with Greek community groups in Victoria to minimise the negative impacts and enhance the positive outcomes of migration for new arrivals.

FOCUS GROUP MEETINGS WITH NEW ARRIVALS AND MIGRATION AGENTS

A semi-structured consultation tool was developed to facilitate the focus group meetings. It consisted of questions that were written in advance, taking care of the wording of the questions and their sequence. Every effort was made to ask all focus group meetings the same questions in the same sequence although supplementary questions were posed where necessary to clarify a point or to elicit additional information relevant to the issue under consideration. These enabled the research team to maximise the compatibility of responses and to ensure that complete data were gathered from each focus group meeting on all relevant questions. The broad areas explored at focus group meetings included:

- Sources of accurate information prior to and post arrival
- English language proficiency
- Facilitators for a successful settlement process
- Difficulties encountered on arrival to Australia.

To meet the scope of the study new arrivals were invited to either complete the survey or participate in focus group meetings, whilst migration agents were asked to participate in a focus group meeting. To ensure as many people accepted the invitation, the survey and focus group meetings were promoted extensively through:

- The assistance of Melbourne's Greek media outlets including Neos Kosmos; Ta Nea and 3XY Radio Hellas of the Greek Media Group; Rythmos Radio; and 3ZZZ radio
- Collaboration with the Greek Orthodox Community of Melbourne and Victoria to ensure Greek bilingual and Greek afternoon schools were involved in promoting the survey to newly arrived parents
- Government schools with an increasing number of new arrival students were targeted too, with one Secondary school providing significant support in this effort.
- The AGWS kiosk at the annual Antipodes festival organised by the Greek Orthodox Community of Melbourne and Victoria and the annual picnic event organised by the Association of Greek Elderly Citizens Clubs of Melbourne and Victoria
- Word of mouth, particularly through new arrivals, and
- AGWS caseworker services, its Migration Agents Service, Information and Referral service, Volunteer programs and AGWS seminars.

Those that showed an interest in completing the survey were given a copy of the letter and questionnaire and a self-addressed envelope. Alternatively, new arrivals with access to a computer were encouraged to complete a digital version of the questionnaire and forward it by email to AGWS, or complete it online.

As stated earlier, 108 new arrivals from Greece completed the survey and nearly forty new arrivals and five migration agents attended the focus group meetings. All survey respondents and focus group participants were self-selected. However, considering the sex, household types, and area of residence of both respondents and focus group participants, it would appear the study captured a cross section of new arrivals. Of the 108 respondents that completed the survey questions, 54 were men and 54 were women, although more women attended the focus group meetings. Both survey respondents and focus group participants resided in suburbs throughout Melbourne and some throughout suburbs in Sydney. Of the 108 survey respondents, 96 were residing in Melbourne, 11 in Sydney and 1 in Adelaide. Nearly 55 percent of respondents were married or in a de facto relationship. Of those, twice as many had children. Nearly 20 percent of respondents were single parents and a quarter was single persons.

The letter accompanying the questionnaire and the semi-structured consultation tool assured potential participants that the information they provided in completing the survey questions and at focus group meetings would remain confidential. The survey questionnaire was completed anonymously, while at focus group meetings participants were reassured that any information they provided would remain confidential and that no individual would be identified in the report. All data would be de-identified and no statements in the report would be attributed to any individual. Data would be aggregated thematically. Permission was sought from all participants before the commencement of each focus group meeting to digitally record the meetings. All meetings were digitally recorded and copious written notes were taken at all meetings.

All digitally recorded interviews were transcribed and are kept safely in a computer file requiring a password to access them. During analysis, where it proved necessary due to gaps in the recordings, the researcher referred to the written notes. These are kept in a locked cabinet. Thematic analysis was used to identify, analyse and report patterns (themes) within the responses received.

INTERPRETING THE RESULTS

Responses to the survey questions and those of focus group participants are brought to bear in the particular section topic as required to provide a rounded picture of the issues to hand. Where appropriate, both the relevant literature and any anecdotal material are provided to contextualize findings.

The following factors should be considered when interpreting the results:

- Respondents often did not answer all of the questions in the survey. Therefore, although there were 108 completed survey questionnaires, many questions show a total response of something less than this figure. Percentages were calculated accordingly. One can only speculate as to why new arrivals would not answer some questions. Perhaps some were too revealing of sensitive issues, for instance, emotional wellbeing, or social isolation. Other questions may simply did not apply to the respondent's situation, for example visa type for Australian citizens, or difficulty with Medicare or Centrelink for Greek citizens who were ineligible to receive a Medicare card or Centrelink entitlements.
- New arrivals' responses provide a picture of their perceptions and desires. Subjective criteria were necessarily used in response to many questions, although in many cases also these responses could be contextualized and compared against data from other sources. For instance, new arrival perceptions could be judged against those of casework data and from other research.
- The omission in the survey tool to elicit information on respondent qualifications was to some extent filled by focus group participants who were overwhelmingly university educated, although the number was less than half of the survey respondents. While a limitation of this study, as other more pressing requirements took precedence, and therefore the need to enquire about the experiences of the Australian Greek hosts was not considered, anecdotal evidence suggest that overall they were happy with the new arrivals they had hosted.

RESEARCH FINDINGS

OVERVIEW

Overall the data provided a substantive picture of the number and characteristics of new arrivals in Victoria, the sources of information used by potential immigrants in Greece to plan for and reduce the risks associated with migration prior to travelling to Australia, identified pathways for a better future once in Australia, and the challenges faced on arrival. These characteristics, pathways and challenges are discussed in the ensuing pages and where appropriate relevant participant comments are highlighted to contextualize findings.

The research study sought to canvass the views and perspectives about the issues, challenges and factors helpful to settlement from new arrivals, migration agents and staff with an interest in them. AGWS partnered with the Greek-speaking print and digital media, used extensively Greek community events such as the Antipodes festival, and Greek community organisations to assist with the recruitment process of new arrivals for this study.

While survey respondents, focus group participants and staff identified and spoke from their perspective as new arrivals, migration advisers, caseworkers and counsellors; some had witnessed the process of migration as young children or adults in earlier years, some had often heard their parents and grandparents reminisce and all drew on their cumulative experiences as appropriate. A few new arrivals enriched the data by sharing their experiences of Eastern European and Middle Eastern immigrants living in Greece and the parallels they could draw with their own current situation.

In addition, research participants were remarkably candid about their views on all issues; their responses were largely influenced by their own circumstances, determined principally by the visa stream under which they had arrived in Australia. For example, some of the questions, particularly those relating to visa requirements were not applicable to Australian citizens and permanent residents of Greek descent. On the other hand, Greek citizens were ineligible to receive access to Medicare, Centrelink and national employment services and therefore their lack of response reflected that. Nevertheless, all respondents were keen to respond so that Victoria's Australian Greek community, service providers, policy and decision-makers were thoroughly informed of their aspirations, challenges and suggestions to ensure potential migrants from Greece and other countries learn from their own, at times traumatic, experiences.

The survey and focus group participants veered away from future predictions about the number of potential migrants, but the grim reality of the high rate of unemployment, the hidden unemployment and under-employment in Greece were not a cause for optimism. Focus group participants wished that it stopped but, agreed that migration to other countries, including Australia will continue to grow in the foreseeable future. They also agreed that the arrival of migrants from Greece presents a challenge to Victoria's Greek community, service providers, policy and decision makers to work together to ensure migrants from Greece and other countries are socially included, highly productive and engaged citizens of Australia.

PROFILE OF NEW ARRIVALS FROM GREECE AND CYPRUS

One of the consequences of the unprecedented financial crisis in Greece is the sharp increase in the number of arrivals from Greece in Victoria. Based on ABS Net Overseas Migration arrivals to Victoria of Greek and Cypriot residents by country of citizenship and country of birth it can be stated with high degree of confidence that at least 4,141 residents of Greece and Cyprus arrived in Victoria between the 2009-10 and 2012-13 financial years.

Table 1: Total number of arrivals to Victoria of Greek and Cypriot residents by country of citizenship, 2005 – 2013

Country of Citizenship	Country of residence: Greece and Cyprus Country of Birth: Australia, Greece & Cyprus							
	Financial Year							
	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Australia	342	317	313	255	307	365	630	983#
Greece	84	76	77	62	86	173	600	866#
Cyprus	12	12	4	6	11	12	15	60#
Total arrivals	438	405	394	323	404	550	1245	1942#

Source: Australian Bureau of Statistics (ABS) Net Overseas Migration*

*For more details relating to this table, see Appendix 1.

These figures are an estimate, as ABS data for 2012-2013 will be available in April 2015

However, an estimated 2,174 Greek citizens that had arrived in Victoria on short term visas between 2009-10 and 2012-13 may have done so with the intention of exploring the potential for remaining in Victoria long-term or at least until the financial crisis in Greece recedes. Anecdotal evidence suggest that such arrivals change their tourist visa to student visas onshore and therefore do not appear to contribute to the final NOM as the ABS is unable to incorporate them in the final count (for more detailed analysis see footnote 3 below).

If these 2,174 Greek citizens intending to stay in Victoria long term are added to the 4,141 arrivals above, then an estimated 6,315³ people from Greece migrated to Victoria between 2009-10 and 2012-13. Of those that had arrived in Victoria between 2009-10 and 2011-12, 1,302 (or 59.2 percent) held Australian citizenship and 859 (or 39.1 percent) held Greek citizenship), with 38 (or 1.7 percent) being Cyprus citizens.

Table 1 also indicates that 2,199 Greece and Cyprus residents migrated to Victoria between 2009-10 and 2011-2012⁴ and that an estimated 2,742 new arrivals settled in Victoria in 2012-2013⁵.

³ To derive the 6,315 estimate, AGWS took the aggregate of 2,199 from 2009-10 to 2011-12 financial years for ABS NOM Greece and Cyprus arrivals to Victoria (Table 1 in Appendix 1), added to this aggregate the 2012-13 AGWS estimate of 1,942 people (see footnote 4 below), and the AGWS estimate of 2,174 for those people that had arrived on short-term visas between 2009-10 and 2012-13 with the intention of exploring the potential for remaining in Victoria long-term or at least until the financial crisis in Greece recedes. The 2,174 estimate is calculated using the yearly increase above the 2,364 average number of short-term arrivals from Greece between 2005-06 and 2009-10 [For yearly short term arrivals see Table 1, in Appendix 3, ABS, June 2014, customised data – Cyprus short term arrivals were not used, as the short term arrivals from Cyprus appear to be constant between 2005-06 and 2012-13]. The yearly increase above the average was 46 new arrivals in 2009-10; 226 in 2010-11; 1076 in 2011-12; and 826 in 2012-13, [i.e., 46+226+1076+826=2,174]. The total aggregate is: 2,199 + 1,942 + 2,174 = 6,315 new arrivals between 2009-10 and 2012-13.

⁴ No figures were available through the ABS for 2012-13 (Table 1 in APPENDIX 1)

⁵ To arrive at the estimated 2,742 number of new arrivals for 2012-2013, AGWS applied the 56 percent increase between 2011-12 and 2012-13 for ABS NOM Greece and Cyprus arrivals to Victoria for some migration stream visas (see Table 2 in APPENDIX 2) to the Total ABS NOM Australia, Greece & Cyprus citizenship arrivals of 1245 for 2011-2012 [i.e., 1245 x 56/100 = 697.2 estimated increase of total arrivals between 2011-12 and 2012-13]. This adds to a total number of 1942 Australian, Greece & Cyprus citizenship new arrivals to Victoria for 2012-13 [i.e., 1245+697.2 = 1942]. AGWS has also added another 800, bringing the total number of new arrivals to 2,742 [1942 + 800 = 2,742]. According to the ABS, an additional 3,190 Greek travellers arrived in Victoria on short term visas in 2012-2013 (ABS, June 2014, customised data, see Table 1 in Appendix 3). Given that the average number of short-term visitor arrivals prior to the financial crisis in Greece ranged between 2,300 to 2,400 annually (Table 1 in Appendix 3), AGWS estimates that around 800 of the 3,190 people that had arrived on short-term visas in 2012-13 did so with the intention of exploring the potential for remaining in Australia long-term or at least until the financial crisis in Greece recedes.

Apart from Australian citizens and permanent Australian residents of Greek descent returning to Victoria, the most common visas used to migrate to Australia included: family migration, temporary work (skilled – Visa 457), student, bridging, other temporary, special eligibility and other non-program (for number of Greek citizens migrating under each of these visa categories, see Table 1 in APPENDIX 2).

At this stage, it is not possible to make any projections about the likely number of new arrivals over the next few years. However, as the crisis is likely to endure a number of years and given the large number of Australian citizens of Greek descent currently residing in Greece (the Greek Orthodox Community of Melbourne and Victoria, citing figures from the Australian Embassy in Athens puts the number as high as 100,000 people), we can assume with high degree of confidence that many will continue to return over the next few years. The critical issue will be the age profile of these people returning, bearing in mind many are ageing there.

Judging by feedback received from survey respondents and focus group participants, it would appear that most new arrivals lack basic knowledge of the local services and experience difficulties in accessing supports. Since AGWS has always been the first port of call for Greek-speaking people in Melbourne in their effort to negotiate the Australian service system, it is also customary for many new arrivals to call on AGWS in their time of need. Of the 108 respondents, 45 (or 41.7 percent) had contact with the AGWS. The survey indicates that AGWS is experiencing serious difficulties in responding to the needs of new arrivals of Greece and Cyprus citizenship as they do not fit the eligibility criteria for services offered by migrant support services and due to lack of government funding to enable AGWS to extend its settlement support services, currently funded through fund-raising activities.

Australian residents returning from Greece may fall into one of the following five categories:

- (a) those who had spent some years in Australia and had acquired Australian citizenship through naturalisation and then returned to stay permanently in Greece
- (b) those born in Australia who had returned as young children to stay permanently in Greece with their parents
- (c) those born in Greece that had acquired Australian citizenship by descent
- (d) those who had lived in Australia for a number of years and had maintained their permanent Australian residency, and
- (e) those who had lived in Australia for a number of years but had never acquired Australian Citizenship and now had to prove that they had a significant claim to Australian residency.

These Australian citizens and permanent Australian residents on arrival to Victoria and generally to Australia experience significant challenges in finding housing, assessing overseas qualifications, securing employment, earning an income sufficient to support themselves and their families, accessing educational opportunities, improving their English proficiency as an entry into work, accessing public transport, accessing healthcare services, and adapting to life in a new country. This group constitute nearly sixty percent of the new arrivals.

The remaining new arrivals in Victoria are Greek citizens facing some additional challenges to those experienced by returning Australian citizens and permanent residents. Unless, they have been sponsored by a partner, or have secured a permanent resident visa through the Points Based Skilled Migration or the Employer Nominated Scheme, their only other option is to arrive in Australia on temporary visas, usually student that, secure them only short-term stays and an uncertain future.

Arrivals on tourist visas are not entitled to work in Australia nor are they entitled to free health care, subsidised education or social security benefits. Similarly, those on student visas are not eligible for free health care, child care, subsidised education or social security benefits, although they are permitted to work 20 hours per week and unlimited hours during semester breaks. Anyone working more than the permitted hours face at all times the prospect of being deported from the country. Temporary visas are granted for a defined limited period and people intending to renew them have to show valid reasons to succeed.

Managing one's daily expenses on an income derived from 20 hours of work is virtually impossible, given the high cost of living and tuition fees for enrolled courses at a tertiary institution in Victoria or at primary and secondary schools for migrants with school aged children. This may force some new arrivals on student visas to work beyond the permitted 20 hours, risking exploitation and the revocation of their visa.

On average around 80 Greek citizens and 10 Cyprus citizens were arriving in Victoria each financial year between 2005-06 and 2009-10. During the same period, around 300 Australian citizens were arriving in Victoria each financial year, after a long stay in Greece (ABS, NOM data, customised data, see Table 1, Appendix 1). The number of new arrivals from all three citizenship countries residing long-term in Greece or Cyprus started to escalate in 2010-11 with a total of 550 people arriving in 2010-11, an upsurge of 36.1 percent, then more than doubling to 1245 (or 126.4 percent increase) in 2011-12 and reaching an estimated 1942 in 2012-13 an increase of 56 percent from the previous financial year (see Figure 2 above, or the ABS, NOM data, customised data, see Table 1, Appendix 1).

Figure 3 and Appendix 2 depict the number of arrivals in Victoria with Greece and Cyprus citizenship and yearly increase by migration stream.

The visas most commonly used by people of Greece and Cyprus citizenship to arrive in Victoria between 2010-11 and 2012-13 were a) **'other temporary visas'**; b) **'student visas'**; c) **temporary work (skilled – visa 457)**; d) **family migration**; and e) **'working holiday maker'** for only Cyprus citizens, as the agreement with Greece relating to this visa has yet to be operationalized. For a definition of each of the above visas refer to the last page of Appendix 2.

Figure 3 also shows that there has been a significant increase in Greece and Cyprus citizenship arrivals under all five visa categories. However, the increase is largely due to migration from Greece rather than Cyprus (ABS, NOM data, customised data, see Table 2, Appendix 2).

Figure 3: Number of new arrivals of Greek and Cyprus citizenship by migration visa stream, 2005-06 to 2012-13

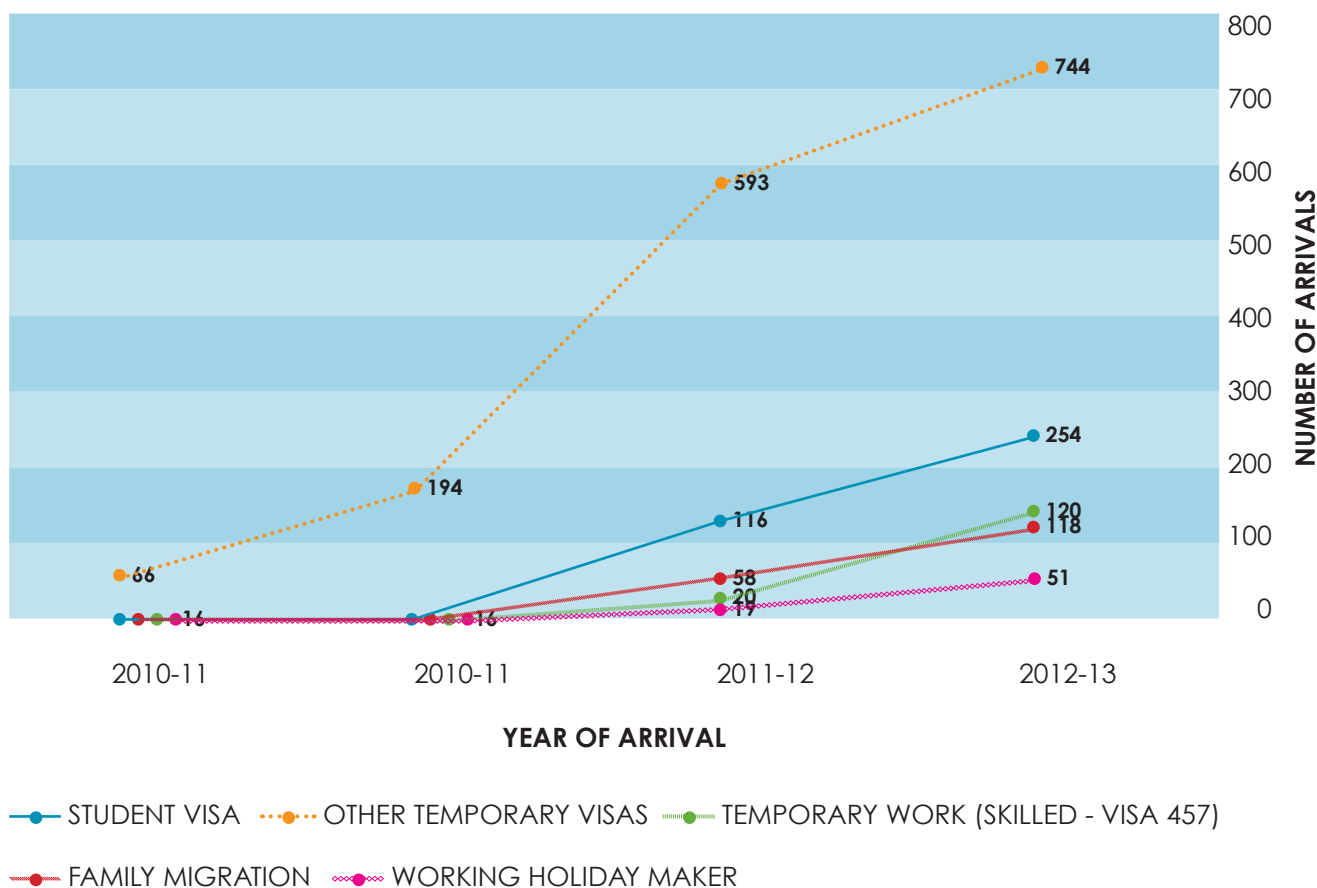
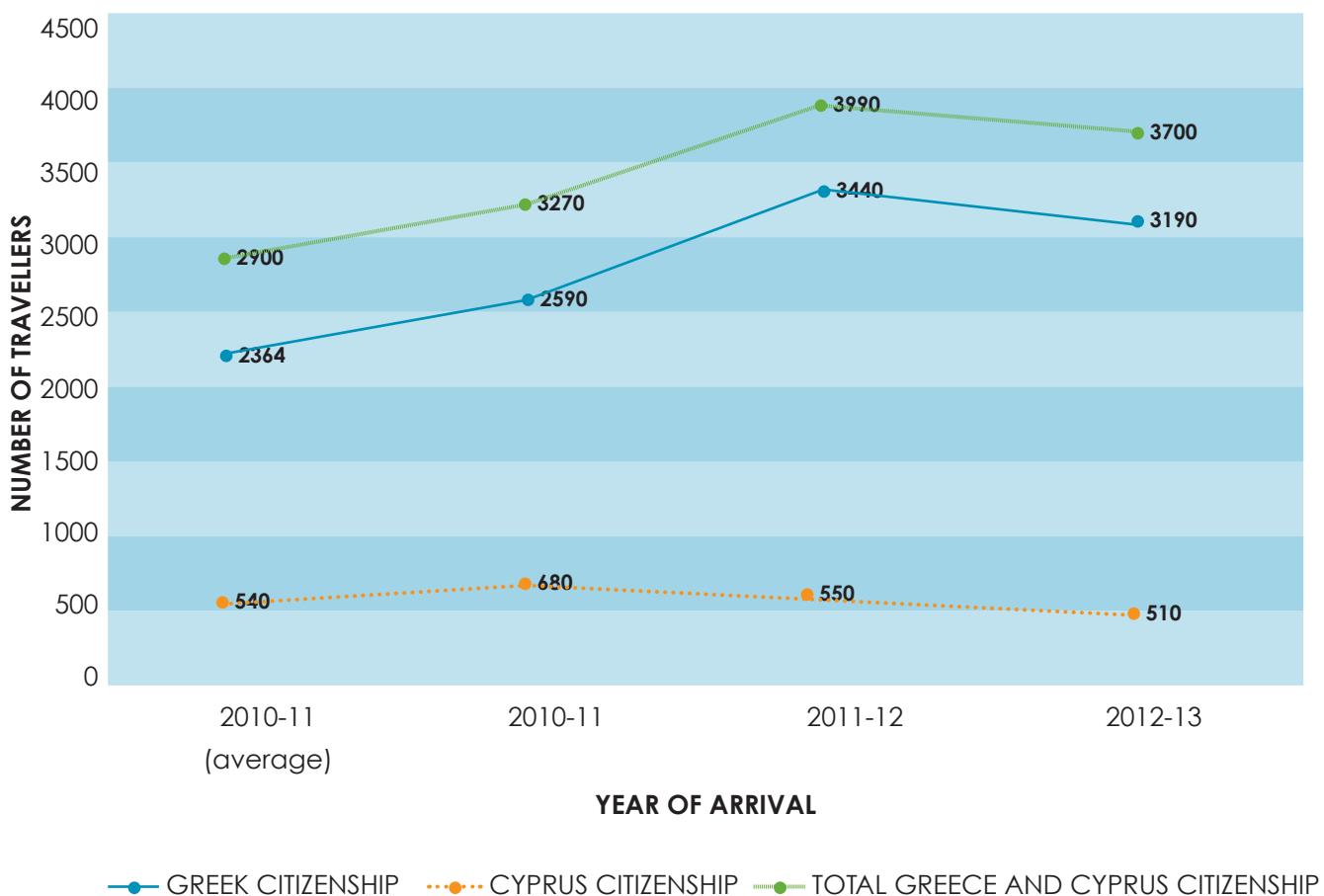


Table 1, in Appendix 4 indicates that the majority of Greek citizens arriving to study in Victoria primarily enroll in Vocational Education & Training (VET) or in English Language Intensive Course for Overseas Students (ELICOS). Of the 242 arrivals in 2012-13, 143 (or 59.1 percent) enrolled in a VET course and 82 (or 32.3 percent) in an ELICOS course, with only 13 (or 5.4 percent) studying in the Higher Education Sector. Prior to 2011-12 there were hardly any people with Greek citizenship studying in Victoria. This changed in 2011-12 when 111 people arrived to study and in 2012-13 the number more than doubled to 242.

Figure 4 and Appendix 3 show that on average approximately 2900 people with Greece and Cyprus citizenship visited Victoria each year from 2005-06 to 2009-10 intending to stay less than 12 months before returning back to Greece or Cyprus. Of these 2900, 2364 people held Greek citizenship and 540 Cyprus citizenship.

From 2009-10 the number of short-term visitor arrivals started increasing significantly for those arriving from Greece but remained approximately the same for those arriving from Cyprus. As the numbers from Greece started increasing in 2010-11, one can hypothesize with some degree of confidence that those above the 2364 average visiting Victoria each year did so with the intention of exploring the possibility of applying for an alternative visa that would enable them to remain in Australia longer-term or at least until the financial crisis in Greece recedes. Approximately 800–1000 short-term visitors probably fell in this category between 2011-12 and 2012-13.

Figure 4: Total number of short-term traveller arrivals by Greek and Cyprus citizenship, Pre-2010-11 (average) to 2012-13



Source: Australian Bureau of Statistics –Net Overseas Migration arrivals customised data – see Appendix 3

CHARACTERISTICS OF AGWS SURVEY RESPONDENTS

The survey indicates that of the 108 respondents:

- Ninety-one (or 84.3 percent) had arrived in Australia in the last three calendar years (2011-13) and only 17 or 15.7 percent arrived prior to 2011, mirroring the sharp increase in the total number of arrivals from Greece to Victoria (ABS – Net Overseas Migration arrivals data – see Figure 2 and Appendix 1).
- Most of the respondents were born in Greece (67 people or 62 percent), 22 people (or 20.4 percent) were born in Australia and around six percent in each Cyprus, Egypt and other places, such as Armenia, Germany, Montenegro and Zimbabwe.
- Unlike the wave of Greek migrants arriving in the 1950s and 1960s, arrivals have varying levels of English language proficiency. Thirty four (or 31.5 percent) of respondents indicated that they speak English very well, 33 (or 30.6 percent) speak the English language well, whilst 11 (or 10.2 percent) attained an IELTS level and 12 (or 11.1 percent) have an average level. Of the remaining respondents, 16 (or 14.8 percent) did not speak English well and 2 (or 1.9 percent) not at all.
- Forty-three (or 39.8 percent) were Australian citizens or permanent residents; 20 or 18.5 percent arrived on a tourist visa and 11 or 10.2 percent on a student visa. Of the remaining, 19 or 17.6 percent arrived either on a partner visa, family sponsorship, carer or held a bridging visa.
- The survey indicates that new arrivals have strong connections with Melbourne's Greek community. Of the 108 respondents, 72 (or 66.7 percent) claimed that they had resided with family, relatives, friends or sponsor on arrival to Australia. A third of new arrivals were continuing with these arrangements, and more than half of those who are staying with family or friends are either Australian citizens, permanent residents or have a tourist visa. Those staying with family tend to be Australian citizens or permanent residents and those staying with relatives tend to hold a tourist or student visa.
- As expected, after the initial few months, people tend to move away from living with family, relatives or friends to establish their own household. The majority relocated primarily to private rental accommodation. People preferring this option increased from 11 respondents (or 10.2 percent) to 44 (or 40.7 percent). On arrival, 22 (or 20.4 percent) of respondents stayed in a hotel, boarding, student or shared accommodation. Those continuing with these living arrangements reduced to 8 (or 7.4 percent). Only one person, who is an Australian citizen, indicated being homeless on arrival and a year later continuing to be homeless, whilst another found accommodation in public housing. Sixteen respondents declined to provide a response on current living arrangements.
- While on arrival two respondents had their own home, this increased to five on current living arrangements. All five had some prior connection with Australia. They were either Australian citizens, permanent residents or the partner of an Australian citizen.
- Twenty-one (or nearly 20 percent) held full-time employment with two being self-employed and one sponsored by an employer, while 32 (or 29 percent) held a part-time or casual job. Most of those who held a full-time, part-time or casual employment were either Australian citizens, permanent residents, had a working or employer sponsored visa. Of the 11 arrivals on student visa, as permitted, four were studying, three were employed on a part-time basis and only one flouting Department of Immigration and Border Protection regulations by working full-time, another one was unemployed and two did not respond.
- Significantly more respondents 32 (or 29.6 percent) were employed on a part-time or casual basis as opposed to full-time basis (21 or 19.4 percent), reflecting the fact that some visa types, such as student, restricted employment to 20 hours per week. As all arrivals came to Australia to put their skills to use, year of arrival and good English language proficiency did not seem to have a bearing on whether someone found full-time or part-time work. As suggested at focus group meetings, not even level of qualification, recognition of those qualifications and years of experience had an influence in finding work initially, but acquiring Australian work experience did.
- Of 20 arrivals holding a tourist visa, six were working on a part-time or casual basis, five would appear to have switched to a student visa with four of them being enrolled in a course and concurrently working on a part time basis. Seven were unemployed and two did not respond. It is this group of

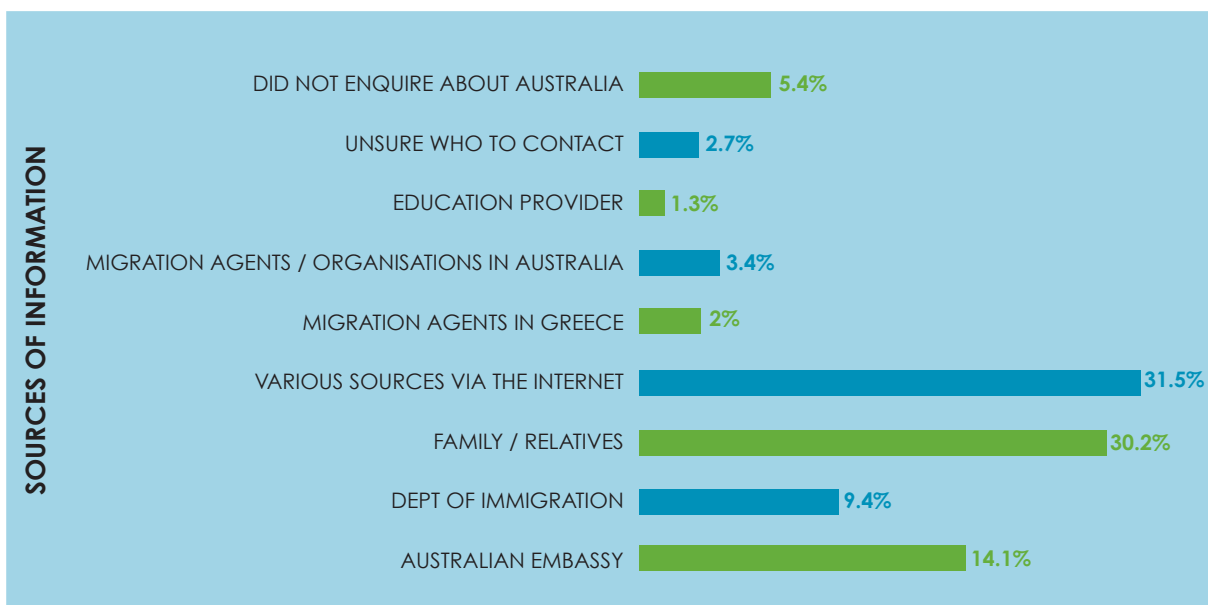
arrivals that, can be hypothesised with some degree of confidence that, they were visiting Victoria with the intention of exploring the possibility of applying for an alternative visa to enable them to remain in Australia longer-term or at least until the financial crisis in Greece receded. Like all other groups, this group of arrivals was also proficient in the English language.

- Sixteen (or 14.8 percent) of new arrivals that were receiving a Social Security benefit were either Australian citizens, permanent residents or a partner of an Australian citizen. This reflects the reality that only these types of visa holders are entitled to Social Security benefits once their bona fides is established. Prior to 2012 no one had claimed a benefit suggesting that either new arrivals with Australian citizenship / permanent residency were not aware of these entitlements, or as highlighted at focus group meetings their immediate priority was to re-establish their abruptly disrupted professional careers following the onset of the financial crisis in Greece. As stated by participants at focus group meetings, claiming a social security benefit was not considered to be a viable option for a successful settlement in Australia. It was viewed to be a temporary measure to enable them to get through the initial settlement period until they found employment.
- The majority of new arrivals were either married or in a de-facto relationship with children (42 people or 38.9 percent); married or in a de-facto relationship without children (17 or 15.7 percent); 10 people (or 9.3 percent) who were single parents; and 10 (or 9.3 percent) who were divorced. A further 28 (or 25.9 percent) new arrivals came to Australia as single persons.

SOURCES OF INFORMATION – PRE-MIGRATION PLANNING AND PREPARATION

Figure 5 identifies the sources of information used by potential immigrants in Greece to plan for and reduce the risks associated with migration prior to travelling to Australia. Respondents indicated that the main sources of information prior to migrating to Australia were the Internet (47 of 149 responses or 31.5 percent) followed by family or relatives (45 responses or 30.2 percent). The next most common sources were the Australian Embassy in Greece (21 responses or 14.1 percent) and the Australian Department of Immigration and Border Protection (14 responses or 9.4 percent). Other less commonly used sources of information included migration agents in Greece (3 responses or 2 percent) migration agents and organisations in Australia (5 responses or 3.4 percent), such as the Greek Orthodox Community of Melbourne and Victoria and education providers (2 responses or 1.3 percent).

Figure 5: Percentage of survey respondents by source of information used



THE INTERNET

Approximately a third of new arrivals used the Internet to familiarise themselves with visa requirements, migration regulations, the cost of living, education, generally find information about Australia and submit their visa application online prior to arriving to Victoria. They have also used these resources to communicate directly with family, relatives and friends already living in Australia via social media networks such as online blogs, Facebook or Twitter.

For those with access to these technologies, access to a wealth of migration information is available. However, respondents were often faced with the challenge of ascertaining the reliability of information from these sources.

One source which respondents to the survey and participants at focus group meetings expected to inform reliably was the Australian Embassy in Athens. However, instead of offering a single point of entry into simple, straightforward online information services, the Embassy provided minimal information and assistance, and redirected people to the Department of Immigration and Border Protection website, although some respondents mentioned that this was not always the case.

The Department of Immigration and Border Protection website provides a wealth of accurate information on all visas; however, respondents found it to be insufficiently user friendly and disadvantaged those whose English language proficiency is weaker than native speakers.

Reference to other Australian-based online sources of information has been helpful to many new arrivals. They stressed that the difficulty with those sources has been the lack of a central point within the Greek community that could direct them to adequately resourced services able to inform accurately. They also informed that accuracy could be achieved through the use of flexible formats to respond to queries, incorporating:

- telephone discussions with appropriately trained Greek-speaking staff
- up-to-date online information relating to migration law and visa requirements, with a checklist advising on process and documentation associated with applying for visas
- referral to registered, ethical and responsible migration agents.

The current hit and miss process of finding Australian-based Greek-speaking services capable of assisting potential arrivals from Greece is clearly inadequate and time consuming. A number of respondents and focus group participants stated that while contemplating and planning the migration process they contacted the Greek Orthodox Community of Melbourne and Victoria because Greek was a trigger point to search on Google, whereas Australian Greek was not, therefore bypassing the Australian Greek Welfare Society. A respondent suggested that this problem could be overcome by AGWS paying Google for search engine optimization. Nevertheless, AGWS has received a number of telephone and email enquiries directly from Greece and Australian relatives.

Potential arrivals to Australia have a myriad of queries and are aware that no one organisation could respond to all their questions. Those who planned and prepared well, read local newspapers such as *Neos Kosmos* and *Ta Nea* on the Internet to gain clues about cost of living issues, housing affordability, education and the migration process. Where possible, they quizzed strangers already in Victoria through social media. They had concerns about blogs and other forms of social media. The specifics provided by individuals about a particular visa or experiences may be accurate to their own particular circumstances but were not necessarily applicable to other people. Nevertheless survey and focus group respondents praised the efforts of individuals taking the time to write about their experiences as this made them aware about a host of issues relating to migration in Australia. It made them aware that the rhetoric did not always match the reality and that whoever contemplated migrating to Australia owed it to themselves and their families to proceed with great caution.

There was an overwhelming agreement that given the increasing number of new arrivals, the time has come for an organisation such as the Australian Greek Welfare Society to urgently commence a process for establishing a website and a blog, daily updated by registered migration agents, to accurately and reliably inform Australian-based relatives and potential arrivals from Greece about migration law and visas, as well as settlement issues. Many respondents were willing to contribute

to this endeavour by offering their services voluntarily to ensure that people considering a move to Australia learn from their experiences and avoid risks they had taken inadvertently.

FAMILY AND RELATIVES

Just over thirty percent of new arrivals had sought information from family and relatives about migrating to Australia. A few, mostly second generation relatives, were able to inform well and guide potential arrivals through the process of applying for a particular visa. Those few were also able to inform about the cost, time and effort required to have a successful visa outcome and to warn about the risks and challenges associated with migration.

The majority of family and relatives, particularly first generation Greek migrants, neither had the knowledge nor the English language skills or stamina to carefully review available information on migration law and visas from the Department of Immigration and Border Protection website to make sense of it and be able to inform accurately about the process of applying for a visa that fits the needs of their relative in Greece. Some sought advice from migration agents to ensure their relatives in Greece made their decision on the best available information. Most rely on the good will of their second generation children to get accurate advice.

There was significant agreement among respondents and focus group participants that while family and relatives may have had good intentions, they often relied on faded memory of bygone migration policies to inform people in Greece on current policies with often adverse consequences for new arrivals. Rather than being helpful they unintentionally misinformed.

Participants at focus group meetings stressed the importance of educating Melbourne's Greek community by providing accurate, up-to-date and user friendly information to Australian Greeks to inform them about the complexities associated with hosting a returning family member, relative, friend or acquaintance.

They argued this should be done through:

- a) The development of a digitally formatted and printable Greek language pack with information on migration law and visas and supporting material for new arrivals on what they need to know when they begin life in Australia. The pack should provide links to already available resources such as "Beginning a Life in Australia" and "Cost of Living in Victoria"
- b) A highly reputable well publicised website and a blog to inform second generation Australian Greeks about the complexities associated with their first generation Greek Australian parents hosting a Greece based returning relative or friend.

The website and blog should also provide through registered migration agents daily updated, relevant and accurate responses to issues raised by newly arrived migrants from Greece, as well as current information on migration policies and the roles and responsibilities of both those hosting a newly arrived relative and the hosted relative.

AUSTRALIAN EMBASSY IN GREECE

Of the 21 respondents that had sought information from the Australian Embassy in Athens, 17 were either Australian citizens, permanent Australian residents or a partner of an Australian citizen. The other four respondents held either a tourist visa, or did not identify the type of visa they held. Most of these respondents found the contact with the Australian Embassy useful and only three, all holding a tourist visa, considered the contact to be negative, whereas five thought that it was neither positive nor negative. The information provided by the Embassy may have been useful, but it was minimal and virtually all of the 21 respondents had sought information from other sources, particularly the Internet and relatives. This helped them build a more rounded picture of Australian migration law, visa requirements, cost of living, education and other issues in Australia.

While the information provided by the Embassy may have been accurate and useful, the process to draw that information proved to be quite cumbersome for many of the respondents. The following steps provide some understanding of the difficulties experienced in trying to reach the Embassy:

- People were discouraged to personally front the Embassy.

"I need to point out that the Australian Embassy in Athens is more difficult to visit than the US Federal Reserve or the White House. People are being interviewed by the security guard. Phone enquiries are not possible, only emails are being answered. I understand the load they (Embassy staff) must be experiencing, but communication and information is pretty bad".

Respondent in Victoria on tourist visa

- The preferred mode of contact with the Embassy is by email and telephone contact is discouraged.

"The process for obtaining citizenship by descent for my children and a permanent visa for my partner was a little confusing, mainly because we couldn't reach the Embassy in Athens by phone and all documents had to be sent abroad to London and Berlin. But the Australian High Commission in London was very helpful. So most communication was done with them". Respondent in Victoria – **returned Australian citizen**

- Gaining access to the appropriate section within the Embassy using the culturally alien automated telephone menu was problematic for many of the respondents.

"I rang the Embassy and listened carefully to ensure that I reached the appropriate section. Everytime the automated telephone menu gave another option I wondered whether this was the right option for me or wait for the next option. I made several calls before I could get to the appropriate section". **Focus group participant – Australian citizen by descent**

- Those succeeding to reach the relevant section that could inform on migration issues were referred either to the Australian Embassy in Berlin or the Department of Immigration and Border Protection website. To a large extent, this explains the very small number of Greek citizens enquiring at the Australian Embassy in Athens on matters related to migration law and issuing of visas.
- The restricted availability of Embassy hours for enquiry for prospective Greek citizens wishing to migrate and Australian citizens residing in Greece returning to Australia were sources of hardship and discouragement.
- The processing of paper-based visa applications through the Australian Embassy in Berlin poses a further hurdle, as is the processing of applications to acquire Australian citizenship by descent through the Australian High Commission in London.

Previously, the processing of paper-based visas and applications for acquiring Australian citizenship by descent were undertaken by the Australian Embassy in Athens. While focus group participants recognised that bottom line consideration must have been instrumental in devolving these two functions to other Australian Embassies in Europe, on the basis of the increasing number of arrivals from Greece alone, the reinstatement of these functions to the Embassy in Athens is warranted.

Focus group participants have also applauded the brief introductory information written in Greek about visas, immigration and citizenship which is incorporated in the Embassy's website, but more detailed information in the Greek language would have been immensely helpful, particularly for those whose proficiency in the English language is less than optimum.

A small number of respondents and virtually all focus group participants stressed the importance of being able to bypass when necessary the labyrinthine complexity of Department of Immigration and Border Protection online information relating to visas either through a face-to-face meeting with Embassy staff or on the phone. This would require an increase in the availability of Embassy hours for face-to-face or phone consultation. In addition, regular expos (at least once a year) auspiced by the Australian Embassy in Athens would also be helpful. At a minimum, participants in the expo should be able to advise reliably and accurately on matters relating to migration law and visas, education, cost of living, accommodation, employment and health. A Reference Committee should be established to develop a criteria for ensuring the appropriateness of the advice given at the expo.

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION

All 14 (or 9.4 percent) of respondents who accessed the Department of Immigration and Border Protection online information found it to be comprehensive and very useful, although at times somewhat vague. While the information per se was very useful, the ability to clarify any queries was missing, thus necessitating access to a migration agent or someone who is able to navigate the labyrinthine complexity of the online information.

“You have to be pretty savvy to negotiate your way through the online information relating to visas provided by the Department of Immigration and Border Protection. You have to be (savvy), I think that I'm familiar with migration laws and I don't know what's going on, and I'm talking to migration agents that I know very well and they say I've never picked this up before, or picked that or I don't know and I haven't been aware of it”. **Non-government organisation dealing with enquiries from arrivals**

Respondents and focus group participants suggested a number of ways of making the online information more user friendly, particularly for those whose English language proficiency is less than native speakers of the language. Having all visas grouped together with a checklist outlining the process, the documentation and cost for attaining each visa would be very helpful. It would also be helpful to be able to speak to someone when a query arises or receive an immediate response via a blog staffed by appropriately qualified migration agents.

MIGRATION AGENTS AND EDUCATION AGENTS

While the number of respondents using migration or education agents in Greece as a source of information was very small (10 responses or 6.7 percent), there was a large number of new arrivals that used the free AGWS Migration Agent Service and seminars. AGWS data shows that in 2013-14, 111 new arrivals used this service and many more telephone and email enquiries were received directly from Greece.

Whilst the information migration agents provided was generally useful and credible, there was concern about the modus operandi of a few unlicensed agents.

Respondents and focus group participants were particularly critical of education agents for their:

- perceived conflict of interest who received a commission based on student referrals to educational institutions

“The education agency was more concerned to get a visa for me so that they can get their money. They didn't inform me accurately. They promoted Australia as a terrestrial paradise. They also try to exploit you financially by sending you to schools which supposedly have good connections with employers, but it is only for their gain”. **Respondent on student visa**

- propensity to promote to desperate people easy pathways to permanent residency in Australia without being able to deliver
- perceived inclination to overcharge and misinform about cost of living
- tendency to underestimate the difficulty of gaining permanent residency in Australia, even though they know that the road to gaining such a visa is complex, is dependent on qualifications and work experience that is included in the annual Australian Skill Occupation List (SOL), and that the courses many new arrivals able to afford are not likely to make it to the SOL list, nor are they likely to improve their English Language competency

“Mostly, people on student visas will be required to work 50, 60 or 70 hours per week in unskilled jobs and won't be able to study, they won't be able to learn any English and they work in a particular ethnocentric environment, in an ethno-Greek environment and what's worst, they will have nothing to prove that they've worked in a particular profession that is required in Australia and their English level will be low”. **Non-government organisation dealing with enquiries from arrivals**

Respondents and focus group participants suggested that Greek citizens considering migration to Australia should seek access to a reliable, well informed, registered migration agent who has developed expertise on Australian migration law and visas. Such agents should be willing to explain upfront all available visa options; the option most likely to succeed; the chances of success or failure; and the money, time and effort required to a successful outcome. This should help prospective new arrivals develop realistic expectations about their odds of succeeding in getting permanent residency; save them time, effort, anxiety, money and possibly lead to a favourable permanent visa outcome.

Those failing to follow this road and without any family, relatives or friends to advise them are likely to arrive in Australia on a student visa, marginalising them to a life reliant on constant renewal of their student visa to be able to remain in Australia and ultimately diminishing any opportunities of gaining Australian work experience in their preferred occupation, renewing skills and developing a solid employment history.

Respondents and focus group participants also suggested that the Migration Agents Registration Authority (MARA) list should be available to everyone online in Greek and if there are 10 or 15 Greek-speaking migration agents that should be noted.

THE GREEK CONSULATE IN MELBOURNE

None of the respondents or focus group participants mentioned the Greek Consulate in Melbourne as a source of information for potential immigrants from Greece or those already in Victoria. However, migration agents were aware of instances where clients in Greece or in Melbourne had approached the Consulate for information.

While migration agents were aware that the provision of information to potential migrants in Greece or new arrivals in Melbourne does not fall within the jurisdiction of the Consulate, they thought that it would be helpful if the Consulate could refer those enquiring to organisations such as the Australian Greek Welfare Society.

ASPIRATIONS OF NEW ARRIVALS AND PATHWAYS TO A BETTER FUTURE AND SETTLEMENT – POST-ARRIVAL

Prior to arriving in Australia, the majority of respondents had expectations for a better future in Australia. They envisaged that future will incorporate:

- A permanent resident visa for Greek citizens
Recognition of professional qualifications and experience that would help them gain access to a job in their chosen profession that gives them dignity, meets the variety of needs of their families, helps them avoid penury and generally rebuild their life.
- A fulfilling normal life within the local and wider community with opportunities to be part of and contribute for the benefit of all.
- A better quality of life for their families with access to schools, opportunities for continuous improvement through education and training, access to good health services, stable and adequate housing and a safe, friendly and caring environment where they and their children would thrive and prosper.

Australian citizens and permanent Australian residents of Greek descent and perhaps previous Australian residents of Greek citizenship are better placed to achieve their expectations for a better future in Australia. With the obstacle of obtaining permanent residency removed, they can focus on rebuilding a better future for themselves and their children. It will not be easy but they are aware of it and have come with the zest to work towards that end. Some are likely to achieve their goals without much assistance but many would need support at least in the initial stages of the settlement period.

On the other hand, Greek citizens coming here to stay on tourist or student visas have the added burden of a precarious existence, permitted to plan ahead only as far as the duration of their visa. They wished for a future that would give them the certainty to plan for a more stable existence, but

they now know that stability would come by obtaining a permanent resident visa achieved through one of the following options:

- the Employer Nomination Scheme requiring the person to be younger than 50 years of age; meet the skills, qualifications and English language requirements; and apply under the stream for which they were nominated
- satisfying the requirements of the Points Based Skilled Migration, including:
 - attaining an International English Language Testing System (IELTS) minimum score of 6 in each of the four components of the IELTS test or, an Occupational English Test (OET) attaining a score of at least B in each of the four components of an OET as specified by the Minister, and for some occupations, the assessing authority may require a higher level of English as part of their skills assessment process
 - being under 50 years of age, when they are invited to apply for a Points Based Skilled Migration
 - having skills and qualifications for a nominated occupation that is on the Skilled Occupation List (SOL)
 - receiving an invitation to apply and make an application, making them eligible to have their application assessed against the point system and meet the pass mark – currently set at 60 points
- being a distinguished talent with an internationally recognised record of exceptional and outstanding achievement in a profession; a sport; the arts; academia and research
- being a high-calibre business owner or part-owner wanting to do business in Australia; or having sourced venture capital funding from a member of the Australian Venture Capital Association Limited
- being nominated by an approved Australian employer for a job in regional Australia; being younger than 50 years of age; having the skills, qualifications and English language requirements; and apply under the stream for which they were nominated.

Some of the Greek citizens already in Australia may meet the above requirements, but the majority of them know that it will be an arduous, protracted long road to a permanent visa or repatriation back to Greece awaits them. Some have come well prepared; others are paying a heavy price for allowing pressing financial circumstances, misinformation and perhaps sheer desperation to embark on this life-changing journey ill-prepared. Some may achieve their expectations, some may be disappointed but all, Australians of Greek descent and Greek citizens are counting on their enormous optimism and willingness 'to put in the hard yards' to succeed for a better future for themselves and their children. Already, many are proactively pursuing further education to obtain Australian qualifications and work experience.

However, no matter how well-prepared they are, their resilience or the drive to succeed, all would require harnessing their personal attributes and receiving some assistance from others to get through. These may be family, relatives and friends; or formal support services.

PRESENCE OF FAMILY AND RELATIVES

Most of the new arrivals with family and relatives in Australia were aware that on arrival to Australia they would find their family or relatives with ostensibly similar cultural norms but, forty, fifty or sixty years later away from their birth country, these have changed inexorably and perhaps are alien to those arriving from Greece.

Now largely in their 70s or 80s and enjoying their retirement, suddenly they are asked to play hosts to relatives of a different generation, who are well educated, predominantly raised in urban areas, confident and articulate. Their presence may even be a painful reminder of another era in the 1950s and 60s when they as young migrants arrived with very little, no support and no option of returning back to Greece.

The misfortune for new arrivals is that they are arriving at a time when their ageing Australian relatives have been drained of the energy and patience required to change their modus operandi to ensure some give and take. The elderly Australian Greek hosts, largely too set in their ways; expect the actions, attitudes, behaviours and values of the new arrivals to coincide with their own. Understandably, some respondents and focus group participants have misconstrued these expectations to be a deliberate attempt to control them, to restrict their independence and to doubt their motives for migrating to Australia. After all, all they are asking for is to be given a brief sanctuary and some initial support to find their way in a new country, and to be acknowledged as adults trying to escape a financial whirlwind beyond their control. They want the relationship with their host to be more balanced where they are not required to constantly prove themselves and retreat from their held position, and therefore accumulate frustration, eventually leading to conflict and a breakdown in the relationship.

Therefore, no matter how well intentioned, difficulties were bound to arise and did arise, as pointed out by quite a few respondents and focus group participants, to the disappointment of hosts and new arrivals, and proving financially catastrophic for a few respondents. Despite these disparities, genuine effort was made on both sides to make it work, and for a large number it did work for weeks, months and even years. As stated in the Section: Characteristics of Survey respondents, two thirds of new arrivals had resided with family or relatives on arrival and that a third were still continuing with those living arrangements when completing the survey.

Fortunately, only a few respondents and focus group participants were vehemently critical towards the reception they had received from their families or relatives. Most acknowledged the serious effort put to make them feel welcome and ease their way to a successful settlement, despite ageing relatives often being financially constrained. While a limitation of this study, as it did not envisage the need to enquire about the experiences of the Australian Greek hosts, anecdotal evidence channelled to the researcher seems to suggest that overall they were happy with the new arrivals they had hosted, although a very small number were equally as vehement in their criticisms. The utility of regurgitating these criticisms would be pointless.

However, important lessons have been learned and must be heeded by both: a) new arrivals; and b) family and relatives. Both groups need assistance to ensure the latter remain a helpful resource for new arrivals. Respondents suggested the development of a detailed check list would be a useful tool that could empower these two groups to ask the hard questions when considering Australia as a potential destination. At a minimum, the tool should allow both groups to develop an awareness of the following:

AUSTRALIAN GREEK FAMILIES AND RELATIVES

- Are families and relatives fully familiar with current Australian migration policies?
- Are they willing to be upfront with their Greece-based relatives about available visa options?
- Have families and relatives seriously considered whether they have the financial resources and space to accommodate and support the new arrivals?
- Would they feel comfortable to clearly articulate their requirements and expectations to relatives before they arrive in Australia, including:
 - providing accurate up-to-date information about the cost of living in Australia

GREEK NEW ARRIVALS PRIOR TO MIGRATING

- Given that Greece is a member of the European Union, and Greeks could migrate to any other European Union country for an indefinite period, is Australia the best available option for Greek citizens?
- Have prospective arrivals got the financial resources to undertake such an enormous life-changing journey?
- Have they considered whether their Australian family or relatives have the financial means and space to accommodate and support them?
- Have prospective arrivals clearly considered whether their family or relatives in Australia have the knowledge and capacity to understand current Australian migration policies?

- their capacity to accommodate them in their home
- the type of accommodation they are able to offer, including a clean, private and fully furnished bedroom/s; as well as a safe and warm home environment
- the extent to which they can assist arrivals with running expenses
- any in-kind and financial contribution new arrivals would be expected to make towards utility expenses, food and generally the running of the household, i.e., pay their upkeep, and what pre-requisites must they first meet before they start making a financial contribution
- their ability to discuss with new arrivals ways to resolve conflict that may arise during cohabitation, and what to do if the relationship breaks down irretrievably.
- Do they have the capacity to induct new arrivals into their neighbourhood and wider Australian community?
- Would they be able to clearly stipulate to new arrivals what they can and can't deliver?
- Most importantly, could they be upfront with the period they are prepared to accommodate and support their relative once they arrive in Australia?
- Have they cross referenced any information they have received from family or relatives in Australia with a number of reliable sources?
- Are they aware that assurances from family or relatives such as "come to Australia and we'll see" or "we may be able to sponsor you" are clearly inappropriate because they are vague, misplaced, could not be delivered and could prove to be disastrous?
- Would they feel comfortable to clearly articulate and discuss their needs and expectations with their family or relatives prior to arriving in Australia, including:
 - the capacity of their family or relatives to provide a clean, private and fully furnished bedroom/s ; as well as a safe and warm home environment
 - their own preparedness and capacity to provide to family or relatives in-kind and financial contribution towards household responsibilities relating to cleaning, washing and cooking, use of utilities (water, gas, electricity, telephone and internet).
- Would they require assistance from their family or relatives to help access public transport, schools, tertiary institutions, banks, health and support services?
- Could family or relatives provide assistance to help integrate with the wider Australian community?
- Would family or relatives be happy to develop an understanding of the period they are prepared to accommodate and support them once in Australia?

FRIENDS

A handful of focus group participants reported that new arrivals settling in Australia actively inform and support friends and blog users in Greece interested to migrate to Australia. They use or suggest approaches such as:

- Facebook and well known blogs to inform them about their experiences relating to visa application, cost of living issues, accommodation, employment, access to health services, schools and any other queries they may have about Australia.
- Extending an invitation to potential arrivals to visit Australia for a few weeks, provide accommodation and any other support their newly arrived friends require to ascertain the situation first hand before they commit to migrating to Australia permanently. These visitors return to Greece at the end of the agreed period to give further consideration to migrating.
- On arrival for long-term stay, friends already in Victoria link newer arrivals to support services such as the Australian Greek Welfare Society, the Greek Orthodox Community of Melbourne and Victoria and the Greek Orthodox Archdioceses of Melbourne and Victoria, and where they are able, provide support with finding accommodation, employment and accessing health services and schools for themselves and their children.
- At this stage, it is still too early to ascertain the extent and efficacy of any of these arrangements.
- The formation of support groups, run on a voluntary basis by new arrivals, for new arrivals where they could go to discuss issues of mutual concern.
- The formation of a blog under the auspices of the Australian Greek Welfare Society to inform and provide advice on a range of issues. Some new arrivals again are willing to commit voluntarily to this activity.

FORMAL SUPPORT SERVICES

The survey responses illustrate how important formal support services can be to new arrivals from Greece. Their importance is underscored by the fact that of the 108 respondents, 45 (or 42 percent) had contact with the Australian Greek Welfare Society since their arrival⁶ and 60 (or 56 percent) have indicated that they would benefit from services that could support their emotional and psychological wellbeing and those of their children⁷. In addition, in 2013-2014, 182 new arrivals had sought and received support from AGWS.

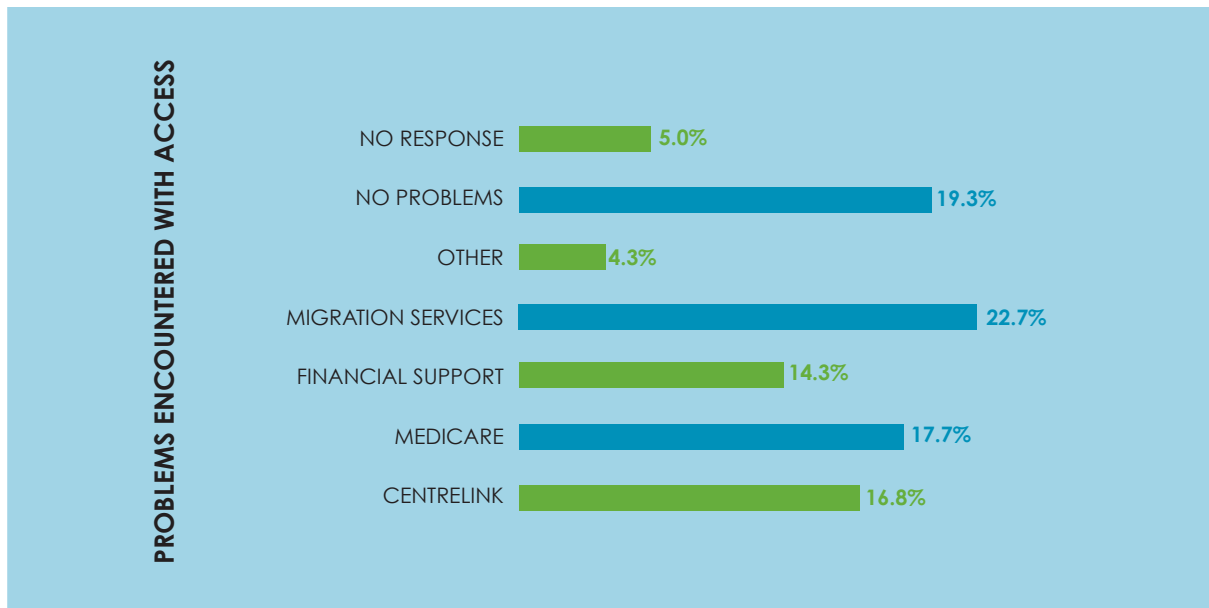
There are legitimate reasons for new arrivals to seek assistance from formal support services to resolve any difficulties they may have encountered with Government, health, welfare, employment, education and other services.

Figure 6 indicates that of the 108 respondents, 21 (or 17.7 percent) and five focus group participants encountered difficulties obtaining access to Australia's universal health care system 'Medicare'; 20 (or 16.8 percent) with qualifying for a Newstart Allowance or other Centrelink benefits; nearly a quarter with visa services in the Department of Immigration and Border Protection, and 17 (or 14.3 percent) with accessing financial services.

⁶ Responses to question 34 of the survey: "Have you had contact with the Australian Greek Welfare Society?"

⁷ Responses to question 31 of the survey: "Would newly arrived Greek people benefit from services supporting the emotional and psychological wellbeing of individuals, including children?"

Figure 6: Percentage of respondents by type of services they have encountered difficulties with accessing



Difficulties encountered with Medicare primarily related to eligible Australian citizens or permanent residents required to prove their intention to settle permanently in Australia before they can be issued with a Medicare card. They are required to provide: proof of their Australian citizenship; documents to support their residency in Australia; or that they are severing ties with the previous country of residence; and in some cases, both. While returning Australian Greek expatriates have no difficulty providing their Australian citizenship certificate, having a long-term lease or other evidence of severing ties with Greece may take longer to produce. This may be because they are residing with family or relatives, insecurity and lack of any social networks in Australia may have dictated prudence, thus requiring a partner to arrive first on a reconnaissance to pave the way for the rest of the family to arrive at a later time. The requirement, however, to prove such intention may be futile, involving, for example, selling one's property in Greece, given the current economic climate in Greece, and that new arrivals are required by law to disclose any offshore assets and foreign income in their Australian tax return.

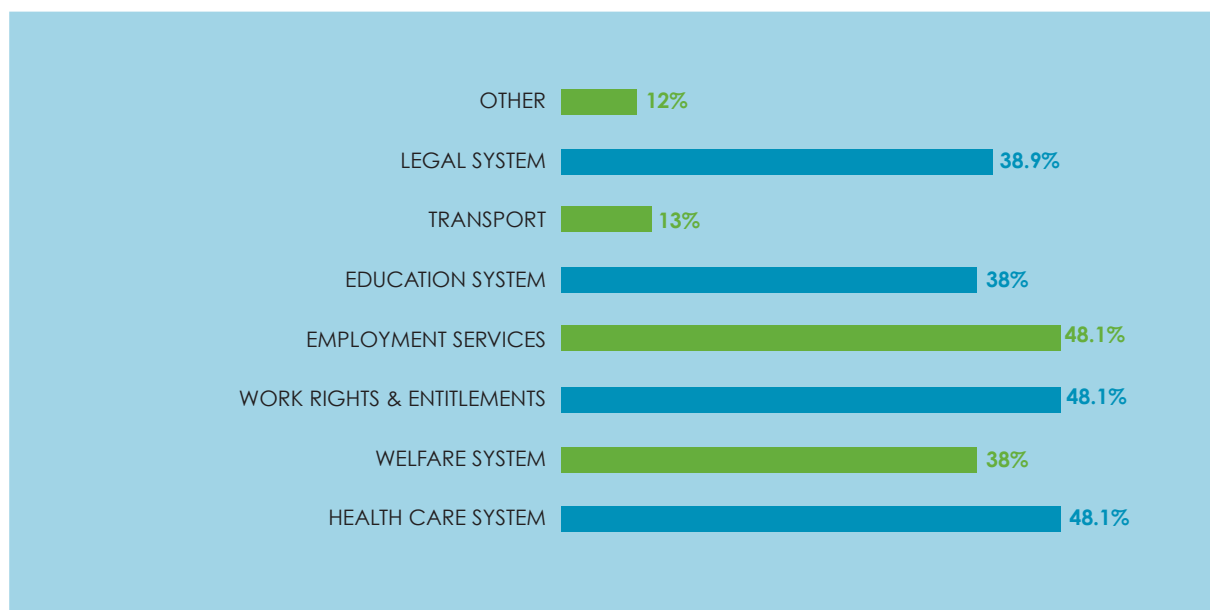
Dealing with Centrelink often proved difficult for a variety of reasons: misunderstanding arising from poor English language competency, disagreement relating to Centrelink advice and decisions and delay in approving a claim, long waiting periods on the phone, and in some instances, contrary to Centrelink policy, some staff referring new arrivals unable to complete claim forms to other agencies such as AGWS to assist with the completion of forms, not informing adequately, or not accessing interpreters when the need is apparent. However, new arrivals often appreciated the effort made by most Medicare and Centrelink staff to resolve their issues, while being largely pleasant and transparent.

One of the biggest frustrations experienced by new arrivals is their inability to directly communicate with the Department of Immigration and Border Protection as it does not respond to telephone or face-to-face queries. Sections: "*Department of Immigration and Border Protection*" and "*Migration agents and education agents*" above further elaborates on difficulties related to the Department.

The type of financial support services required by new arrivals from Greece relate primarily to accessing material relief to tie them through the initial stages of settlement or until they found employment. Local Greek-language media in Melbourne and Victoria has been cited as a valuable resource utilised by new arrivals to their advantage. Radio stations provide an immediate link to the wider Greek community and serves as a platform for exchange of goods. Programs dedicated to buying and selling of goods have been helpful to new arrivals. On some occasions Australian Greeks hearing the needs of new arrivals have donated furniture and new appliances.

Figure 7 shows that of the 108 respondents, 52 (or 48.1 percent) would like to increase their knowledge of the health care system, work rights and entitlements and employment services respectively; 42 (or 38.9 percent) of the legal system; 41 (or 38.0 percent) of the education and welfare systems correspondingly; and 14 (or 13 percent) of transport. While most of them can increase their knowledge of these services through the Internet, the number and complexity of services available can be a lot to handle at first. Formal support services with Greek-speaking staff, such as the Australian Greek Welfare Society, are well placed to fill that gap, through casework services, subject-specific seminars, social media, as well as digital and printable Greek language information. To continue doing this sustainably they require adequate level of funding.

Figure 7: Percentage of survey respondents by type of services they need to increase knowledge of



Respondents and focus group participants, who had received services through the Australian Greek Welfare Society, stressed that ignorance of the availability of migrant support services and restrictive eligibility criteria for Greek citizens precluded a larger number of new arrivals from using such services. They suggested a way around this problem would be for the Australian Greek Welfare Society to obtain funding thus further increasing its visibility and assume a central role on issues relating to new Greek arrivals with the aim of:

- Assisting new arrivals through casework and regular seminars with professional speakers or expos with representation from various service providers to increase their knowledge of mainstream services such as housing, and develop an understanding of government departments and instrumentalities.
- Providing information and referral services, crisis intervention, counselling, migration and legal advice, emergency relief (e.g., the payment of a bill), community awareness and engagement, practical support such as assisting with the completion of forms where required, advocacy, and how to access and use interpreting and translating services

"It is so, but so difficult to restart your life, every bit of help is welcomed".

Survey respondent

- Coordinating and expanding the availability of the AGWS voluntary run Migration Agent Information and Referral Service and the Greek Legal Information and Referral Service to provide information on visas and migration law to new arrivals who in most cases are unable to privately access the service of migration agents due to financial hardship as a result of unemployment or underemployment.

- Consulting with, providing cultural training, and referring to, other service providers to address the needs of, and improve outcomes for newly arrived migrants from Greece on a case-by-case basis, e.g., Centrelink payments, Medicare, housing, employment, financial, education, counselling, child, youth and legal services.
- Advocating to the relevant government departments and instrumentalities to develop a digital and printable Greek language information pack with supporting material for new arrivals on what they need to know when they begin life in Victoria.

The pack will also identify different resources and sources of information available to help settle in Victoria including: applying for a Medicare card and Centrelink entitlements, how to open a bank account, how to improve English language skills, searching for a home to rent, enrolling children at school, education options to improve qualifications, obtaining a driver's licence, learning about laws, rights and civic responsibilities as a resident of Australia, how to access health and community support services.

"It would be helpful if there is an organisation that has the capacity to: a) organise billeting for the first week of arrival, or if not possible, at least help access a bedroom priced at youth hostel rates; b) provide assistance with finding accommodation; c) refer us to a migration lawyer to inform on best options for successful migration; d) help access a translator and a Justice of Peace to translate or certify a true copy of an original document; e) refer to Greek community groups that may be of interest to new arrivals." **Survey respondent**

- Assisting parents and their school aged children to engage successfully with school and ensure they receive appropriate transition support, participate effectively at school including developing helpful relationships with teachers and peers.
- Helping family and relatives to develop accurate knowledge on how to help newly-arrived Greek migrants.
- Designing a program to harness the energy and goodwill of volunteers to help new arrivals learn about available services and how to use them, practice English, get contacts in their chosen profession and assist with community engagement.

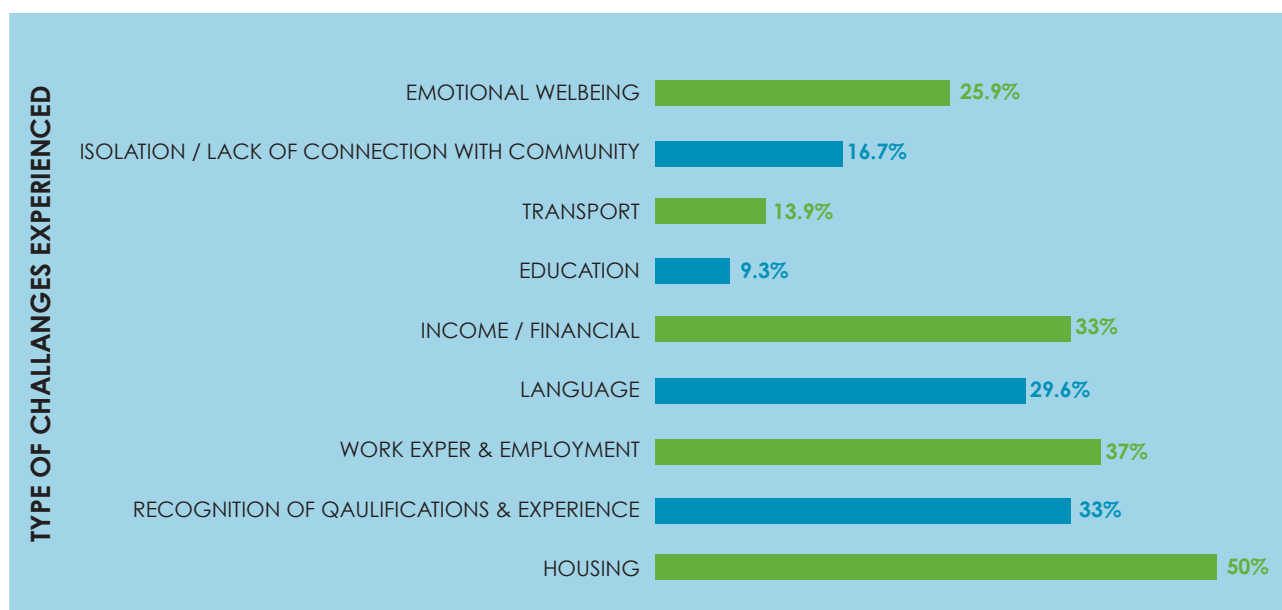
"There are newly arrived families that are lacking support. It might be very simple for members of the Greek community to provide them with some direction. I would like to see each newly arrived family to be assigned to an existing Australian Greek family to embrace them so that their fear and despondency is alleviated." **Survey respondent**

IT SHOULD BE STATED, HOWEVER, THAT AGWS IS ALREADY OFFERING MANY OF THESE SERVICES THROUGH FUND-RAISING EFFORTS IN RESPONSE TO IDENTIFIED NEED, BUT THEIR VIABILITY WOULD BE COMPROMISED WITHOUT ADEQUATE RESOURCING FROM GOVERNMENT, ESPECIALLY AS THE NEEDS FOR SUPPORT FOR AN AGEING COMMUNITY ARE PROVING DEBILITATING FOR AN ADEQUATE RESPONSE BY AGWS.

CHALLENGES

As discussed in the previous sections, the challenges new migrants face on arrival would vary depending on the thoroughness of their pre-migration preparation; financial resources available; differences in visa stream; the presence of family, relatives or friends, the duration and quality of support they provide; and awareness of, and access to, formal support services.

Figure 8 indicates that respondents faced problems with finding accommodation; overcoming language barriers; the timely and efficient recognition of their qualifications and experience; securing Australian work experience and employment. Although the survey questions did not ask about discrimination and exploitation, unsolicited information was provided about labour market discrimination and exploitation by survey respondents and focus group participants. Respondents also faced challenges with having an income and experiencing financial hardship; accessing support education and child care services; dealing with transport; isolation, social exclusion; and poor emotional wellbeing.

Figure 8: Percentage of survey respondents by type of challenges experienced on arrival to Victoria

FINDING HOUSING

Securing appropriate accommodation is essential to the well-being of new migrants and their ability to adjust to a new life. Of the 108 respondents, 54 (or 50 percent) indicated that one of the biggest challenges they had encountered on arrival to Australia was finding accommodation, even though two thirds had indicated they were residing with family, relatives or friends on arrival. Focus group participants attributed the need to find accommodation while still residing with family, relatives or friends on the following:

- New arrivals understood, and had the desire for these arrangements to last for a defined period, ranging from a few weeks to several months to give them the opportunity to secure their own housing. It is very rare for people in Greece to share housing with relatives, friends or strangers. Generally, young people would seldom share housing with others, unlike young people in Australia.
- In some instances, the expectation may have been for living arrangements to last for a while but the relationship may have broken irretrievably due to unreasonable expectations, disagreement, misunderstanding and incompatibility.
- New arrivals may have secured immediate employment, making it possible to find rental accommodation fairly quickly.
- In some instances, relatives or friends may have used their own rental property to accommodate new arrivals or may have found accommodation and subsidised the rent until the new arrivals had the capacity to pay for the rent or secure their own housing.

Newly arrived migrants from Greece may tap a number of different sources in their search for affordable and stable accommodation. As discussed above, most rely on family, relatives or friends for assistance with finding accommodation, while others obtain housing through the use of the Internet. In a few instances, real estate agents have also provided assistance to new arrivals looking for a place to live. Several have indicated sharing a house with other friends to make it possible to manage on a limited budget, although that may not have been their preferred option.

Respondents who encountered problems with finding accommodation also stated that they did not have access to support networks nor were aware of the processes involved to be able to negotiate fair terms for safe, comfortable accommodation. Reasons given for experiencing major obstacles to securing decent housing included:

- Limited financial resources when they first arrived, restricted understanding of the cost of living in Melbourne and generally throughout Australia, and inaccurate assumptions relating to salaries and wages.
- The high cost of housing in Melbourne, especially in inner and middle suburbs, lack of previous rental history in Australia, the need to show a payslip from an Australian employer, and the inability to provide references from Australian property-owners.
- Both respondents and focus group participants cited examples of where real estate agents had demanded five to 12 months bond paid in advance to secure the property for them. In one instance, a new arrival paid a full year's rental to prove her credit worthiness and thus attain the housing stability desperately needed by her family.
- Lack of a support network and someone to guide them made it incredibly difficult for them to negotiate a lease agreement for themselves and their family. It needs to be reiterated that ageing relatives may not be able to assist in finding accommodation because of their age, limited understanding of the English language, and possibly because of their limited understanding of the housing market.
- The alien bidding system utilised by some real estate agents, forcing prospective tenants to outbid each other in order to acquire the rental property, further disadvantages new arrivals.

With the exception of one respondent no other has reported being homeless, although several have indicated couch surfing, especially on arrival or when their relationship with relatives had an untimely ending. Some of these individuals were vulnerable to exploitation by property owners offering living conditions in rooming housing with limited access to heating, hot water and other basic needs.

New arrivals' housing experiences have varied widely. Some have been able to negotiate affordable and appropriate housing, while others have been exploited by unscrupulous property owners preying on vulnerable new migrants. Competition, the high cost of housing and questionable real estate agent practices were only a few of the challenges voiced by both respondents and focus group participants.

Finding housing in Melbourne's competitive rental market is expensive and a stressful experience. It particularly disadvantages new arrivals that have to deal with language barriers and prejudice in their interaction with property owners and real estate agents on arrival. There is usually a lag between their arrival and the point at which they are able to identify organisations, such as the Australian Greek Welfare Society that may be able to provide them with information about housing assistance. The need to differentiate according to arrival visa stream further disadvantages new arrivals, with Greek citizens being ineligible to access migrant support services and rental assistance through Centrelink.

LANGUAGE BARRIERS

There are three compelling reasons for people in Greece choosing to migrate to Victoria, following the financial crisis there. The first relates to long-held connections with Victoria. These are usually Australian Greek expatriates or their children who had acquired Australian citizenship by descent. The second is the presence of family, relatives or friends in Victoria; and knowing English was the third key driver.

As stated earlier in this report, 90 (or 83.3 percent) of respondents indicated they speak English either very well, well, average or had reached an IELTS level. Nevertheless, 32 (or nearly 30 percent) of respondents indicated that they were experiencing language barriers in their day-to-day transactions.

Most of those experiencing language barriers, even if they spoke English, attributed their difficulties to a variety of reasons:

- They were aware that learning English at school in Greece with no exposure to and interaction with Australian speakers of the language will not only limit their capacity to acquire the prevailing local accent and cultural values but also deprive them of fluency in spoken English and the underlying cognitive competency in the language.

- They stressed that lack of previous exposure to the Australian accent, inability to understand the nuances of the English language, and the rapid flow of the language by English speakers has often put them at a disadvantage in different situations. This has resulted in asking for clarifications several times to ensure they understood well. While most people are patient and go out of their way to help, some are visibly impatient.

"Getting my Medicare card was a breeze because the lady in the counter had the patience to explain to me several times the documents I needed to bring to be issued a card, but I lost three months of Centrelink benefits because the officer there was not willing to respond to my plea for clarifications. He simply assumed that I was being difficult. Then, I was assigned another officer who did everything possible under his authority to resolve my issue as soon as possible."

Focus group participant

- They were unaccustomed to repeating themselves in discussions with others. They spoke of their frustration of others being unable to understand them, simply because some of their wording was out of context.

"I avoid speaking up because I feel my English is not good enough. This is crazy, instead of looking for opportunities to practice my English, I am practicing avoidance. Intellectually I know this has to stop, but for some reason I can't do it yet." **Focus group participant**

Respondents stressed that language is a fundamental issue affecting access to and use of services; the ability to converse, read and write in English makes all aspects of the settlement process quicker and easier and in determining social and economic outcomes.

Respondents and focus group participants highlighted the importance of English language proficiency as a key element to successful socio-economic integration and in facilitating engagement in socio-cultural activities. Level of fluency in the language of one's profession, educational qualifications, and work experience prior to immigration, but most importantly work experience gained in Australia, are all key factors in determining how quickly they can find a job and the type of employment they can secure.

Respondents and focus group participants understood or found through experience that language was the greatest barrier in gaining access to support and other services. Lack of knowledge of those services was not helpful either, often resulting in missing out on various benefits available to them.

They suggested that partners of Australian citizens and Australian permanent residents of Greek descent with limited English language proficiency would benefit from free language instruction offered on arrival. Those aware of such language programs advised that new arrivals would benefit from attending language learning programs in Australia, in particular the 510 hours of free English language tuition provided by the Australian Government. Understandably, they would like to see free English language tuition extended to Greek citizens who are currently ineligible to receive this.

The cost of English language courses and the need to work long hours for survival, is of serious concern to many of the survey respondents ineligible to receive free English language tuition. Working in marginal jobs in the peripheral economy that offer little security and no opportunity to gain additional language skills is doubly as concerning because it threatens their long-term prospect of being socially included and integrated with the wider Australian community.

A handful of respondents and focus group participants advised that it is important for those not proficient in English to be able to access services and essential information available to all other Victorians. Professional interpreting and translating services delivered by qualified practitioners can help overcome language barriers and help people communicate with support and other services.

ASSESSMENT AND RECOGNITION OF QUALIFICATIONS AND EXPERIENCE

Virtually all respondents and focus group participants had the necessary qualifications and work experience to successfully integrate into Australian society. All had expected that their qualifications and skills were sufficiently sound to enable them to become active participants in the Australian labour market and facilitate their integration into Australian society. Instead, a third of the 108 respondents indicated that they had experienced structural barriers that hindered the efficient recognition of

their qualifications, and another 40 (or 37 percent) faced problems with finding Australian work experience and employment. They informed that such barriers included:

- A process of skills recognition that is complex, often confusing, expensive and time consuming.
- Not knowing where to go to apply for recognition of qualifications, language difficulties and lack of knowledge of the procedures.
- The need to undertake costly translation of multiple documents into English, such as training and education documents, and references from employers, to ascertain their authenticity and equivalence to local qualifications.
- The lack of a single authority to assess, recognise and validate overseas qualifications
- The occupational licensing requirements of some professions being unduly difficult often containing an element of bias against migrants from culturally and linguistically diverse backgrounds
- The need in some circumstances to complement their overseas qualifications by undertaking an Australian course. Nevertheless, a large number of respondents and focus group participants were either, undertaking further studies or intending to do so, some having or considering a change in career, as well as acquiring new skills in Australia.

While reliable, credible and speedy assessment of qualifications is essential to rapid labour market integration, and while the process of recognition may be a hindrance for some new arrivals to find employment, a far bigger barrier is the reluctance of Australian employers to value overseas qualifications and work experience as equivalent to Australian ones.

"No one asked about my recognised qualifications from an Australian authority but, interviewing panels in all 7 interviews that I had attended asked about work experience in Australia"

Focus group participant.

Survey respondents considered the need to have Australian work experience to be both frustrating and to some extent demeaning. They were unsure whether employers used the pretext of local experience to diminish the value of their own often substantial experience or to indirectly alert them of the need to familiarise themselves with Australian work culture, government regulations and way of operating generally. Whatever may be the reason, it would be useful to new arrivals to know the reasons, rather than trying to decipher the nuances hidden behind 'local work experience'. Focus group participants argued that employers should have an obligation to provide genuine feedback to applicants to enable them to improve any shortcomings in their applications.

A by-product of these barriers is the fear of their skills becoming obsolete if they were unable to gain rapid entry to the labour market in their field of training. This is a serious issue for all new arrivals from Greece, but for Greek citizens unable to access labour market bridging programs and ineligible to receive income support is especially disadvantageous.

EMPLOYMENT

Searching for employment, particularly professional employment, is a serious undertaking in Australia, requiring long hours of combing employment sites to find a position of interest and relevant to one's qualification and skills; having the determination to personally approach employers, particularly for menial jobs; for trades people gaining access to being a supervised assistant; knowing the modus operandi of recruitment companies; preparing an application that incorporates an up-to-date curriculum vitae, a cover letter and where required addressing the selection criteria; organising referees; promoting one's strong marketable skills at interviews; and being patient to continue the process all over again once rejected for a job.

Survey respondents and focus group participants who had planned well prior to migrating to Australia were largely aware of the above requirements. They had commenced the process of recognizing their qualifications and experience well before their arrival; organised and translated into English all the necessary documents; avoided being swayed by unscrupulous informants, instead sought the views of a range of informants; explored employment sites to gain a feel of employment options

available to them; read widely to ascertain employment trends in Australia, including supply and demand, remuneration and generally erred on the side of caution. If they were Greek citizens pursued a visa type most favourable to their claim for permanent residency. A common characteristic of this group of people was their meticulous preparation and sound financial backing, knowing the process of gaining a permanent visa could last a number of years and immediate employment on arrival was not a forgone reality.

Those who were not aware, as was the case with most respondents and focus group participants, those who had ignored the warnings of family, relatives, friends or acquaintances, or were led to believe by self-interested third parties that finding a job in Australia will be a relatively easy proposition, on arrival quickly realised the complexity of the process.

Of the 108 survey respondents, 40 or (37 percent) and a large number of focus group participants indicated that they are finding it difficult to gain Australian work experience and employment. Some of the reasons provided included:

- The style of language and format used in their resume to demonstrate the quality of their overseas-gained qualifications and experience was largely ineffective in Australia. In addition, discussions held between the author and other Australian Greek professionals who have helped professionals arriving from Greece over the past five years revise their resumes, prepare a cover letter or address key selection criteria reveal the need for significant assistance to improve the marketability of the skills and experience of new arrivals on paper.
- The failure of most employers to provide any feedback is denying new arrivals of critical information necessary to improve the shortcomings of their application.

I feel I am going from one application to another totally blind. Employers never provide any feedback. I don't have a clue what was wrong with any of my previous applications." Focus group participant

- Those who had succeeded to be invited to an interview again experienced significant difficulties articulating and spruiking the relevancy and transferability of their qualifications and experience, as well as other attributes such as their adaptability, flexibility, high productivity and willingness to undertake occupation-specific training courses perhaps in conjunction with work experience internship programs.

"A new arrival sought my assistance with preparing for a job interview. She was highly qualified with several years of experience, had done a decent job with the key selection criteria, her resume was fine and the cover letter was also well written. I then asked to see the key responsibilities and duties of the position. She looked rather awkwardly, unable to see the relevancy of my request. I coached her for four hours on preparing her and warned her that she may still not get the job. We repeated the process three more times before being successful with a job."

Australian Greek Human Resource Manager in a large national company discussing the issue at a social meeting with the author

- For a few new arrivals their English language proficiency may be sufficient to get by in the community, but inadequate for employment in their chosen profession. These arrivals and those few with no English language skills, both need access to a range of employment training and placement, as well as English language training programs to give them the opportunity to improve their occupation specific English.
- The absence of Australian referees who could confirm their skills and other attributes.
- Federally funded employment services aim to place new arrivals quickly into the first available job rather than in a guiding them to find a suitable job that reflects their qualifications, experience and preference. Respondents attributed this to Job Network providers being remunerated based on the number of people they place in employment as opposed to the quality and sustainability of the job.

- Some jobs require prospective employees to have access to a car. New arrivals, at least in the initial stages do not have the financial capacity to purchase one and therefore are excluded from potential positions.
- Lack of affordable child care precluded at least one partner to find employment, or in the case of single parents, limited employment options to casual or part-time work. Just under a third of the 108 respondents needed long day care or after hours care⁸.
- A dearth of relatives or other networks and contacts with the ability to assist with preparing an application / interview and often with finding employment; limited access to transport; and affordable housing close to employment also limit work opportunities.
- The alien notion of undertaking voluntary work as an entry to employment.

Finding a job on arrival, did not always mean desirable employment. A number of respondents and focus group participants worked in unhealthy work environments, including long hours, relatively high occupational health and safety risks, limited job security, accepting a job below one's level of skill and experience. These types of jobs left limited time to gain Australian qualifications or improve English language proficiency and people were concerned that the longer they worked outside their area of occupational expertise the harder it became for them to enter the workforce at a level appropriate to their skills and experience. Each form of unsatisfactory employment appears to feed resentment and has implications for the settlement and wellbeing of new arrivals.

Focus group participants suggested that the Australian Greek Welfare Society seek funding to commence a Career Transition program operated by volunteers along the same principles as that of the Migration Agent Information and Referral Service and the Greek Legal Information and Referral Service currently run by the Organisation. Retired Greek-speaking recruiters and human resource workers should be approached to offer free guidance to newly arrived migrants from Greece on personal adjustment, developing clear career objectives and plans, personal marketing materials, personal resiliency and skills to work with recruiters.

They also recommended that the Australian Greek Welfare Society provide a series of seminars to new arrivals on job or apprenticeship searching techniques, including directly approaching employers; negotiating employees' rights, i.e., a decent wage and other work entitlements; preparing a winning resume and cover letter; addressing key selection criteria where required; interview preparation; developing essential non-technical skills, e.g., communication, presentation, and other skills; and developing effective networking techniques. These seminars should also raise awareness of employer expectations, rights and entitlements, and if necessary know where to complain.

⁸ Responses to question 30 of the survey: "Do you have a child care need?"

LABOUR MARKET DISCRIMINATION AND EXPLOITATION

Discrimination

Discrimination and exploitation have the potential to make the process of settlement more difficult for new arrivals.

A few respondents cited discrimination as a barrier to participation in work. Discrimination is often based on the reluctance of employers to give them a go because of their lack of Australian experience.

Respondents and focus group participants expected that their educational credentials, professional experience, age and bilingual skills would be strong marketable characteristics that would be much sought by employers. While some, primarily Greek-speaking organisations have recognised the value of their credentials and are taking advantage of the opportunity to attract well-educated, highly skilled new arrivals with fluency in both English and Greek, others do not see these characteristics as being a sufficiently attractive proposition. This is regrettable because organisations, such as the Australian Greek Welfare Society and Fronditha Care that have employed a significant number of new arrivals have praised their flexibility, adaptability, strong work ethic, high productivity and capacity to value add, willingness to undergo training and accept employment for which they, in many instances, are overqualified.

*"I had made 27 applications and personally I have approached several companies. "Everyone (employers) wanted Australian experience. Well, I only had experience from working in Greece, and it was a good experience. Now my employer is happy with my Greek experience and has hired another newly arrived Greek person." **Survey respondent***

*"What we didn't know was that overseas qualifications and overseas work experience are not appreciated in Australia. We thought that having a Master's Degree from a good American University and highly professional experiences would be sufficient to find employment in Australia. Unfortunately, they were not sufficient at all." **Survey respondent***

Both organisations have welcomed this development as it has infused their organisations with much needed bilingual skills previously difficult to find within the local labour market supply. Focus group participants attributed employer reluctance to shun their bilingual and other professional skills on ignorance that new arrival skills may not be readily transferable to an Australian context. Again the experiences of the Australian Greek Welfare Society and Fronditha Care have proven otherwise. It would seem that the recently adopted adage 'a new worker must be up and running from the word go' is denying employers professional skills they would desperately need once the labour market improves.

With an ageing population and the much touted skill shortage in Australia, the newly arrived from Greece present a unique opportunity to enrich Australia with talent and knowledge from a source that has served the country well in the past. The study shows that with some initial training they will contribute positively to any organisation willing to give them a go.

Exploitation

It is not clear that giving preference to job applicants with Australian experience is in fact due to employer discrimination, even though 40 (or 37 percent) of respondents, indicated that they had experienced problems with finding Australian work experience or employment. What is clear, however, is that exploitation is occurring. At least seven respondents and several focus group participants stated that they were personally exploited by their employer, and migration agents at a focus group meeting claimed that a number of their clients had experience it.

*"Those who have business, they take advantage of them and pay as little as possible. I've heard \$6.00 per hour." **Survey respondent***

.....

"457s (Visa 457) – they (employers) say we'll give you \$54,000, but you gotta give us money back. Cash. Or you have to work 80 hours a week. And that's of course all off the books."

"And the money transfer shows from their account to your account, but doesn't show that you've given back \$5,000 or \$10,000."

"There is no, you know, you wanna be assertive little... shit."

Migration agent at focus group meeting with migration agents

.....

"You can't do it when you go and get employed, perhaps, but you can do it once they realize how good you are, but..."

Focus group facilitator

But at that stage you can't, there's such a dependency. There is no equality in that.

Cos they know here are other people that will work under those conditions.

And it's becoming a feature. I have had so many people come and say to me, the employer will not put me on the books. It is so much more beneficial for them financially to have a whole army of undocumented workers.

How come you got all these people working here and you're only paying \$50 in wages?
It's my family, they're just visiting." **Migration agent**

The majority of businesses do the right thing by their employees and some go out of their way to accommodate any additional needs they may have. Sadly, a few, exploit the vulnerability of new arrivals, their need to work and survive, and their lack of bargaining power. Employers are aware that new arrivals cannot say to them that "you need to pay me formally, to pay tax for me; you need to pay me super" (migration agent). New arrivals would refrain from saying that, because they are so reliant on that money and perhaps they are hoping that their employer could be a potential sponsor, if that is feasible in any way.

The problem is that the majority of new arrivals do not know that the current National Minimum Wage is \$16.87 per hour; that employees covered by the National Minimum Wage also get at least a 25 per cent casual loading; they do not know what forms need to be completed; no one has given them an introduction to the National Employment Standards which spell out the 10 minimum entitlements; and of course they have not heard that the Fair Work Ombudsman can provide education, information and advice, help to resolve workplace complaints, conduct investigations, and enforce relevant Commonwealth workplace laws.

Focus group participants have made it clear that where a visa holder has permanent residency as a goal that person may endure, without complaint, substandard living conditions, illegal or unfair deductions from wages, and other similar forms of exploitation to avoid jeopardising the goal of permanent residency.

ECONOMIC INDEPENDENCE

All respondents and focus group participants recognised the importance of having sufficiently large contingency funds to last them for a minimum of four to six months to tie them over while searching for employment. Australian citizens and permanent residents of Greek descent returning after many years of absence could expect some relief through their entitlement to receive Centrelink benefits. These benefits are not accorded to Greek citizens, requiring them to be entirely reliant on their own financial resources.

Figure 8 in Section: "Challenges" indicates that just over a third of respondents had found through painful experiences that economic independence was critical for their initial settlement and survival. Some had experienced housing stress, others family tensions and breakdown, alienation and social isolation due to their inability to afford social outings or engagement with the community, erosion of confidence and self-esteem, weakening of work skills, and ill-health. Focus group participants have reported cases where new arrivals on student visas could not send their children to school because

their limited funds impeded their capacity to pay the annual tuition fees in government schools ranging from \$6,000 to \$9,000. In one extreme example, a family had kept its children away from school for almost nine months. AGWS caseworkers are aware that a few Catholic schools charge the normal domestic tuition fees of around \$2,000 per year, instead of the International student fees and enrol newly arrived Greek-speaking children. In relation to adults, they often struggled to afford the high fees required to enrol in relevant educational courses.

The Victorian Government is obliged to make primary and secondary schooling available free to all children of school age, including children of Greek citizenship. This relates to all children living in Victoria, not only those who are Australian citizens.

The right to free education stems from a number of international documents, to which Australia is a signatory. The right to education was first expressed in the Universal Declaration of Human Rights (UDHR). Article 26 provides:

- (1) Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory. Technical and professional education shall be made generally available and higher education shall be equally accessible to all on the basis of merit.

While the UDHR is not a binding as a convention, its near universal acceptance entails that it has attained that status of customary international law.

This provision is entrenched by the International Covenant on Economic, Social and Cultural Rights ('ICESCR'). Article 13 states:

1. The States Parties to the present Covenant recognize the right of everyone to education. They agree that education shall be directed to the full development of the human personality and the sense of its dignity, and shall strengthen the respect for human rights and fundamental freedoms. They further agree that education shall enable all persons to participate effectively in a free society, promote understanding, tolerance and friendship among all nations and all racial, ethnic or religious groups, and further the activities of the United Nations for the maintenance of peace.
2. The States Parties to the present Covenant recognize that, with a view to achieving the full realization of this right:
 - (a) Primary education shall be compulsory and available free to all;
 - (b) Secondary education in its different forms, including technical and vocational secondary education, shall be made generally available and accessible to all by every appropriate means, and in particular by the progressive introduction of free education...

Moreover, Article 28 of the Convention on the Rights of the Child ('CRC') (which is the most widely accepted Convention in the world provides:

1. States Parties recognize the right of the child to education, and with a view to achieving this right progressively and on the basis of equal opportunity, they shall, in particular:
 - (a) Make primary education compulsory and available free to all;
 - (b) Encourage the development of different forms of secondary education, including general and vocational education, make them available and accessible to every child, and take appropriate measures such as the introduction of free education and offering financial assistance in case of need...

The right to free secondary education is required to be implemented progressively with the resources of a nation. Given the economic prosperity of Victoria and the importance of education it is incontestable that Victoria in order to comply with these Conventions is required to provide free primary and secondary education to all children that reside in the State.

Other forms of financial hardship have been reported by Greek community individual members and organisations such as Greek Orthodox Parishes and the Hellenic Australian Community Support Association (HACSA) which have raised funds to either support new arrivals with medical or cost of living expenses, as well as help pay for airfares to repatriate individuals or families back to Greece.

AGWS caseworkers are also seeing increasing numbers of new arrivals urgently requiring financial and material relief as well as access to counsellors to address family conflict, relationship and mental health issues.

EDUCATION

Transitioning into Australia's primary and secondary education systems presents enormous challenges for recently arrived school aged children from Greece, especially for those who arrive with minimal or no understanding of the English language. Attaining the level of spoken English and literacy needed to successfully integrate into the regular classroom is a long and strenuous process. It is also dependent on the availability of English as a Second Language program within the school attended by these children, providing intensive full-time programs or targeted support to assist with learning English and support children across the curriculum.

Beyond learning English on arrival, school-aged children face a number of issues at school in Australia. These difficulties include:

1. The written language these children may have learnt, together with a quasi-English pronunciation and word meanings are of little help in a Melbourne primary or secondary school.

They understand little of what is said to them, in and away from the classroom. They struggle with the curriculum, with the Australian accent and the particular usage of specific or abbreviated words, e.g. PD for personal development, LOTE for language other than English, or texting lingo e.g. lol for 'laugh out loud', or hru for 'how are you'.

"I chase after him (son), just like all mothers do their sons, he was reading and I told him you have to try harder than the others because you have bigger issues, with the language. And he said 'mum, don't you know how hard it is for me? I came here and everything is new for me and so different and so many things have changed in my life, don't pressure me anymore."

Focus group participant – crying

2. Children may yearn to have some semblance of control in their life by reverting to speaking Greek with other newly arrived students at school, sometimes using overt language that might appear offensive with an Australian school context but, would not within a school environment in Greece.
3. While schools and teachers are required to put restrictive boundaries around student activities and language use, parents suggested that it would be helpful to first discuss these with them and their children, so that both could understand the rationale behind those restrictions. Otherwise students may feel depreciated or may consider the restriction is the result of their own behaviour.
4. Greek parents are concerned that quite often their children are unacknowledged and undervalued in the classroom and the school yard; with teachers and students being unaware that their children may have been quite bright and highly valued by both teachers and peers in Greece and suddenly all this is lost in Australia.
5. Some children are refusing to attend school because it's all too stressful, because change and uncertainty are far too big for them to cope with. Some are still trying to make sense of what they had a year earlier and what they had lost, with no overt gain in coming to Australia. As well-worn routines are being disrupted, some younger children are bed wetting for the first time in their life, requiring significant emotional support and counselling. Where parents and school are working in tandem it's proving helpful to children, slowly overcoming their adjustment problems.

In addition, adolescence is a very difficult period for all children. It can be a time of disorientation and discovery. If they feel different, as many new arrival adolescents are likely to feel, their whole sense of self and self-esteem is likely to be affected and interrupted. This may be disruptive to the process of development and may affect their mental health.

AGWS counselling staff encourage schools to be alert to a number of other behaviours, including: excessive worrying, difficulty sleeping, depression manifested in crying or being constantly sad, being withdrawn or spending a lot of time alone, weight loss or gain, losing interest, being argumentative, angry or irritable, unable to focus, attitude problems, or poor academic progress.

Parents have praised the efforts of some schools to effectively accommodate the needs of their children often within limited resources.

6. School aged children may be experiencing a deep sense of loss, missing friends, home, school, boyfriend/girlfriend and family left behind in Greece; they despise making new friends all over again, wearing a school uniform or being placed in a classroom below the actual level they had attained in Greece. Skype, Facebook and other forms of instant communication prolong contact with their friends in Greece, only to realise at some stage it's illusory, particularly for teenagers, although for some it helps to overcome the grieving process somewhat earlier.
7. Some are home sick, longing to return to Greece, prevented only by limited family finances. Paradoxically, where a temporary return to Greece has been possible, it has helped them change and settle.

"He saw how they're struggling, in each moment that the time passes. Some of his cousins have finished their studies and now they cannot find jobs. They just sit there like that".

Focus group participant

8. AGWS counsellors stressed that difficult home environments where family members are also experiencing difficulties coping with resettlement in Australia, they are not in a position to provide effective support for a child in school.
9. Where parents are working for very low wages due to exploitation, the implications for child poverty are self-evident. Where hopelessness is pervasive in parents, children suffer.
10. As stated in the Section: 'Economic Independence' above, some Australian Government visa requirements do not enable students to attend public schools due to prohibitively high tuition fees. This is financially straining on households, and extremely stressful on children.
11. Some teenage boys approaching the age for mandatory military service in Greece at age 18 years are clearly distressed that they may be labelled as being deserters. This is unhelpful at this critical juncture of their life and parents of new arrival school aged children are calling on the Greek Government to consider flexible approaches, rather than their children facing additional pressure and needing to allocate, at a period of disorientation, time to the process of resolving this issue.

Feedback from a number of focus group participants indicated that despite these challenges, they were happy with the progress of their children. Class results and school feedback indicates that their children perform remarkably well and have the potential to match the educational achievements of their peers born in Australia. However, there was also a significant number of parents who were concerned that the learning needs of their children remain unmet, sometimes with adverse consequences.

Both respondents and focus group participants informed that going through the initial settlement process has been stressful for them and their families; some have experienced communication breakdown, strain in family relationships and some incidents of family violence. This has also been reported by AGWS casework staff and counsellors. In addition, 60 (or 56 percent) of respondents have indicated that they would benefit from services that could support their emotional and psychological wellbeing⁹.

⁹ Responses to question 31 of the survey: "Would newly arrived Greek people benefit from services supporting the emotional and psychological wellbeing of individuals, including children?" as per footnote 6.

DISCUSSION

The estimated 6,000 Greek and Cyprus residents that had migrated to Victoria over the past five years experienced a range of difficulties during the pre-migration and settlement periods. There is broad consensus within the literature and the findings of the study that pre-migration planning and preparation can significantly reduce the negative effects and enhance the positive outcomes of the migration settlement process. Both identified the need for potential migrants to: a) derive information from a number of reputable sources to ensure its accuracy, as was the need to bypass self-interested third parties, although access to information provided by reputable organisations is not always easily accessible; b) organise and translate into English all the necessary documents; c) finalise where possible the recognition of professional qualifications and experience; d) familiarise themselves with employment trends and options available in Australia, including supply and demand, remuneration, and generally, employment conditions; e) understand cost of living pressures relating to housing, education, daily living and transport, and their association with available personal funds.

The research findings suggest that the road map to a permanent Australian resident visa from Greece is a long onerous process, requiring patience, resilience, pursuing a visa type that matches the skills and experience of the claimant, and having sufficient financial resources to last the distance. Starting the process once in Australia is equally as demanding; it is a slow, grinding process that could take a number of years with no guarantee of success. Settlement manuals such as 'Beginning a Life in Australia' inform about the possible difficulties new migrants are likely to experience once in Australia, however, they seem to be silent and do not provide an unequivocal statement about the lengthy, strenuous process of gaining a permanent Australian visa.

People all over the world and financially strapped Greeks leaving their country aspire to a future that offers a better quality of life for themselves and their families. Broadly, Greek migrants arriving in Australia, like migrants all over the world, as suggested by the literature, envisage that future will incorporate recognition of their professional qualifications and experience that would facilitate access to a job in their chosen profession giving them dignity and meeting the variety of their needs, social inclusion and participation, opportunities for improvement, adequate housing, a safe, friendly and caring environment that could nurture them and their children. One issue missing from the discussion in the literature is about the advantages available to returning Australian citizens and permanent Australian residents of Greek descent as opposed to Greek citizens migrating to Australia for the first time. The former are eligible to access social security entitlements immediately and settlement support services, the latter are ineligible to any of these. With the obstacle of obtaining permanent residency removed, they can focus on rebuilding a better future for themselves and their children. For Greek citizens in Australia, acquiring a permanent resident visa could largely determine that better future.

Access to family, relatives or friends, and where required well-resourced formal support services in the diaspora could pave the way for an easier transition in the destination country. However this is not always a given. The study unpacks this and enriches the literature. It identified that many years of separation, age and different cultural milieus, level of education, financial constraints and diffidence to articulate each other's expectations could impede that transition and fracture their relationship. To ensure family, relatives or friends remain a helpful resource for new arrivals, respondents and focus group participants were able to articulate ideas to construct a checklist to help family, relatives and potential arrivals to draw a quasi-memorandum of understanding to ponder on, prior to making a decision to migrate, facilitate their cohabitation and help new arrivals thrive and prosper.

New arrivals seek the assistance of formal support services to resolve difficulties they may encounter with government, housing, employment, health, welfare, education, legal and other services. While such services generally resolve issues of concern, difficulties arise due to poor English language proficiency, eligibility requirements, disagreements relating to advice and decisions, delay in decision-making, as well as poor administration of organisational policies and procedures. Australia's long history of providing culturally sensitive formal support services, often assisted by ethnic community structures and media has proven to be a valuable resource to new arrivals. The strategic retention of settlement support services by AGWS through its own fund-raising activities, largely supported by Victoria's Greek community, exemplifies the importance of retaining this resource to new arrivals. Without government support, however, the sustainability of these services is in jeopardy. Close to 500 new arrivals, over the past five years, have received varying levels of support through casework, information and referral, crisis intervention, counselling, migration and legal advice services.

Facilitating access to government and other support services results in increased life opportunities and helps reduce barriers to participation, promotes social cohesion, and contributes to Australia's multicultural society.

The benefits of these enablers can be extended by mitigating the effects of barriers and challenges that occur in different ways to each individual new arrival. These barriers and challenges are broadly the same the world around, although the details may reflect the prevailing conditions in each country. The survey highlighted that the high cost of housing and dubious industry practices is denying access to affordable housing to new arrivals in Victoria; structural barriers hinder the efficient recognition of overseas-gained qualifications and experience, employer reticence to hire people with such qualifications and experience, employer discrimination, poor English language proficiency and lack of local technical knowledge all conspire to deny new arrivals access to the labour market; exploitation at work is a daily reality for some migrants, reducing them to poverty and a reliance on charity handouts; access to contingency funds acts as a safety net in the initial settlement period; and transitioning to school presents enormous challenges for recently arrived school aged children as do the stresses of migration for some adults.

The findings concur with the literature that an improved awareness of cost of living pressures relating to housing affordability in Melbourne, having access to financial resources and developing strategies to counter dubious industry practices is a necessary precondition to affordable, secure housing. Reducing barriers to efficient recognition of overseas qualifications and work experience increase the potential contribution of Greek arrivals to Australian society. Improving English language fluency and local technical knowledge strengthen the capacity of new arrivals to demonstrate the quality of their overseas-gained qualifications and experience. Career transitioning programs allow for custom tailored approaches that improve their marketability and employability. Knowledge of the National Employment Standards and access to complaints mechanisms can bring significant benefits to new arrivals, although being in a dependency makes it difficult for new arrivals to assert their rights in the workplace. Schools working in tandem with parents are more likely to be effective in accommodating the needs of children at school, and adults seeking the support of counsellors and other support services could help them identify or redefine their priorities and regain control of their situation.

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APPENDICES

APPENDIX 1 - TABLE 1: TOTAL ABS NET OVERSEAS MIGRATION (NOM)* ARRIVALS TO VICTORIA OF GREEK AND CYPRIOT RESIDENTS BY COUNTRY OF CITIZENSHIP AND COUNTRY OF BIRTH, 2005 – 2013

COUNTRY OF CITIZENSHIP	Country of residence: Greece Country of Birth: Australia, Greece & Cyprus (For specific numbers relating to Country of Birth, please see tables 2, 3 & 4 of this Appendix)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013
Australia	306	273	265	208	255	325	575	
Greece	84	76	77	62	86	173	597	
Cyprus	0	0	0	0	0	3	6	
Total arrivals	390	349	342	270	341	501	1178	
Country of residence: Cyprus (Country of Birth: Australia, Greece & Cyprus – for specific numbers relating to Country of Birth , please see tables 2, 3 & 4 of this Appendix)								
Australia	36	44	48	47	52	40	55	
Greece	0	0	0	0	0	0	3	
Cyprus	12	12	4	6	11	9	9	
Total arrivals	48	56	52	53	63	49	67	
Total arrivals – Country of residence: Greece and Cyprus (Country of Birth: Australia, Greece & Cyprus – for specific numbers relating to Country of Birth , please see tables 2, 3 & 4 of this Appendix)								
Australia	342	317	313	255	307	365	630	983@i
Greece	84	76	77	62	86	173	600	866@ii
Cyprus	12	12	4	6	11	12	15	60@iii
Total arrivals	438	405	394	323	404	550	1245	1942@iv

Australian Bureau of Statistics – please note the following:

- (a) Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals.
- (b) The visa category information in this table represents the number of visas based on the visa type at the time of the traveller's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore, the number of visas in this table should not be confused with information on the number of visas granted by the Department of Immigration and Border Protection.

* For type of visa groups that contribute to final NOM see the last page of this Appendix.

ABS data for 2012-2013 will be available in April 2015. @ See Endnote

APPENDIX 1 - TABLE 2: ABS NET OVERSEAS MIGRATION ARRIVALS TO VICTORIA OF GREEK AND CYPRIOT RESIDENTS BY COUNTRY OF CITIZENSHIP AND COUNTRY OF BIRTH, 2005-06 TO 2011-12

COUNTRY OF CITIZENSHIP	Country of residence: Greece (Country of Birth: Australia)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013
Australia	116	134	151	99	146	191	289	
Greece	0	3	3	0	3	4	5	
Cyprus	0	0	0	0	0	0	0	
Total arrivals	116	137	154	99	149	195	294	
	Country of residence: Cyprus (Country of Birth: Australia)							
Australia	24	28	25	27	22	14	26	
Greece	0	0	0	0	0	0	0	
Cyprus	0	0	0	0	0	0	0	
Total arrivals	24	28	25	27	22	14	26	
	Total arrivals – Country of residence: Greece and Cyprus (Country of Birth: Australia)							
Australia	140	162	176	126	168	205	315	
Greece	0	3	3	0	3	4	5	
Cyprus	0	0	0	0	0	0	0	

Australian Bureau of Statistics – please note the following:

Australian Bureau of Statistics – please note the following:

- (c) Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals.
- (d) The visa category information in this table represents the number of visas based on the visa type at the time of the traveller's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore, the number of visas in this table should not be confused with information on the number of visas granted by the Department of Immigration and Border Protection.

ABS data for 2012-2013 will be available in April 2015.

APPENDIX 1 - TABLE 3: ABS NET OVERSEAS MIGRATION ARRIVALS TO VICTORIA OF GREEK AND CYPRIOT RESIDENTS BY COUNTRY OF CITIZENSHIP AND COUNTRY OF BIRTH, 2005-06 TO 2011-12

COUNTRY OF CITIZENSHIP	Country of residence: Greece (Country of Birth: Greece)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013
Australia	190	139	114	105	109	134	283	
Greece	84	73	74	62	83	169	592	
Cyprus	0	0	0	0	0	0	0	
Total arrivals	274	212	188	167	192	303	875	
Country of residence: Cyprus (Country of Birth: Greece)								
Australia	0	0	0	0	0	0	0	
Greece	0	0	0	0	0	0	3	
Cyprus	0	0	0	3	0	0	3	
Total arrivals	0	0	0	3	0	0	6	
Country of residence: Greece and Cyprus (Country of Birth: Greece)								
Australia	190	139	114	105	109	134	283	
Greece	84	73	74	62	83	169	595	
Cyprus	0	0	0	3	0	0	3	
Total arrivals	274	212	188	170	192	303	881	

Australian Bureau of Statistics – please note the following:

- Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals.
- The visa category information in this table represents the number of visas based on the visa type at the time of the traveler's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore, the number of visas in this table should not be confused with information on the number of visas granted by the Department of Immigration and Border Protection.

ABS data for 2012-2013 will be available in April 2015

APPENDIX 1 - TABLE 4: ABS NET OVERSEAS MIGRATION ARRIVALS TO VICTORIA OF GREEK AND CYPRIOT RESIDENTS BY COUNTRY OF CITIZENSHIP AND COUNTRY OF BIRTH, 2005 – 2013

COUNTRY OF CITIZENSHIP	Country of residence: Greece (Country of Birth: Cyprus)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013
Australia	0	0	0	4	0	0	3	
Greece	0	0	0	0	0	0	0	
Cyprus	0	0	0	0	0	3	6	
Total arrivals	0	0	0	4	0	3	9	
Country of residence: Cyprus (Country of Birth: Cyprus)								
Australia	12	16	23	20	30	26	29	
Greece	0	0	0	0	0	0	3	
Cyprus	12	12	4	3	11	9	6	
Total arrivals	24	28	27	23	41	35	35	
Country of residence: Greece and Cyprus (Country of Birth: Greece)								
Australia	12	16	23	24	30	26	32	
Greece	0	0	0	0	0	0	0	
Cyprus	12	12	4	3	11	12	12	
Total arrivals	24	28	27	27	41	38	44	

Australian Bureau of Statistics – please note the following:

- (e) Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals.
- (f) The visa category information in this table represents the number of visas based on the visa type at the time of the traveler's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore, the number of visas in this table should not be confused with information on the number of visas granted by the Department of Immigration and Border Protection.

ABS data for 2012-2013 will be available in April 2015

ENDNOTES

- i. To arrive at this estimate for 2012-13, AGWS applied the 56 percent increase between 2011-12 and 2012-13 for ABS NOM Greece citizenship arrivals to Victoria for some migration stream visas (see Table 2 in Appendix 2) to the ABS NOM Australia citizenship arrivals of 630 for 2011-2012 [i.e., $630 \times 56/100 = 352.8$ estimated increase of Australian citizenship arrivals between 2011-12 and 2012-13]. This adds to a total number of 983 Australian citizenship new arrivals to Victoria for 2012-13 [i.e., $630+353 = 983$]. It was necessary to use the combined ABS NOM Greece and Cyprus citizenship arrivals as proxy for Australian citizenship arrivals from Greece as no figures were available for Australian citizenship arrivals who were long-term residents of Greece for 2012-2013 (see Appendix 2).
- ii. To arrive at this estimate for 2012-13, AGWS applied the 44.4 percent increase between 2011-12 and 2012-13 for ABS NOM Greece citizenship arrivals to Victoria for total of some migration stream visas (see Table 2 in Appendix 2) to the ABS NOM Greece citizenship arrivals of 600 for 2011-2012 [i.e., $600 \times 44.4/100 = 266$ estimated increase of Greece citizenship arrivals between 2011-12 and 2012-13]. This adds to a total number of 866 Greece citizenship new arrivals to Victoria for 2012-13 [i.e., $600+266 = 866$].
- iii. To arrive at this estimate for 2012-13, AGWS applied the 302.6 percent increase between 2011-12 and 2012-13 for ABS NOM Cyprus citizenship arrivals to Victoria for total of some migration stream visas (see Table 3 in Appendix 2) to the ABS NOM Cyprus citizenship arrivals of 15 for 2011-2012 [i.e., $15 \times 302.6/100 = 45$ estimated increase of Cyprus citizenship arrivals between 2011-12 and 2012-13]. This adds to a total number of 60 Cyprus citizenship new arrivals to Victoria for 2012-13 [i.e., $15+45 = 60$].
- iv. To arrive at this estimate for 2012-13, AGWS applied the 56 percent increase between 2011-12 and 2012-13 for ABS NOM Greece and Cyprus arrivals to Victoria for some migration stream visas (see Table 1 in Appendix 2) to the Total ABS NOM Australia, Greece & Cyprus citizenship arrivals of 1245 for 2011-2012 [i.e., $1245 \times 56/100 = 697.2$ estimated increase of total arrivals between 2011-12 and 2012-13]. This adds to a total number of 1942 Australian, Greece & Cyprus citizenship new arrivals to Victoria for 2012-13 [i.e., $1245+697 = 1942$]. Given that the combined 56 percent increase for ABS NOM Greece and Cyprus citizenship arrivals was used as proxy to ascertain the estimate for Australian citizenship arrivals from Greece, the sum of the components does not add exactly to total arrivals of 1942 for 2012-13 (i.e., $983+866+60 = 1909$ instead of 1942 arrivals).

CATEGORY OF VISA GROUPS

The type of visa groups that contribute to the final NOM include:

- Permanent visas, e.g., family, skill, special eligibility, spouse
- Returning Australian citizens
- Temporary work (skilled)
- Student visas both permanent and temporary
- Other temporary visas

APPENDIX 2 - TABLE 1: NET OVERSEAS MIGRATION ARRIVALS TO VICTORIA: GREECE AND CYPRUS CITIZENSHIP BY MIGRATION STREAM VISA FOR THE FINANCIAL YEARS 2005-06 TO 2012-13

MIGRATION STREAM VISA	Greece and Cyprus (Country of Citizenship)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013
Family migration	18#	19#	22#	13#	7#	16#	58#	118 [^]
Temporary work (skilled – Visa 457)	3#	10#	5#	5#	9#	10#	29#	129 [^]
Student Visa	3#	6#	3#	4#	3#	16#	116#	254 [^]
Bridging Visa	0#	0#	0#	3#	0#	16#	19#	25 [^]
Other temporary Visas	66#	72#	56#	52#	83#	194#	593#	744 [^]
Other non-program	14#	13#	14#	15#	5#	13#	13#	-
Special eligibility	0#	0#	0#0#	0#	0#	0#	0#	<5 [^]
Working holiday maker (Cyprus)	-	-	-	-	7*	14*	19*	51*
Total	104	120	95	92	114	279	847	1321

Source: Australian Bureau of Statistics – Net Overseas Migration Data, Customised Table, Reference period 2005-06 to 2011-12

[^] Source: Dept. of Immigration & Border Protection – Overseas Arrivals and Departures dataset, 5 March 2014

* Source: Dept. of Immigration & Border Protection – Direct extract from Overseas Arrivals and Departures dataset, 28 Feb 2014

For data obtained through the Australian Bureau of Statistics please note the following:

- Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals
- The visa category information in this table represents the number of visas based on the visa type at the time of the traveller's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore the number of visas in this table should not be confused with information with the number of visas granted by the Department of Immigration and Border Protection

For data obtained from the Department of Immigration & Border Protection where a number in the table is between 1 and 4, the number has been masked with <5 for privacy reasons

APPENDIX 2 - TABLE 2: NET OVERSEAS MIGRATION ARRIVALS TO VICTORIA: GREECE CITIZENSHIP BY MIGRATION STREAM VISA FOR THE FINANCIAL YEARS 2005-06 TO 2012-13

MIGRATION STREAM VISA	Greece (Country of Citizenship)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013
Family migration	18#	19#	22#	13#	7#	16#	58 [^]	111 [^]
Temporary work (skilled – Visa 457)	3#	10#	<5 [^]	5 [^]	9#	10#	29*	111*
Student Visa	3#	6#	3#	4#	3#	9#	111*	242*
Bridging Visa	0#	0#	0#	3#	0#	16*	19*	25*
Other temporary Visas	62#	60#	56#	52#	80#	168#	579#	679*
Special eligibility	0#	0#	0#	0#	0#	0#	0#	<5 [^]
Other non-program	9#	13#	14#	9#	5#	9#	13#	-
Total	95#	108	95#	81	104	309	809	1168

Source: Australian Bureau of Statistics – Net Overseas Migration Data, Customised Table, Reference period 2005-06 to 2011-12

[^] Source: Dept. of Immigration & Border Protection – Overseas Arrivals and Departures dataset, 5 March 2014

* Source: Dept. of Immigration & Border Protection – Direct extract from Overseas Arrivals and Departures dataset, 28 Feb 2014

For data obtained through the Australian Bureau of Statistics please note the following:

- Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals
- The visa category information in this table represents the number of visas based on the visa type at the time of the traveller's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore the number of visas in this table should not be confused with information with the number of visas granted by the Department of Immigration and Border Protection

For data obtained from the Department of Immigration & Border Protection where a number in the table is between 1 and 4, the number has been masked with <5 for privacy reasons

APPENDIX 2 - TABLE 3: NET OVERSEAS MIGRATION ARRIVALS IN VICTORIA: CYPRUS CITIZENSHIP BY MIGRATION STREAM VISA FOR THE FINANCIAL YEARS 2005-06 TO 2012-13

MIGRATION STREAM VISA	Cyprus (Country of Citizenship)							
	Financial Year							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013 [^]
Family migration	<5 [^]	5 [^]	<5 [^]	5 [^]	<5 [^]	<5 [^]	<5 [^]	7 [^]
Temporary work (skilled – Visa 457)	<5 [^]	<5 [^]	<5 [^]	0 [^]	<5 [^]	0#	0#	18*
Student Visa	0#	0#	0#	0#	<5*	7*	5*	12*
Bridging Visa	0#	0#	0#	0#	0#	0	0#	0*
Other temporary Visas	4#	12#	0#	0#	3#	26*	14*	65*
Special eligibility	0#	0#	0#	0#	0#	0#	0#	0*
Other non-program	5#	0#	0#	6#	0#	4#	0#	-
Working holiday maker	-#	-#	-#	-#	7*	14*	19*	51*
Total	9	17	0	6	10	51	38	153

Source: Australian Bureau of Statistics – Net Overseas Migration Data, Customised Table, Reference period 2005-06 to 2011-12

[^] Source: Dept. of Immigration & Border Protection – Overseas Arrivals and Departures dataset, 5 March 2014

* Source: Dept. of Immigration & Border Protection – Direct extract from Overseas Arrivals and Departures dataset, 28 Feb 2014

For data obtained through the Australian Bureau of Statistics please note the following:

- Cells in this table have been randomly adjusted to avoid the release of confidential data. Discrepancies may occur between sums of the component items and totals
- The visa category information in this table represents the number of visas based on the visa type at the time of the traveler's specific movement. It is this specific movement that has been used to calculate the Net Overseas Migration data. Therefore the number of visas in this table should not be confused with information with the number of visas granted by the Department of Immigration and Border Protection

For data obtained from the Department of Immigration & Border Protection where a number in the table is between 1 and 4, the number has been masked with <5 for privacy reasons.

DEFINITIONS:

Migration Stream: Statistical grouping of permanent arrivals based on type of visa. ('Migration Stream' is also known as 'Eligibility Category'). The groups are:

1. **Family Migration:** Persons who have arrived in Australia under the family stream of the migration program. These are people intending to get married, partners, children, parents and other family members who have been sponsored by a relative who is an Australian citizen, an Australian permanent resident or an eligible New Zealand citizen.
2. **Temporary skilled visa holders:** Temporary Work (Skilled) subclass 457 visa holders mostly recruited by Australian companies whose visa is valid for up to four years.
3. **Student visa holders:** overseas students who undertake full-time study in registered courses. In this report, Student Guardian (subclass 580) visa holders are included in 'other temporary visa holders' and Temporary Graduate (subclass 485) visa holders are listed as a separate category, and not in the 'student visa holders' category as per the student visa statistics report
4. **Bridging visa holders:** non-citizens who are provided with lawful status while they have business with the government or the courts regarding immigration matters.
5. **Other temporary visa holders:** include holders of other temporary visas such as New Zealand Citizen Family Relationships (non-New Zealand citizens who are family members of a New Zealand citizen), social/cultural (Entertainment, Sport, Visiting Academic, Religious Worker, etc), international relations (Diplomatic, Exchange, Domestic Worker, etc.), training (Occupational Trainee and Professional Development), Student Guardian and transit visas.
6. **Special Eligibility** – Persons who are former Australian permanent residents, and persons who served in the Australian Armed Forces before 1981, returning to Australia permanently. Prior to July 2000 this category also included former Australian citizens and family of New Zealand citizens. 'Special Eligibility' currently consists of 'Former Resident' visa only.
7. **Other non-program** – Primarily children born to Australian citizens overseas. This also includes residents of Norfolk Island and persons granted Australian citizenship overseas.
8. **Working holiday maker visa holders:** young adults from countries with reciprocal bilateral agreements with Australia who holiday in Australia and undertake short-term work and/or study and who hold a Working Holiday (subclass 417) or Work and Holiday (subclass 462) visa.

Visa 572 Voc Educ & Training Sector (VET)	0	0	0	10	0	0	10	30
Visa 573 Higher Education Sector	0	10	0	20	0	0	0	10
Visa 574 Postgrad Research Sector	0	0	0	0	0	0	0	0
Visa 575 Non Award Sector	0	0	10	0	0	0	0	0
Visa 601 ETA (Tourists & Business Visitors)	0	0	0	0	0	0	0	270
Visa 651 (eVisitor)	0.0	0.0	0.0	140	310	400	480	380
Visa 675 & 685 (Medical Treatment)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Visa 676 Tourist (Short stay)	40	10	40	20	20	100	70	140
Visa 679 Sponsored Family	10	0	0	0	0	0	0	0
Visa 820 Spouse (extended eligibility)	0	0	0	0	0	0	0	10
Visa 942 Crew Travel Authority	0	0	0	10	0	0	0	0
Visa 956 & 977 (Electronic Travel Authority – Business Entrant)	100	200	150	130	80	80	160	150
Visa 976 (Electronic Travel Authority – visitor short stay)	2090	1960	2110	1920	1910	1910	2590	1930
Visa 995 Diplomatic (Temp)	20	10	10	0	0	20	0	0
VISA 001 Unknown	30	30	10	10	0	0	0	0
Other	20	20	20	10	20	20	30	40
Total Short- term visitor arrival	2390	2280	2420	2320	2410	2590	3440	3190

(a) To confidentialise estimates have been rounded to the nearest 10. As a result, the sum of the components may not add exactly to totals.

Visa 574 Postgraduate Research Sector	0	0	0	0	0	0	0	0
Visa 575 Non-Award Sector	0	10	0	0	0	0	0	0
Visa 601 ETA (Tourists & Business Visitors)	0	0	0	0	0	0	0	0
Visa 651 (eVisitor)	0	0	0	240	500	600	480	380
Visa 675 & 685 (Medical Treatment)	0	0	0	0	0	0	0	0
Visa 676 Tourist (Short stay)	500	480	480	230	50	50	60	70
Visa 679 Sponsored Family	0	0	0	0	0	0	0	0
Visa 820 Spouse (extended eligibility)	0	0	0	0	0	0	0	0
Visa 942 Crew Travel Authority	0	0	0	0	0	0	0	0
Visa 956 & 977 (Electronic Travel Authority – Business Entrant)	0	0	0	0	0	0	0	0
Visa 976 (Electronic Travel Authority – visitor short stay)	0	0	0	0	0	0	0	0
Visa 995 Diplomatic (Temporary)	0	0	0	0	0	0	0	0
VISA 001 Unknown	10	0	0	0	0	0	0	0
Other	90	0	0	0	0	0	0	10
Total Short-term visitor arrival	620	510	510	500	560	680	550	510

APPENDIX 4 - TABLE 1: ESTIMATED* NUMBER OF OFFSHORE & ONSHORE GRANTS FOR 2005-06 TO 2012-13 PROGRAM YEARS FOR VICTORIA (INCLUDES EVISA GRANTS)

TYPE OF STUDENT VISA	Greece (Passport Held)							
	Year (Offshore & Onshore grants (includes eVisa grants))							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013 ^a
570 ELICOS Sector	-	-	-	-	-	3	48	82
571 Schools / Secondary Exch Sector	-	-	-	-	-	-	<5	<5
572 Vocational Education & Training Sector	1	1	1	1	1	4	53	143
573 Higher Education Sector	1	4	1	2	1	1	7	10
574 Postgrad Research Sector	-	-	-	-	-	-	1	3
575 Non-Award	1	1	1	1	1	1	2	3
Foundation / Other Sector	-1	1	1	1	1	1	2	3
Total	3	6	3	4	3	9	111	242

* The estimated number of Offshore and Onshore Grants for Victoria for each Visa type was extrapolated by calculating the percentage of the total number of students arriving in Victoria for each year against the total number of students arriving in Australia for each year and then applying the percentage to estimate the number of students arriving each year under each visa type. For example, the number of student visas granted in 2012-2013 to Greece Citizens to study in Australia was 853, whilst the total number of Greek citizens granted student visas to study in Victoria in 2012/13 was 242, therefore the percentage total for those arriving in Victoria was 28.4 (i.e., $242 \text{ (total no. of student Visas for Victoria)} \times 100 / 853 \text{ (total no. of student visas for Australia)} = 28.4$ percent. The total no. of ELICOS visas granted to Greek citizens to study in Australia in 2012/13 was 290. Therefore the estimated number of ELICOS visas granted to Greek citizens to study in Victoria was $290 \times 28.4 / 100 = 82$.

The visa category information to calculate the percentage and the number arriving in Victoria was based on data provided by the:

- Australian Bureau of Statistics Net Overseas Migration arrivals to Victoria: Greece citizenship by student visas for the financial years 2005/06 to 2012/13 (Custom table provided to the Australian Greek Welfare Society – See Table 2 – Appendix 2); and

Department of Immigration & Border Protection Offshore and Onshore for 2002/05/06 to 2012/13 Program Years for Australia (Source: Dept. of Immig & Citizenship, offshore & Onshore Grants for 2002-2003 – 2012-2013. Retrieved 13 January 2014 from http://www.immi.gov.au/media/statistics/study/_pdf/2012-13-offshore-onshore-combined-grants.pdf)

APPENDIX 4 - TABLE 2: ESTIMATED * NUMBER OF OFFSHORE & ONSHORE GRANTS FOR 2005-06 TO 2012-13 PROGRAM YEARS FOR VICTORIA (INCLUDES EVisa GRANTS)

TYPE OF STUDENT VISA	Cyprus (Passport Held)							
	Year (Offshore & Onshore grants (includes eVisa grants))							
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012- 2013 ^a
570 ELICOS	-	-	-	-	-	2	-	-
571 Schools / Secondary Exch	-	-	-	-	-	-	-	-
572 VET	-	-	-	-	-	1	-	7
573 Higher Education	-	-	-	-	-	2	5	5
574 Postgrad Research	-	-	-	-	-	1	-	-
575 Non-Award	-	-	-	-	-	2	-	-
Total	-	-	-	-	-	8	5	12
Total	3	6	3	4	3	9	111	242

DEFINITIONS:

There are seven types of student visa:

1. **English Language Intensive Course for Overseas Students (ELICOS) (subclass 570) visa.** This visa is for international students undertaking a stand-alone English language course that leads to a certificate level award or non-formal award.
2. **Schools (subclass 571) visa.** This visa is designed for international students applying to study in Australia in a primary, junior secondary or senior secondary school course or an approved secondary school exchange program.
3. **Vocational Education and Training (subclass 572) visa.** This visa is designed for international students applying to study in Australia and whose main course of study is a certificate, vocational education and training diploma, vocational education and training advanced diploma, vocational graduate certificate or vocational graduate diploma.
4. **Higher Education (subclass 573) visa.** This visa is designed for international students applying to study in Australia and whose main course of study is a bachelor degree, associate degree, higher education diploma, higher education advanced diploma, graduate certificate, graduate diploma or Masters by coursework.
5. **Postgraduate Research (subclass 574) visa.** This visa is designed for international students who want to study a Master's degree by research or a Doctoral degree in Australia.
6. **Non Award (subclass 575) visa.** This visa is designed for international students who want to study non award foundation studies or other full time courses not leading to an Australian award.
7. **AusAID or Defence Sponsored (subclass 576) visa.** This visa is designed for international students who are sponsored by AusAID (under the Australia Awards) or Defence to study a full-time course of any type in Australia.

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